

Client Excellence

Client excellence is crucial in any client-facing role. As a lawyer, client excellence means building and maintaining rapport with your clients, listening to their needs, empathising with their situation, and supporting them as well as you can.

It is easy to underestimate the value of client service when you have a mounting to-do list and limited time. But by creating a valuable relationship you will generate and retain more clients, reflecting in your success as a lawyer.

This course will explore the importance of client excellence as a lawyer, and techniques to implement to provide exceptional client interactions.

Course objectives:

- ✓ Clearly identify the do's and don'ts of client service and measure yourself against them
- ✓ Recognise the importance of being client-focused in ensuring your success as a lawyer
- ✓ Learn how to build your client brand, fill gaps in service and develop methods of creating a great client experience
- ✓ Understand clear techniques to help manage difficult client issues effectively