

Frustrated Lawyers

- 🔥 I don't have time for this.
- 🔥 I'm not a therapist.
- 🔥 Stop telling me what I don't need to know.
- 🔥 Just answer my questions.

Ever felt like that?

Frustrated Clients

- 🔥 You don't believe me.
- 🔥 You don't return my calls.
- 🔥 You don't care.
- 🔥 You're not on my side.

Ever hear these from a client?

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GETTING
TO THE
POINT
....AND
BEYOND !

COMMUNICATION
SKILLS
FOR LAWYERS

Hey, I know
how to listen.

Are you sure?

There's a difference
between listening FOR the
facts and listening TO your
client.

Improving your listening
skills is the difference
between frustration and
satisfaction.

For your client ...
AND for YOU!

Just the Facts...

Law school teaches us to focus
attention on data. What
happened? When? And then
what?

This is a critical skill for
determining whether there is a
cause of action or a
recognizable defense.

Just Isn't Enough

However, your client comes to
you *troubled* by the facts.
With feelings. If you are not
prepared to deal with those
feelings, your client, you and
your case could all end up
frustrated.

I offer *individual* practice
sessions and personal facilitation
of difficult client situations in
addition to group *seminars* and
workshops.

We look at how the
expectations of the lawyer client
relationship get in the way of
effective communication.

We focus on the truth that
the client is *not* the problem the
client brings and the attorney is
not the solution.

We learn the skills of active
listening. Hearing both the facts
and how they are important to
the client.

This work will:

- ✓ *cut interview time!*
- ✓ *increase client
satisfaction!*
- ✓ *increase attorney
satisfaction!*
- ✓ *improve advocacy!*