

RISK MANAGEMENT FOR LAW FIRMS: MANAGING CLIENT EXPECTATIONS



Objectives

The majority of negligence allegations made against solicitors are not linked to legal errors, but emerge as a result of communication problems and a failure to manage the expectations of clients, from the outset of the retainer to the end of a matter. Lawyers need to master specific techniques to regain control of the relationship with their clients from the outset, in order to prevent allegations being made against them.

Managing client expectations will bring the following individual and organisational benefits:

- protect the firm from allegations of negligence
- increase business efficiency and profitability
- increase client satisfaction
- preserve and enhance the firm's goodwill and reputation

Who will benefit

Partners and solicitors in large, medium sized and smaller law firms who want to learn specific techniques to lower their insurance risk, increase client satisfaction and enhance firm profitability.

Duration – 1 day (this can be divided into shorter sessions if required)

Content

- An integrated risk management model for law firms ~ The Risk Management Wheel ®
- Comparative statistics on professional indemnity allegations – areas of law, types of activity
- The client perspective – how they view legal service providers
- Identifying key high risk communication errors
- Analysing cross-cultural ramifications – international clients
- Techniques to establish a protective communications system (firm-client, intra-firm)
- How to manage trouble clients
- How to master retainers and disengagement
- How to draft and use protective documentation

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