

# Client interpersonal skills for lawyers

## Location & Date

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**Date:** 24th October 2018

**Time:** 09:00 - 16:30

**Location:**

Law Society Of Scotland

Atria One, 144 Morrison Street, Edinburgh, EH3 8EX, United Kingdom

**CPD Hours:** 6hours

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## Book by 6 July to save 20% with our Early Bird rate

Strong and effective interpersonal skills are a distinguishing competency of the most proficient lawyers.

While technical expertise, knowledge and experience are vital, the ability to build strong client relationships and understand their motivations helps the modern lawyer to deliver great client service and also identify new opportunities.

This practical seminar, designed for private practice and in-house lawyers by award-winning coaching and training company Quiver Management, will equip participants with the interpersonal skills to improve client communications, relationships and outcomes.

### Learning outcomes

- The benefits of using coaching conversation techniques as a lawyer
- Purposeful listening and observation techniques for improved understanding of your clients' views and perceptions
- High quality questioning to help increase the clients' self-awareness & facilitate their decision-making
- Tools to uncover clients' personal and business goals
- Techniques for building strong rapport and relationships with clients
- How to use the increased understanding and deeper rapport to advise and support your clients more effectively

### Trainer - Jan Bowen-Nielsen, Trainer and Consultant, Quiver Management

This course will be delivered by Jan Bowen-Nielsen, the founder and a director of Quiver Management. Jan has 15 years' senior management experience from blue chip corporations in the UK, Denmark and USA including VP Sales and Marketing and CEO roles. Over the last fourteen years he has coached and consulted to a large number of leaders in large businesses and professionals firms, helping them grow their personal and their firm's performance. In addition to being a qualified Senior Practitioner in Coaching and Mentoring and a Fellow of the Institute of Leadership and Management, he also holds an MBA from Henley Management College.

## Testimonials

"A useful addition to a solicitor's tool box"

**Andrew Fleetwood, Gilson Gray LLP**

## Programme Details

09:00 - 09:30

Registration and refreshments

09:30 - 10:00	Welcome and introduction
10:00 - 10:20	<p>What is coaching and mentoring?</p> <ul style="list-style-type: none"> <li>• How can coaching and mentoring techniques benefit lawyers when engaging with clients and senior colleagues.</li> </ul>
10:20 - 11:05	<p>Purposeful listening and observation techniques</p> <ul style="list-style-type: none"> <li>• Deepening your understanding of your clients' and colleagues' views, perceptions and reality.</li> </ul>
11:05 - 11:20	Refreshments and networking
11:20 - 12:30	<p>High quality questioning</p> <ul style="list-style-type: none"> <li>• How to help your clients' and senior colleagues' self-awareness and facilitate their thinking and decision making.</li> </ul>
12:30 - 13:00	Lunch and networking
13:00 - 13:45	<p>Uncovering personal and business goals</p> <ul style="list-style-type: none"> <li>• Exploring and meeting the clients' and senior colleagues' goals, needs and motivation to make your advice and impact more powerful.</li> </ul>
13:45 - 14:45	<p>Conversation exercise</p> <ul style="list-style-type: none"> <li>• Practicing and building confidence in the conversation techniques.</li> </ul>
14:45 - 15:00	Refreshments and networking
15:00 - 16:00	<p>Building the skills back into your practice</p> <ul style="list-style-type: none"> <li>• How to use the increased understanding and deeper rapport to advise and support your clients more effectively.</li> </ul>
16:00 - 16:30	Review and Q&A

## Prices

prices exclude VAT

<b>Member:</b>	£220.83
<b>New member:</b>	£183.33
<b>Accredited Paralegal:</b>	£183.33

<b>Trainee:</b>	£183.33
<b>Unemployed member:</b>	£166.67
<b>Non-member:</b>	£241.67