



# Law Practice Client Service Training Sample

Issues

*Common Situations.*

A client is disappointed with the results of his divorce decree. He wants to know what you are going to do to make him the "winner." How do you respond?

Sample  
Game  
Cards

(Shown  
smaller than  
the Actual  
3 1/8" by  
2 1/4" size)

*Billing Issues.*

Two young women had you help organize their business as a partnership just a few weeks before. They now want you to change the legal structure of the business into a corporation, at a reduced rate. What do you say to these woman?

*Gaining Confidence.*

You are asking a client many personal questions in order to give her the best representation. She complains that you are asking too many probing questions. You don't think you are being especially nosy, but you have a job to do. What do you think ought to be done or said?

*Advice vs. Control.*

You look out to the waiting room and hear a client discussing his case. His attorney just cautioned him about a court imposed gag order just a week ago. What do you say or do?

*Working Through Problems.*

A client calls to say that she has just been laid off from her job, and she has no idea how she will be able to make the payments she agreed to, after her recent adverse judgment. What do you tell this client?

*Understanding Concerns.*

A client is complaining that the legal process takes far too long to come to a conclusion. What do you say or do?

***Meeting The Client's Need .***

An elderly woman is in tears because she is so afraid to be questioned by the police. She complains that no one is understands her fear. What do you suggest be said or done for this client?

*Indirect Service.*

You see an assistant open and look at a client's file and forget to close it, while near the receptionist's desk. What would you say and to whom?