

## 7 WAYS TO PROMOTE EFFECTIVE COMMUNICATION WITH YOUR CLIENT



*Give every man thy ear, but few thy voice -*  
(1564 - 1616),  
'Hamlet,' Act I,  
Scene iii

[William Shakespeare](#)

- I. **Keep your client constantly advised** of the status of the case, analysis of the case, expected and incurred fees or expenses, and all clients' options.
- II. **Prior to client representation, obtain enough information about the matter so that you can identify potential conflicts of interest.**
- III. **Never promise more than you can deliver.** Listen to the prospective client! Determine whether he/she has reasonable expectations regarding the ultimate result and the time in which those results can be achieved.
- IV. **Confirm** in writing
  - the terms of the prospective solicitor/client relationship
  - declination of representation (if applicable)
  - all terms of settlement, offers and demands both with the client and opposing counsel.
  - the termination of services upon completion of a matter, including appropriate billing details (professional fees/expenses incurred).
- V. **Use a docket or calendar management system** to ensure timely compliance not only with filing requirements but also for client communication.
- VI. **Document, document, document.**
- VII. **Maintain a systematic approach to file organisation.** Use a filing system which permits the entire file to be made available on short notice, and store active files in the same consistent place.