

Client Servicing & Relationship Building Skills



Eva Wisnik, President

Eva Wisnik is the former Director of Recruitment and Training for Schulte Roth & Zabel and Cadwalader, Wickersham & Taft. After 10 years as a recruitment professional, Eva founded a training and placement firm for the legal community. Since starting her business in 1996, she has conducted more than 600 training programs for law firms nationwide, including 74 of the AmLaw100 firms.

You have hired the best and the brightest to serve your clients, but do they have the client relationship skills necessary to provide outstanding service? This training program will provide your attorneys with the how-to's for communicating effectively with internal and external clients. They will leave the session understanding the importance of establishing credibility and building trust. This program will enable them to take steps towards developing new business relationships and exceeding current client's expectations.

During this interactive workshop participants will learn:

- ✓ Tips for communicating effectively;
- ✓ Specific steps for building client rapport and trust;
- ✓ How to obtain valuable client feedback by asking the right questions;
- ✓ Most common complaints clients have about their lawyers;
- ✓ How to get more business from existing clients;
- ✓ Techniques for turning contacts into clients;
- ✓ Ten tips for maintaining client relationships.

