

CLIENT-SERVICING & RELATIONSHIP BUILDING SKILLS FOR NEW ATTORNEYS

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.

Eva Wisnik is the author of Your Fairy Job Mentor's Secrets for Success and the former Director of Recruitment and Training for Schulte Roth & Zabel and Cadwalader, Wickersham & Taft. Since starting her business in 1996, she has conducted more than 800 training programs for more than 120 law firms nationwide. She is certified in the Covey Time Management System and as a Health Coach through the Institute for Integrative Nutrition and holds an MBA from Fordham.

To learn more, visit our website at www.wisnik.com, email ewisnik@wisnik.com or call 212.370.1010



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