



May 2010 Client Development Tip

Maximize the Client Experience

Things To Do

- Learn as much as you can about your client's business
 - Ask how your client likes to communicate and be highly responsive
 - Find ways to deliver value above and beyond the delivery of a good legal result
 - Take time to think proactively about your client's needs
 - Understand and manage client expectations
 - Ask for and act on feedback you receive
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Previous 2010 Client Development Tips of the Month

January – Recover. Refocus. Reunite

February - Stay Visible