

## THE IMPORTANCE OF CLEAR GOALS AND COMMUNICATION

One of my favorite things to discuss with clients on my initial interview is the movie "Jerry Maguire". For my clients who are old enough to remember the film (yes, really), I bring them back to the famous scene in the locker room where Tom Cruise is pleading with Cuba Gooding, Jr., "HELP ME HELP YOU!" For a lawyer and a client, this scene has great importance.

One of the most important conversations a lawyer must have in the initial consultation learning the goals of the client and converting making a set of realistic goals that can be accomplished. A client with clear goals is a happy client. A client with uncertain and changing goals will always be an unhappy client and will have an unhappy lawyer. Experience has taught me that a client who is unsure what they want to accomplish will never be happy with the legal process because they have no clear goals that they are fighting for and why they are spending money doing so. The lawyer will be unhappy because it is usually very difficult to nail down the moving target of ever changing expectations. Further, in spite of popular belief, all lawyers want happy clients. We all want that feeling of satisfaction that comes from a job well done. Happy clients are made happy from a clear set of goals that are made realistic through good counseling from the attorney.

Finally, communication with your attorney is crucial. Attorneys don't need to know what you ate for breakfast that morning, but they do need to know all of the relevant facts that pertain to the goals set between attorney and client. Over the years, the [LaMantia Law Firm](#) have had clients who were reluctant to update me on their lives. These clients can be very frustrating because I want happy clients.

Let me explain. If you take your car to a mechanic and tell the mechanic that the car is driving sluggishly, but you fail to tell the mechanic that you haven't changed the oil in 15,000 miles, the mechanic may waste a lot of time and money attempting to repair a problem that could have been quickly resolved if he had only been given appropriate information. Lawyers are exactly the same. Information is crucial to success.

Let's be successful together. Help me help you. Never underestimate the importance of clear attainable goals and communication.