Client Development: Are You Collecting Best Practices ?

By Cordell Parvin on August 19th, 2015

When I was a young lawyer, I learned about client relationship building by shadowing more senior lawyers. If one of the partners in my firm was going out to meet with a client, an associate would be invited to tag along.

Before I left, I participated in a client service panel at my old firm. Five of us were asked to share our experiences with associates. I learned a great deal from my partners and suggested that we find a way to capture the best practices.

Most, if not all, the partners in your firm have experience in developing and strengthening relationships with clients. How are you capturing those best practices?

Consider establishing categories of “best practices” and encourage your lawyers to contribute examples. Also consider including a breakout session at your next retreat to identify and brainstorm “best practices” in client service and client relations.

What are your “best practices”? Your comments and questions are welcomed.

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