

SPEAKING ENGAGEMENT

The Client's Perspective on How to Create the Perfect Law Firm Experience

Indianapolis Bar Association - Continuing Legal Education

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US

Law firms are constantly searching for ways to become more attractive to desirable clients, but do we really know what they want? In this program, clients will give us their wish list for creating the optimal law firm.

They will provide their insights in areas such as:

- client service and communication
- client teams and relationship management
- client feedback
- cross-selling
- establishing goals and measures
- fees and billing
- staffing
- methods for earning new business