



KETCHCOM DEVELOPMENT, INC.

PROFESSIONAL & ORGANIZATIONAL COMMUNICATION DEVELOPMENT

Listening for Lawyers: Communication with Clients & Co-Workers

Why Is Listening Critical For Lawyers?

What steps can you take to improve communication with clients, co-counsel, opposing counsel, & co-workers?

- How can listening make and keep clients content?
- How can you increase repeat business and generate free word-of-mouth advertising just by learning to listen?
- How can you improve coordination among your firms' members by listening better?
- How can you avoid legal malpractice by learning to communicate better?

Legal practitioners rarely have an opportunity to develop what is arguably the most important form of communication—listening. "**Listening for Lawyers: Communication with Clients & Co-Workers**" provides attorneys with practical ways:

- To increase professional competence,
- To elevate the quality of service rendered to internal and external clients, and
- To improve coordination among partners, associates, paralegals, staff, and all parties of a firm.

For Complete Details: <http://www.ketchcom.net/legal/listening.html>



CONTACT US

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Monday – Friday
9 a.m. – 6 p.m.

The Bottom Line: Effective Listening ...

- Improves understanding and aids in defining clear expectations, promoting client satisfaction that, in turn, results in repeat business and influential word-of-mouth endorsements.
- Increases productivity, maximizing time-on-task whether working with clients or co-workers.
- Strengthens performance, translating into professional and organizational profitability.

COMMUNICATION DEVELOPMENT

- **Lunchtime Learning**
- **On-Site: Half-Day / Full-Day**
- **Money Back Guarantee**

What You'll Learn ...

To better understand interpersonal communication, relationships, and the process of listening.

- To distinguish the act of hearing from the process of listening.
- To classify five components of the listening process.
- To recognize internal, external, and systemic communication pitfalls that make effective listening difficult.
- To identify pro-active listening resources and practices that can facilitate effective listening with clients and co-workers.
- To pro-actively engage effective listening resources in practices with clients and co-workers.

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STAKEHOLDERS

- Partners & Associates
- Law Firm Non-Attorney Staff
- In-House Corporate Counsel
- Government Counsel
- Paralegals

CLE CREDIT STATEMENT

This presentation is designed to meet general requirement criteria for **1.00 - 3.00 hours of CLE credit** (subject to state requirements).

About The Faculty

Currently serving as Executive Director of Ketchcom Development, Inc., [Eric Paul Engel](#) has provided organizational learning and communication development services for over a decade to private, government, and non-profit organizations, including the Pentagon's Information Technology Agency, Purdue University, and the University of Missouri. A prolific writer and orator, he has facilitated over 750 workshops, seminars, and classes addressing over 1500 participants total. Mr. Engel is a member of the National Communication Association (NCA) and the Association for Continuing Legal Education (ACLEA).

Innovations in Process—Solutions in Practice.

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