

# Communication Intelligence for Legal professionals

*When clients do complain it is more often about poor communication or lack of courtesy than about the technical aspects of legal work. – Legal Services Commission*

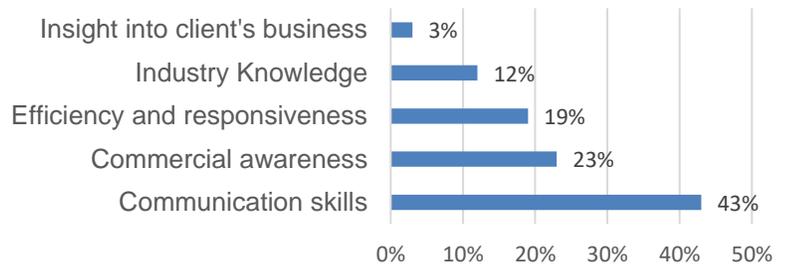


3 out of 5 skills that differentiate the top lawyers are communication skills.

..... HG.ORG

Just a 10% improvement in communication will dramatically improve success.

Communication between legal professionals and clients is of great importance. Legal professionals, like other professionals, are expected to be effective communicators. People are the essence in the legal profession. Be it lawyers, advocates, barristers, investigators, forensics or any other legal professional. Communication is the main contributor to legal success. BUT even after years and years of training and education of legal professionals there is still a gap in good communication. Below a graph of the top requirements for success in the legal profession by Chambers&Partners (researching the world's best lawyers).



**We are not talking about a communication process or method, e.g. formal emails, formal letters, contracts, minutes of meetings, agendas, etc. That fits into a normal legal communication process. We are talking about communication that influences and persuades people, that builds relationships, so that clients and other stakeholders want to work with you. Communication that creates relationships.**

The most important contributor to success in communication is the ability to understand people and in the process of doing that, change our communication appropriately. **We all differ in our approaches to communication, because we all have certain preferences in our communication.** By understanding this, we can now change our own approach and make it more appropriate to any person/s we are dealing with. This will enhance our success. This workshop will show you how to effectively communicate in a way that influences all people.

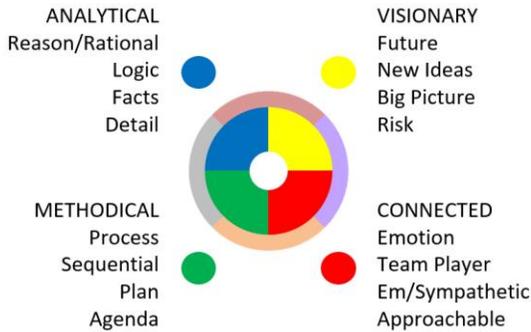
**The 2interact differentiator** : Most people struggle to address communication effectively. The 2interact communication model provides a framework for communication to understand communication better, then it shows each individual where their preferences are on the framework and finally we make it real and practical for your legal environment.

Each delegate will receive the award-winning 2interact communication profile, workshop material and build messages for their environment. The workshop uses the profile as the basis for understanding how people differ in their communication. This is critical for every legal professional that wants to be successful. In addition (if applicable) a team profile will be generated to show tendencies within the team as well as tendencies of the team with other people or teams.

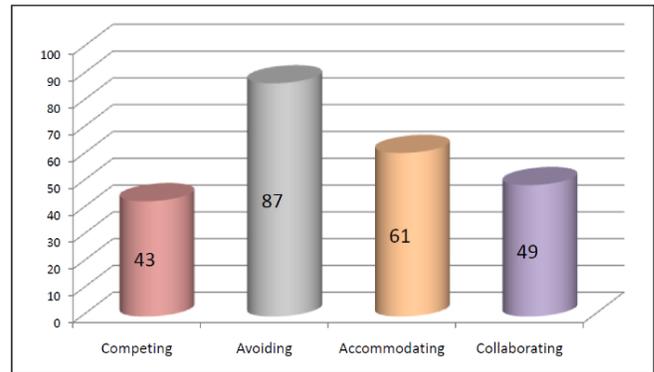
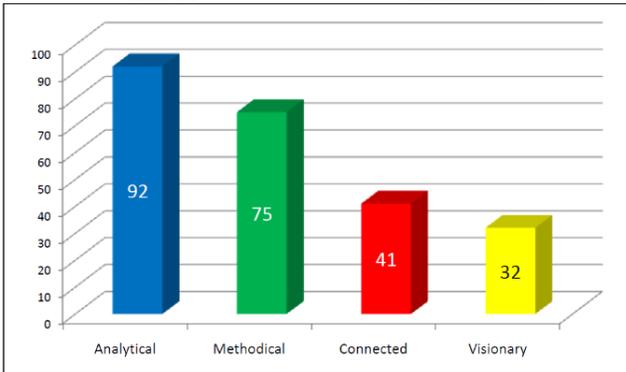


The profile shows preferences in 2 areas, namely the style of communication and the behavior in communication. Below are quick descriptors of the profile as well as typical preferences in communication graphs. There is no right or wrong, but understanding your own preference will allow you to change your approach.

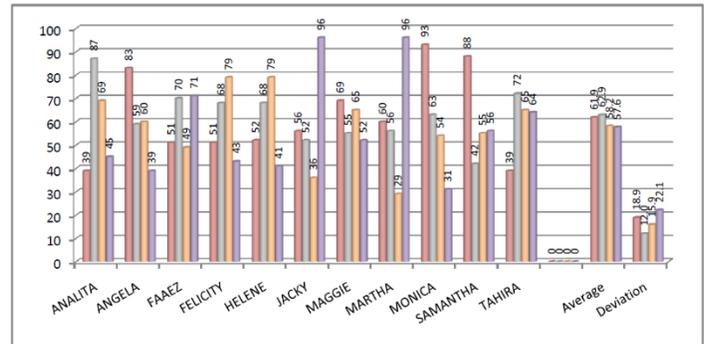
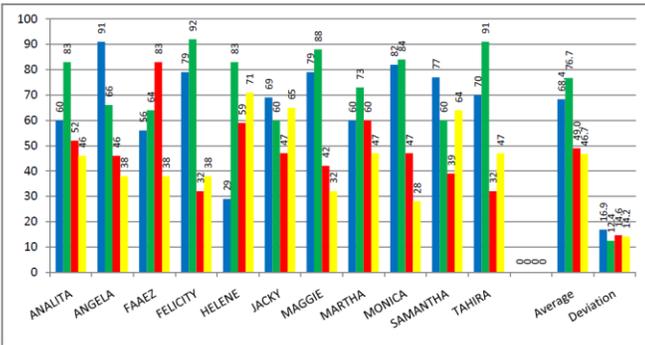
### The Styles of Communication



### The Behaviors in Communication



In addition and if required teams that work together might want to understand the team's tendencies. This could be in a legal intervention or just team members. Below some typical team tendencies.



### This 2-day workshop focuses on making communication principles practical. Areas addressed:

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| <ol style="list-style-type: none"> <li>1. Different styles and behaviors in communication</li> <li>2. Understanding other people's and your own</li> <li>3. Applying preferences in communication to your legal environment</li> <li>4. Making the styles of communication and the behaviors in communication practical for your role and tasks</li> <li>5. Applying the styles and the behaviors in communication to legal negotiation</li> </ol> | <ol style="list-style-type: none"> <li>6. Making the styles of communication and the behaviors in communication practical for every interaction point</li> <li>7. Trust and Ethics in the legal profession</li> <li>8. Influence and Persuasion techniques</li> <li>9. Questioning techniques and Listening skills using the fact that people differ</li> <li>10. Attitude and believing in yourself</li> <li>11. Making it all practical</li> </ol> |
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