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- 45+ year seasoned attorney
- Board Certified in Civil Trial Law and Civil Appellate Law – Texas Board of Legal Specialization
- Former President, Austin Bar Assoc.
- Received Gene Cavin Award & Pat Nester Award for Lifetime Achievement in Teaching Continuing Education



³ Preview- Vibrant, Effective Communication





The Potential Client



Documenting Representation



Running Your Office



Handling Client Complaints

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⁴ 5 common problems of the American lawyer



- 1. Communication- not responding to Client Inquiries
- 2. Neglect
- 3. Handling the ongoing Attorney-Client Relationship
- 4. Poor Billing Habits
- 5. Misuse of IOLTA (or "IOTA" in some states) Trust Accounts



PART 1

The Potential Client

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What Business Are You In?



- You are a Professionals
- Often you see people at a low-point in their lives
- Be Sensitive, Attentive & Thorough
- Your goal: "Reasonable Expectations"









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