

ARE LAWYERS KILLING YOUR CLIENT RELATIONSHIPS?

In the new landscape of changed client expectations, what is the role for the client relationship partner?







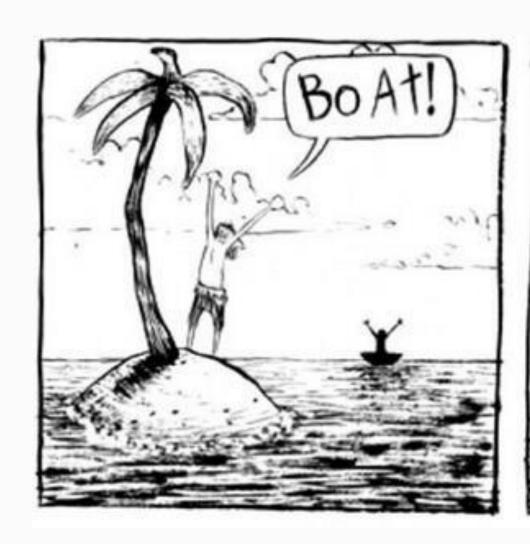




- 1. QUESTION AND REFINE THE BUSINESS MODEL
- 2. QUESTION TAKEN FOR GRANTED ASSUMPTIONS INCLUDING THE ROLE OF THE CLIENT RELATIONSHIP PARTNER
- 3. MOVE WITH PACE

PERSPECTIVE



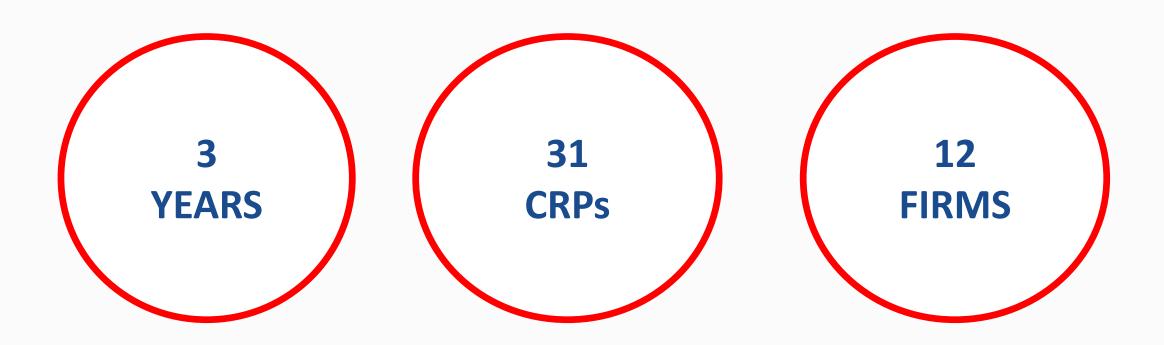




DOCTORAL RESEARCH



RESEARCH QUESTION: What factors affect the ability of Client Partners (CRPs) to secure the commitment of peers when developing key client relationships?



SIRCL^p Model

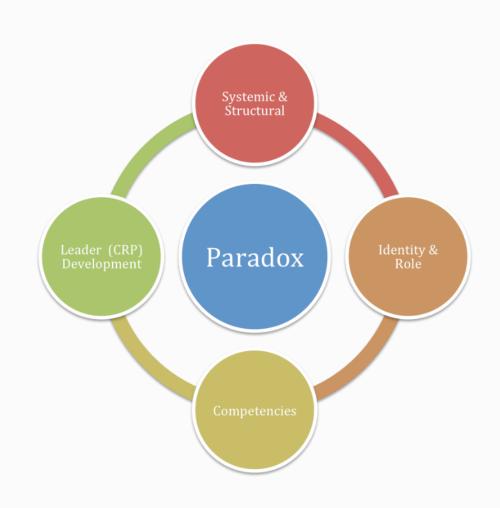




SYSTEMIC & STRUCTURAL



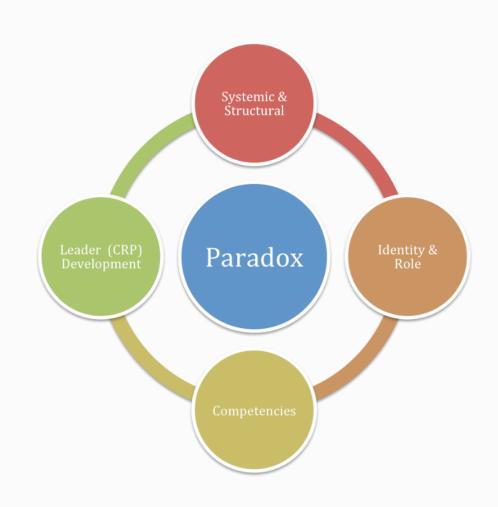
- 1. WHAT IS VALUED IS OPAQUE
- 2. LEADERSHIP IS DISTANT
- 3. NO ROOM AT THE TOP FOR 'NON-LAWYERS'



IDENTITY & ROLE



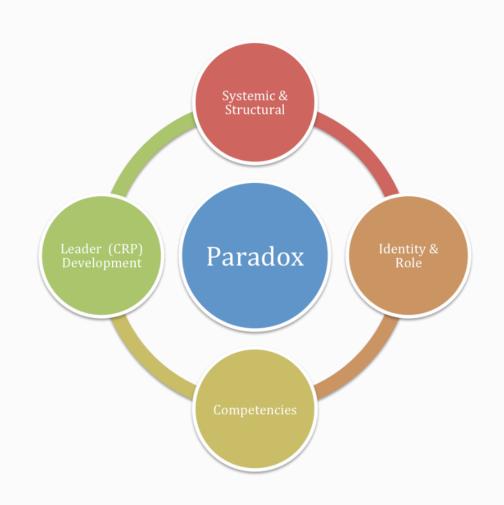
- 1. 200 TO 1200 HOURS
- 2. ADMINISTRATIVE BURDEN
- 3. PERFORMED BY OTHERS?



COMPETENCIES



- 1. RANGE OF STRENGTHS
- 2. VALUES CONGRUENCE
- 3. PSYCHOLOGICAL SAFTEY



COMPETENCIES – (continued)



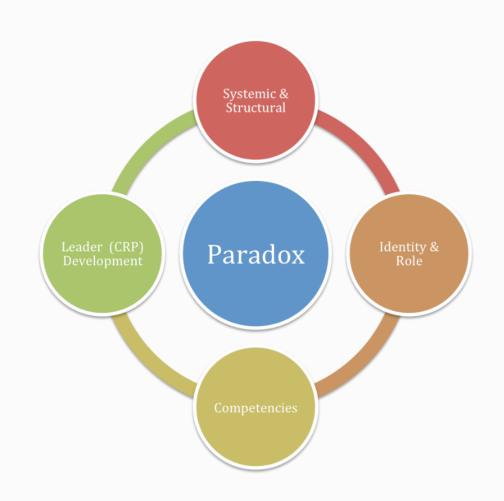
- 1. Strategic and results focused combined with disciplined execution
- Recognizes the strengths of others and is a team player. Effective communicator with strong EQ
- Receptive to ideas of others and not self-focused. Willing to learn and is outward looking
- 4. Trusting, inclusive and flexible build into integrity and character
- 5. Confident, enthusiastic and displays passion. Inspires others.
- 6. Client and relationship focused: demonstrates knowledge, perceived as business partner by client

Total: 80% (of 102 constructs)

LEADER (CRP) DEVELOPMENT



- 1. "GENTLEMEN FARMERS"
- 2. DEARTH OF DEVELOPMENT
- 3. NEW GAME, NEW RULES





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- 1. LEVERS OF POWER
- 2. 'THE WAY THINGS ARE'
- 3. (RE)DEFINE AND MAP
- 4. LEARNING OPPORTUNITIES
- 5. EXPECT MORE



QUESTIONS?