

Routledge-Cavendish Legal Interviewing Skills Guide

OUTLINE INTERVIEW PLAN

1. Welcome the client. Greet, seat and introduce yourself. Make sure the client is comfortable.
2. Create an effective working environment. Make sure there will be minimal interruptions: switch off telephones, and tell others not to disturb you during the interview.
3. Encourage the client to put forward his or her perceptions.
4. Listen, without interrupting, if at all possible.
5. Remember that listening also involves noting non-verbal communications.
6. Reflect on what you are being told, through paraphrasing and questioning.
7. Question more deeply to establish salient facts, clarify ambiguities and check relevance.
8. Summarise your findings.
9. Allow the client the chance to ask questions, clear doubts or express anxieties.
10. Outline the options, both legal and non-legal.
11. Assist the client in making an informed choice of action.
12. Take instructions.
13. Explain any follow up to be undertaken by the lawyer

including costs involved.

14. Confirm that the client agrees to the course of action.

15. Check if there is any other business.

16. Provide an idea of timescales.

17. Conclude.

18. Say goodbye and show the client out.