

Competency Based Programmes

The future success of law firms today is not *just* about technical excellence; it's about delivery. Law firms can no longer rely on single 'rainmakers' to satisfy clients but have to develop high performance teams to execute complex business transactions on behalf of their clients.

To offer great client service, partners have to now energise their lawyers to deliver this as well as providing a real united front to clients at all levels. This increases the demand for excellent managerial skills and internal relationship management.

Most partners have learnt their managerial skills on the job which can be an excellent way to learn but far too often are not. Successful implementation of the right competencies results in improved client relationships and therefore retention, and enhanced reputation both with clients and prospective clients, and employees.

A competency is a codified characteristic set of behaviours which research has shown to be associated with achieving successful outcomes. Possession of the right competencies enables law firms to differentiate themselves from the other firms particularly in building productive relationships both internally and externally.

The ever-changing business environment also demands better management skills and fast effective innovative teams to rise to meet the challenges. Competency based training programmes are a tried and tested way of significantly increasing lawyer's skills in this area.

Using a behavioural approach to management in a structured way quickly enables partners to engage their lawyers both intellectually and emotionally to excel and work with the partner leading the team to achieving recognised business goals and stunning client service.

My unique tailor made programmes produce fast, measurable and sustainable results which will make a real difference to your partners and lawyers, your clients and bottom line. This programme includes self assessment; group training workshops on practical management methods; Neuro Linguistic Programming (NLP) techniques; coaching and mentoring with the option of psychometric profiling.

'Firms that are perceived by their employees to actually practice what they preach are more financially successful than their competitors'

David Maister – Practice what you preach (what managers must do to create a high achievement culture). This book is based on a world wide survey of 139 offices in 29 professional service firms in 15 different countries and in 15 different lines of business. This in depth survey found that the key to success is not the systems of the firm but the character and skills of the individual manager.