

Client briefing simulation

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CLIENT COUNSELLING

Client counselling is one of the most critical aspects of a lawyer's profession, as it bridges the gap between legal expertise and the practical concerns of clients

What is Client Counselling in Law?

Client counselling is a pivotal process in the legal profession where lawyers offer professional advice to individuals seeking legal guidance. It involves engaging with clients to understand their concerns, goals, and the context of their legal issues

Importance of Client Counselling in the Indian Legal System

In India's diverse and complex legal framework, client counselling plays a pivotal role in ensuring clients feel supported and informed; its importance includes:

- i. Fostering Trust
- ii. Navigating Legal Frameworks
- iii. Empowering Clients
- iv. Ensuring Clarity

What is The Process of Client Counselling?

Client counselling in the legal profession involves various interconnected stages, from understanding the client's situation to providing actionable solutions. Each step is crucial for building a strong lawyer-client relationship.

Steps For Client Counselling

- Gathering information
- Analysing the Situation
- Exploring Legal Options
- Guiding Towards Solutions

Functions of Client Counselling

Client counselling serves many purposes, each aimed at empowering the client to handle their legal matters effectively:

- i. Exploring Thoughts and Feelings
- ii. The Communication Divide
- iii. Addressing Myths and Beliefs
- iv. Understanding Diverse Priorities

What are Techniques for Effective Client Counselling?

To overcome challenges and build trust, lawyers should adopt specific techniques:

- i. Active Listening**
- ii. Simplifying Legal Concepts**
- iii. Tailored Communication**

Common Mistakes to Avoid in Client Counselling

- Using Excessive Legal Jargon
- Ignoring Emotional Factors
- Stereotyping Clients

Enhancing Client Counselling Skills

- **Attend Workshops**
- **Seek Feedback**
- **Stay Updated**

Example I

Consumer Dispute – Delayed Possession of Flat Scenario:
Client purchased a flat in 2018; possession promised in 2019.
Builder has still not handed over possession.

Example II

Insurance Claim Rejection

Scenario:

Client's health insurance claim rejected on technical grounds.

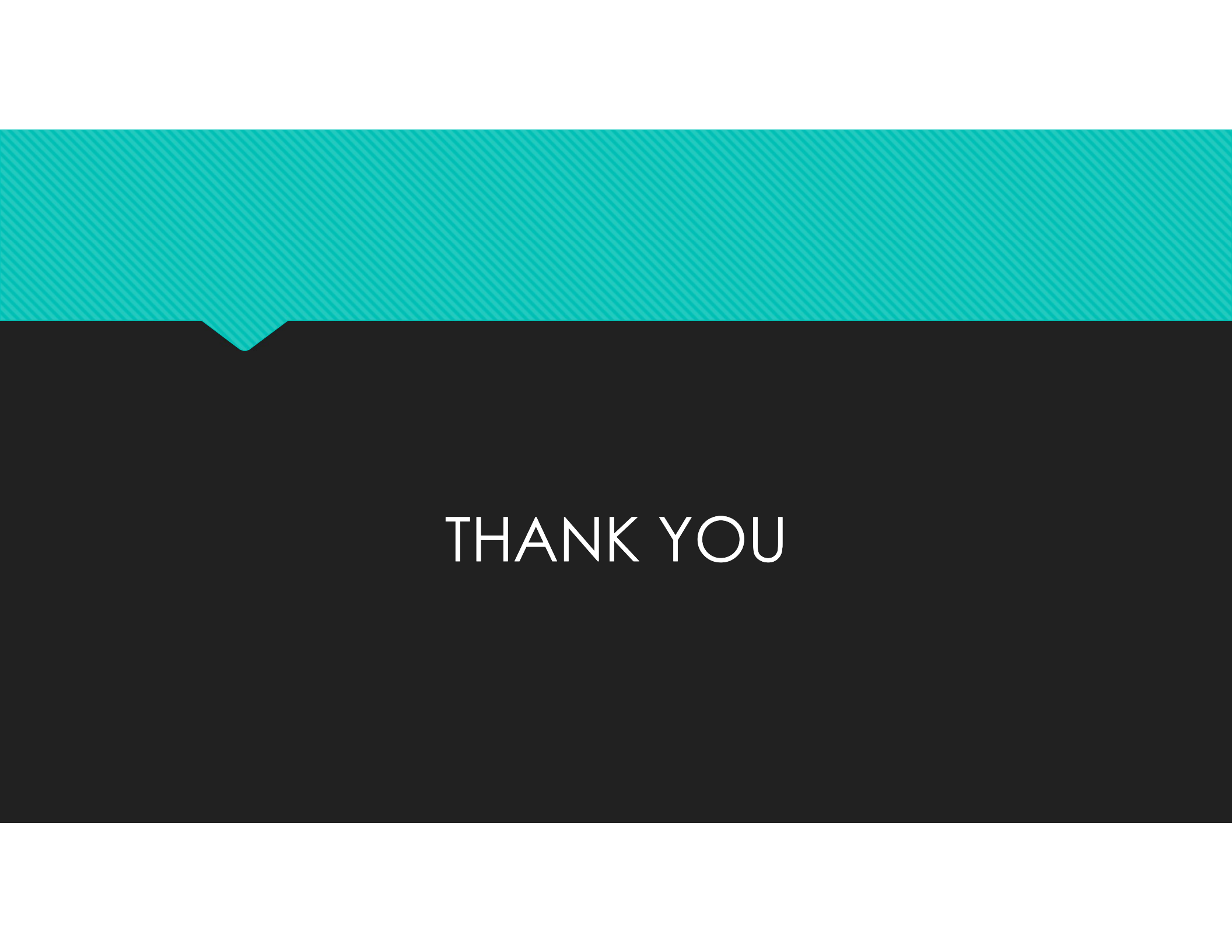
Example III

Employment Termination Dispute

Scenario Employee terminated for alleged dual employment.

Conclusion

Client counselling is more than just legal advice; it is about understanding and empowering clients to navigate their legal challenges effectively. By mastering communication, empathy, and ethical practices, Indian lawyers can build stronger relationships with their clients and achieve better outcomes for them.

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THANK YOU