

## Rules for Effective Client Communication

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Tim Murphy's article "Rules for Effective Client Communication" was featured in *The Recorder* on October 29, 2014.

An attorney's primary role in most client relationships is simple: analyze their legal problems and guide them to practical solutions. All lawyers, regardless of level of experience, must develop the skills to communicate analysis and advice. The best analysis and advice serves no one if it's locked away in a lawyer's mind; it must be clearly communicated to the client.

In the article, Tim provides employers with some simple rules to follow when communicating with clients:

1. Put yourself in your client's shoes.
2. More is better when it comes to communication with clients.
3. Respond to your clients immediately.
4. Bad news doesn't get better with age.
5. Be short and sweet and use plain English.

To read the full article, please visit [The Recorder](#). [subscription required]

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**Timothy J. Murphy**

Senior Counsel

510.919.5874

Email