IACP Workshop Proposal 2019

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Collaborative Speed Dating Outline

1. Introduction
2. Don’t Sell – Ask Questions and Educate
3. Initial Consultations are not just for Attorneys – Neutrals/Allied Professionals as Entry Points into the Collaborative Process
4. Connecting with Clients
   1. Avoiding jargon
   2. Using plain, empathetic language
   3. Eliciting client interests
5. Speed Dating Exercise. Participants will:
   1. Divide into groups of eight.
   2. Decide who will play the role of client and who will play the role of a Collaborative Professional. Four members of each group will play clients and four members of each group will play Collaborative professionals
   3. Each “client” will receive a question. Keep your question private until the exercise begins. Below are the questions:
      1. This is going to cost how much?
      2. Why do I need all these people?
      3. My spouse lies all the time, how is this going to work?
      4. What do you mean, my attorney is disqualified if this goes to court?
   4. Within each group of eight, form four pairs. Each pair should have one “client” and one Collaborative professional.
   5. Each “client” will have the opportunity to ask each Collaborative professional their question and each Collaborative professional will have the opportunity to answer 4 different client questions.
   6. There will be 4 rounds of 3 minutes each.
   7. When told to begin, “clients” will ask their question. Collaborative professionals will answer the question.
   8. When the chime sounds, clients will move to the next Collaborative professionals
6. Small Group Debrief
   1. Which question was the most difficult to answer?
   2. What were the best answers that you heard?
   3. How did you feel when you were in the role of the client?
   4. Did the nature of the answers affect how you felt in the client role?
   5. How did you feel when you were in the professional role?
   6. Did you experience in the professional role change as you practiced giving the same answer to several “clients”?
7. Plenary Discussion of (Same) Debrief Questions
   1. What were the best of the best answers? Did it depend?
   2. Other than in Consultations, where might Collaborative Professionals (attorney, neutrals, and allied professionals) have these discussions?
   3. Where is the most unique place you began answering these questions to someone?
8. Take-aways from the Exercise
9. Plenary Discussion on Speaking with Untrained Colleagues
   1. How would your explanation be the same?
   2. How would it be different?
   3. What additional objections might you hear/have you heard?
   4. When speaking with untrained colleagues, is jargon actually more helpful? Are you speaking his/her language?
10. Ways to Develop the Skillset Beyond the Exercise
    1. Enhancing Your Responses Through Practice Opportunities
    2. Adding Curious Questions to Your Responses
    3. Using Feedback to Tweak Your Responses
    4. Applying Follow-Up Techniques to Expand the Impact
       1. Follow-Up Statements
       2. Tools (books, handouts, follow-up calls, websites, etc.)
11. Conclusion and Closure Exercise