

Establishing the Relationship and Expectations from Initial Client Contact

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10 minutes – Introduce Ourselves and Participant Introductions

- Profession
- Years of Experience
- Biggest pitfall they've encountered in the initial consultation or greatest concern anticipating the initial consultation

30 minutes – Expectations! (Pairs Exercise)

- 10 minutes – Listening for Expectations Exercise
 - 2 minutes each explaining collaborative divorce, 3 minutes each relaying expectation heard
- 5 minutes – What makes collaborative divorce different from other options? What takeaways do we want clients to have about the Collaborative process?
- 5 minutes – What qualities do we want in clients?
- 5 minutes – What makes us different than other professionals?
- 5 minutes – Improving the quality of our conversations with clients

30 minutes – The Phone Call: Framing the Initial Appointment with Clients (Interactive Dialogue with Participants with some Educational Components)

- What does the client want to know right out of the gate?
- What does the professional want to know right out of the gate?
- What will happen when we meet?
- Who to invite and how to invite them?
- How much time is needed?
- Fees?
- Paperwork (MHPs need a consultation form)

20 minutes – Divorce Readiness Assessment (Didactic with Audience Participation)

20 minutes – Assessing Complexity as a Guide to Process Options (Didactic with Audience Participation)

- How to identify legal, emotional, and financial complexity
- How patience and trust factor in these decisions
- Ideas on modifying the collaborative process to meet client needs

20 minutes – Initial Consultation Fishbowl (Role Play)

20 minutes – Sample Lines of Communications (Small Group Exercise)

- Key Questions to Explore
- Key Information to Provide

10 minutes – Replay (Pairs Exercise)

- With same partner from first exercise redo the 2 minutes each of explaining collaborative divorce and listen for new expectations

10 minutes – The Importance of the Client/Attorney Relationship (Dialogue with Participants, Didactic)

- What the research says
- Tips for a successful relationship

10 minutes - Questions