

# AT YOUR SERVICE: CARE FOR YOUR CLIENTS WITH INSIGHT, EXCELLENCE & PASSION

## *Customized Customer Service Training for Pre-Paid Law Firms*

### ***Make a difference in your firm and help your people:***

- Identify your Clients and Empathize with their Situations
- Understand the Four Reasons why Quality Service is so Important
- Learn the "Six P.A.'s" of Successful Client Contact
- Be a Leader in Strengthening Client Relationships

*Preferred Training  
Provider for  
Pre-Paid Legal  
Services, Inc.*

*This program  
has been  
customized for  
Pre-Paid Legal  
situations.*

### **Learn how to:**

- **Create Excellent Client Interaction**
- **Be Professional and Approachable at all Times**
- **Use the 60-Second Cool Down to remain Cool, Calm & Collected**
- **Be Proactive and Accountable**
- **Actively Listen and Increase Patience even with the most Difficult Caller**
- **Serve with Gusto**

Walk away with new tools to transform the way you work with clients, peers and prospects. Be more confident about client service skills. Tackle those tough callers and reach understanding even with challenging clients.

*Linda's interactive, energetic style has been a great hit with our staff and attorneys. I highly recommend Linda to any company seeking a presenter or facilitator.*

*---Debra Keen, Administrator, Ross & Matthews, P.C., Fort Worth, Texas*

### **Special Program for Attorneys and Supervisors:**

#### **Customer Service for the Professional**

You are expected to set the standard and lead the way for your firm. Unfortunately, client service was not a class in most law schools. Spend some time with Linda discussing how to retain and improve relationships with clients, especially those who bring the most value to the business. This interactive session will help you motivate and coach others in the firm to provide excellent client service and reduce your exposure to malpractice.

**About Your Facilitator:** *Linda Byars Swindling, JD, CSP is a former Pre-Paid attorney, an author and award-winning presenter. American Airways magazine calls Linda a "Bargaining Expert." She is a recognized authority on workplace issues/negotiations and has worked with many Fortune 500 companies to improve their customer service relations. Linda is able to bring practical ideas so that your people feel energized, motivated and confident about Client Service.*



*Linda Swindling, JD, CSP*

**Note:** Reduced fees have been negotiated by Pre-Paid Legal Services, Inc. and are determined by the size of your firm. To find out about our services or have Linda help your firm, please contact us toll free at 877-800-5023 or by email [anna@lindaswindling.com](mailto:anna@lindaswindling.com)



**Speaker • Trainer • Consultant • Facilitator**

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