
The Art of Ethical
and Quality Client
Service

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Cooney
Law
Offices

Washington Rules of Professional Conduct

- RPC 1.2 Scope of Representation and Allocation of Authority Between Client and Lawyer
- RPC 1.3 Diligence
- RPC 1.4 Communication
- RPC 1.5 Fees
- RPC 2.1 Advisor
- RPC 7.1 Communications Concerning a Lawyer's Services
- RPC 7.2 Advertising
- RPC 7.4 Communication of Fields of Practice and Specialization



Roadblocks to Ethical Client Service

- Not Knowing The Answer
 - Not Wanting to Give Bad News
 - Dehumanizing the Client
 - Attorney's Own Ego
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RPC 1.3 Diligence

RPC 1.4 Communication





Advertising

Be honest.

RPC 7.1 Communications Concerning a Lawyer's Services

RPC 7.2 Advertising

RPC 7.4 Communication of Fields of Practice and
Specialization



Phone Etiquette

Nobody is happy to call an attorney – be nice.



Availability

When you have a toothache, you want a dentist.

RPC 1.4 Communication



Initial Consultation

To be clear is to be kind.

RPC 1.2 Scope of Representation and Allocation of Authority Between Client and Lawyer

RPC 1.4 Communication

RPC1.5 Fees



Contacts

As society evolves, I've had to evolve too...

RPC 1.2 Scope of Representation and Allocation of Authority Between Client and Lawyer

RPC 1.3 Diligence

RPC 1.4 Communication

RPC 2.1 Advisor



Preparing the Client

If I had a crystal ball, I'd be in Vegas playing the pienes.

RPC 1.3 Diligence

RPC 1.4 Communication

RPC 2.1 Advisor



Letters

RPC 1.4 Communication

QUESTIONS?

