

Telephoning with English-speaking clients and colleagues

*Our mission is to provide a supportive
bridge between law and the English
language.*

*This service is offered to you as lawyers
and legal support staff – legal secretaries,
notary assistants and paralegals.*

*This bridge is our name – better Legal
English. Our name stands for quality,
support and the legal context.*

*Our courses are not in law per se but
in Legal English.*



*Welcome to ABLE, the Academy for better Legal
English, one of the very few training centres in
Germany exclusively for Legal English.*

*We have a wide range of services for lawyers,
notaries public, and legal support staff, for
example assistants, secretaries and paralegals.
Perhaps you have a special need which is not
covered by our programme. No problem. Just
drop us a line or give us a call and we shall do
our best to integrate this need into our pro-
gramme for you.*

*We wish a very positive learning experience you
can apply directly to your job.*

Best wishes

Dr. L. King



LEGALIZE YOUR ENGLISH !



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Intensiv-Workshop
zur Verbesserung Ihres Telefonstils

On the phone do you have the right switch, adapter and plug ?

Law reflects life, life is complex. Do your clients understand you on the phone? Can you explain legal matters in plain, clear English? Can you simplify a point of law from your national code for your client? He or she does not know the law and has no idea of the German code. A challenge, you must agree...



Can you then switch to legal English with a colleague? Hold on, how about a bit of small talk first? Go on, ask about his family or his everyday business? Or the weather? That must be safe. The English always comment on the sun and the rain, don't they? Mmm...



Switch. Now you explain a complex point of law from your national code to a French colleague. Perhaps my colleague on the phone cannot relate to how I explain it, you think; his code or statutes probably vary immensely. Has he got the point, or not? His accent is really strong... Have I understood his answers correctly?



Switch. It's stupid my secretary is off sick... Now I'll have to book the hotel room in London and the flight myself. How do you say bathroom inside the room and not in the corridor? A 'strong' mattress does not sound right. Last time it was so soft I was nearly on the floor.

Switching alright?

Can't switch? You need an adapter!



In this ABE workshop you will find the adapter you need to master your job's phone situations successfully.

The client telephone interview and the discussion with your English-speaking colleagues are at the top of the list.



For Britain and the States you need an intercultural adapter to feel comfortable about small talk. The British do often refer to meteorology, true. On the phone, just a passing question is used: "And how's the weather over there?"



Strong accents can create problems. Learn how to cope with possible misunderstandings, politely and in a friendly tone. You will add many useful phrases for tricky phone situations to your repertoire.



English proverb: As you make your bed, so you must lie on it. Preferably with a firm mattress at your London hotel. Practise essential survival situations for before and during your visit to your London colleague.

Still reading? Then get plugged in!

With your ABE workshop plug:



You can efficiently break the ice with your telephone partner. Small talk will come much more naturally to you. Set phrases will provide you with the structure for your call.



You can handle criticism, challenge queries, doubt and aggression effectively. At the end of the interview on the phone you can sum up the discussion for the client and politely bring the interview to a close.



After the workshop you will carry out more successful client phone interviews for your law firm. You will now be able to elicit all the information and details you need from the client.



Your confidence in explaining of points of law will grow. You can then go on to explain lawsuit strategies and procedures to your client, advising the best course of action.



You will feel more confident in your phone discussions with English-speaking colleagues, building relationships for the benefit of your law firm.

Want to find out more?

You can find a more detailed account of this interactive workshop and other workshops on the ABE website.

www.able-europe.eu