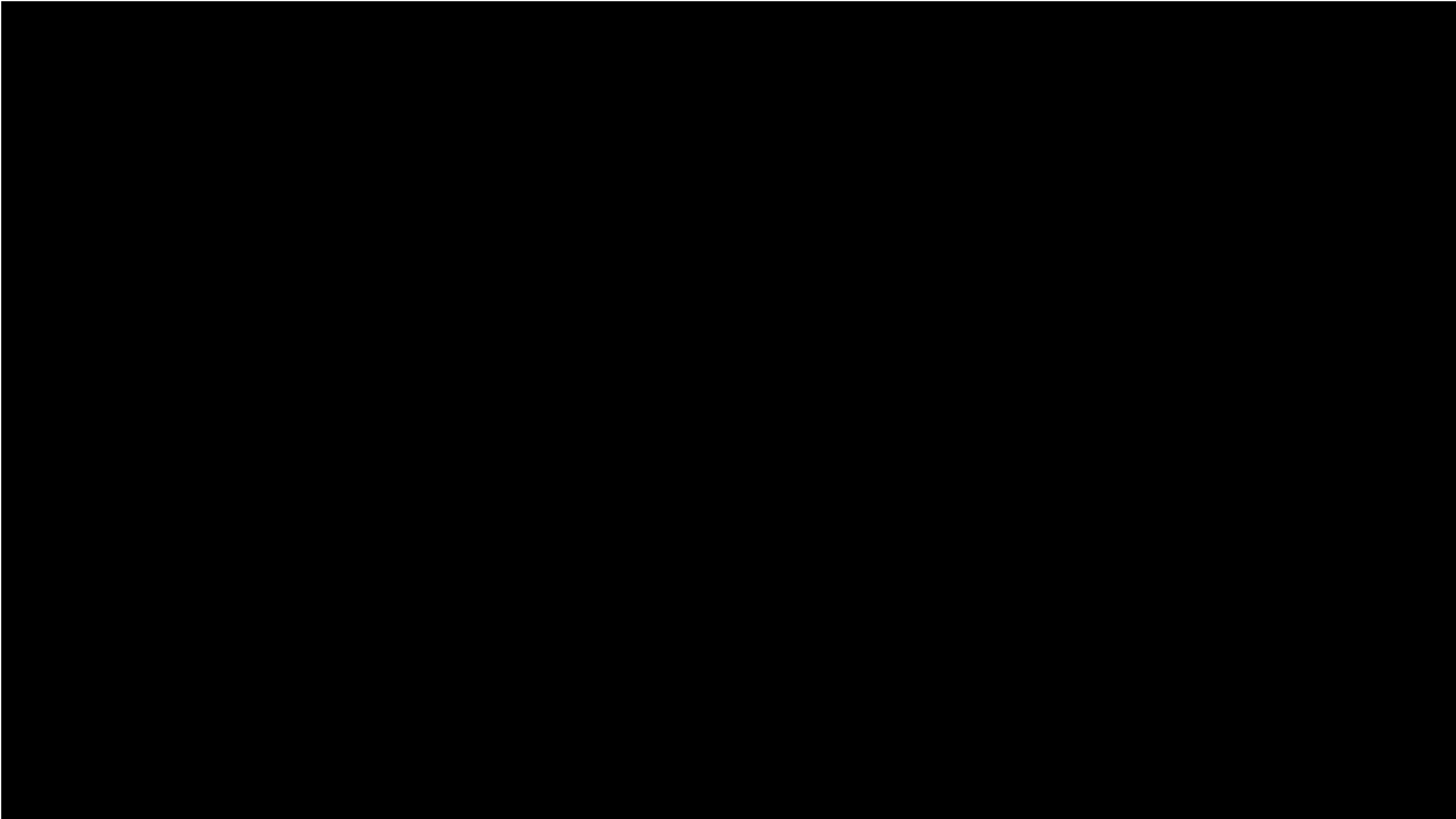


**STILL  
SHE  
RISES**  
T U L S A





**What Do  
People Expect?**





**How Do Clients  
Experience Us?**

# Who's the "Boss"?

*The client is in charge of the key decisions in their case*



**SET GOALS**

**MAKE ULTIMATE DECISIONS**

**TESTIFY**

***BUT ALSO...***

- ***APPROVE STRATEGY***
- ***KNOW THE STEPS***

# Danger Zones

**"I know how you feel"**

**How do I *make* my client do...**

(Persuasion ≠ Dominance)

**Emotional vs. Professional Connections**

**Dependence vs. Reliance**





**How Do We  
Distinguish Ourselves?**

Expectations



# The Fundamental Trio

I will never lie  
to you

I will never  
promise you  
anything that's  
not in my  
power

If I promise to  
do anything,  
I'll do it



# Good work > Fast Answers

NEVER WORRY ABOUT TAKING THE TIME YOU NEED TO ANSWER A CLIENT'S QUESTION

**Be Curious**

**HOW ARE YOU?**

# WHY?



# WHAT?





# WHAT?



# WHEN?



**NUMBER LINE TIMELINE TEMPLATE**

TIMELINE TITLE:



# Useful Phrases



**“I can’t imagine how you’re feeling / what you’re going through”**

**“Let me do some work and get back to you on that”**

**“I think I know the answer, but I want to double check some things before I say for sure”**

**“Am I missing anything that’s important to you?”**

# Values-Driven



~~Reactive~~

Proactive

---



# PARTNERSHIP





## Traditional Indigent Defense Model



## Holistic Defense Model



A new model of holistic public defense seeks to resolve cases more effectively and reduce recidivism by also addressing underlying challenges and needs that may lead to criminal activity. The model provides an interdisciplinary service that includes a criminal defense lawyer and advocates, such as social workers, housing advocates, investigators, and civil attorneys.





**STILL  
SHE  
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- **Client-centered**
- **Values-driven**
- **Multi-  
dimensional**

# Our Values in Client Partnership

## **Excellence & Zealousness**

Communication  
Confidence

## **Creative & Compassionate Advocacy**

How we involve clients in strategy work  
Merging our legal & real world understandings

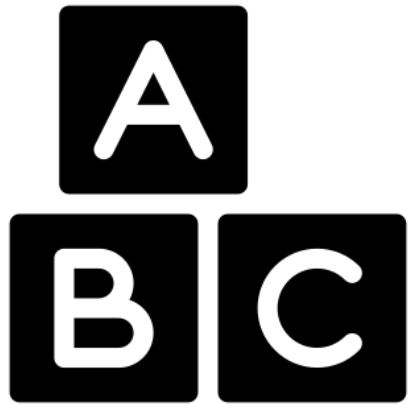
## **Amplifying Clients' Voices**

Starts at the relationship

## **Dignity of All**

How we treat our clients  
How we treat the people they care about  
How we discuss other people involved, system  
players

# Client Partnership Skills



## The Basics

**Preparation**  
**Communication**  
**Documentation**



## The Craft

**Assessment**  
**Advisement**



## The Art

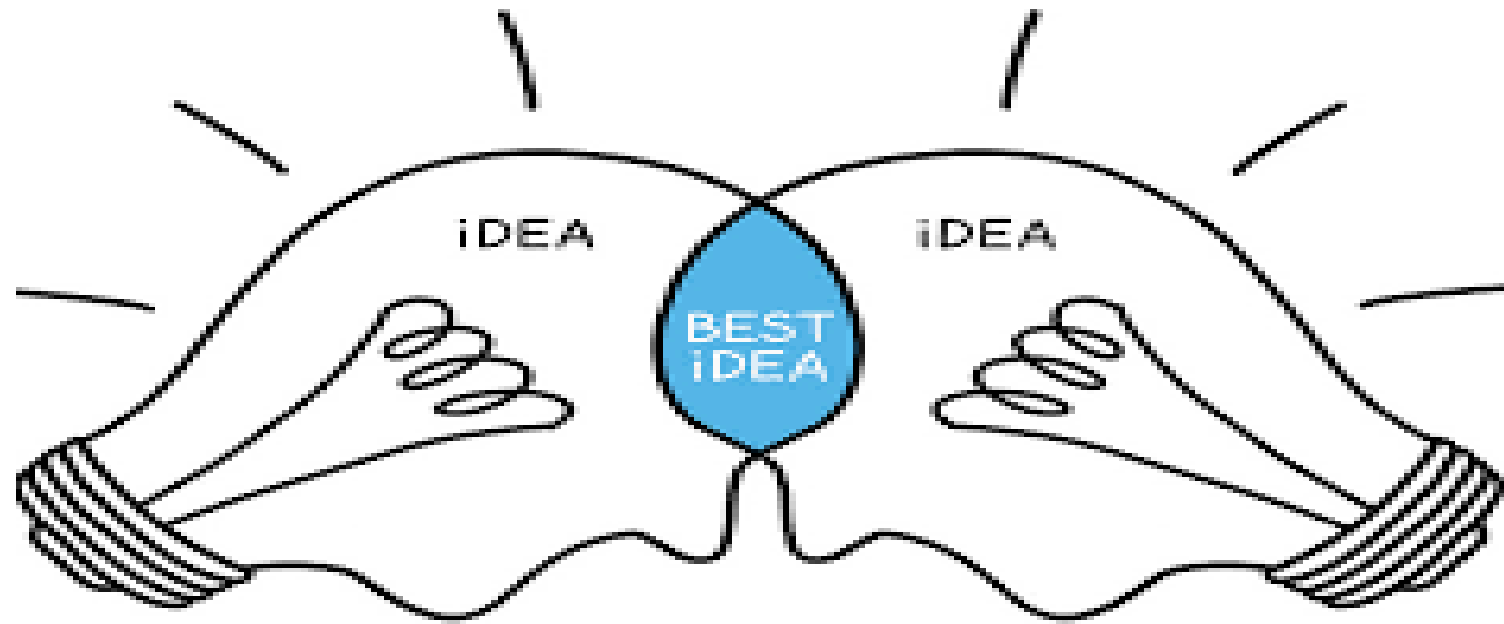
**Empowerment**  
**Engagement**



# **COLLABORATION CULTURE**








**YOU CAN'T WRITE A  
STORY TOGETHER IF  
YOU'RE NOT ON THE  
SAME PAGE**

*PictureQuotes.com*

- 
- What drives our motivation to do this work?
  - Outside of clients, who are the important allies in the work we do (or seek to do)?
  - What things must happen in order for us to perform excellently as an organization?



**STILL  
SHE  
RISES**  
T U L S A



**THANK YOU**