

Track	Advisory and Advocacy		
Sub-track	Law Firm Practice		
TSC	Client Management		
TSC Description	Manage and oversee a law firm's relationship with clients		
TSC Proficiency Level	Basic	Intermediate	Advanced
TSC Proficiency Level Description	Support team in client interactions	Interact with clients to build trust and confidence	Nurture professional relationships with clients
Knowledge	<ul style="list-style-type: none"> Methods of effective communication Client management best practices Relevant rules of ethics and professional standards (e.g., Legal Professional (Professional Conduct) Rules 2015, and Law Society Practice Directions and Guidance Notes) 	<ul style="list-style-type: none"> Methods of effective communication Client management best practices Relevant rules of ethics and professional standards (e.g., Legal Professional (Professional Conduct) Rules 2015, and Law Society Practice Directions and Guidance Notes) 	<ul style="list-style-type: none"> Macro business environment (e.g., geopolitics, geoeconomics, client expectations, and competition)
Abilities	<ul style="list-style-type: none"> Onboard and communicate with a client following client management best practices (e.g., draft client engagement letters, conflict checks, and Know-Your-Client checks) Identify and understand a client's needs and desired outcomes from their instructions Update a client on administrative developments for their matters Support client meetings and consultations (e.g., taking attendance notes) Adhere to ethical and professional standards in dealings with a client 	<ul style="list-style-type: none"> Analyse a client's needs and desired outcomes to deliver relevant legal services Communicate and manage interactions with clients to build trust and confidence Update clients regularly on timelines, developments, and outcomes of a matter Implement client management best practices in accordance with ethical and professional standards 	<ul style="list-style-type: none"> Establish, lead and enhance client relationships Anticipate a client's needs and desired outcomes to deliver relevant legal services Manage clients' expectations on outcomes of a matter Communicate important developments in a matter and navigate difficult conversations with a client Formulate policies and protocols for client best practices in accordance with relevant ethical and professional standards
Job Roles	<ul style="list-style-type: none"> Associate (Corporate) Associate (Disputes) 	<ul style="list-style-type: none"> Senior Associate (Corporate) Senior Associate (Disputes) 	<ul style="list-style-type: none"> Partner (Corporate) Partner (Disputes)