

# COLLABORATIVE Practice Tips

A monthly bulletin from the CP Cal Practice Excellence Committee

The Practice Excellence Committee is please to offer tips to help you increase your Collaborative cases and achieve *practice excellence*.



Please send us your comments and questions! [info@cpcal.com](mailto:info@cpcal.com)

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## Tip #1

**Return the prospective client's phone call immediately!** Many clients, in distress, call more than one professional. They are most likely to work with the person who responds quickly to their call. Then see them as soon as possible.

## Tip #2

**Listen more, talk less.** At the first meeting, help the client feel supported, heard, and understood. Listen to what is being said and let the client complete his/her thoughts. Then ask focused questions to get more information and understanding. Finally, ask if s/he has questions.

## Tip #3

**Give an unbiased overview of the dispute resolution options available.** Talk about the benefits and risks of each process. Without "selling" Collaborative, say why you like it, and *why it would be a good fit for the client* (if you think so). For more detail, review the Divorce Options PowerPoint.

## Tip #4

**Give gifts.** Give useful handouts at the first meeting. Divorce Options brochures, Kids' Turn brochures, a reading list or web links for parents, "How to Talk to the Children" or the "Divorce Rules" handout, or other handouts that you think will be calming and useful. Or give a tool, such as a breathing exercise to use when needed. Clients like to take something with them, especially when they are emotionally overwhelmed.

## Tip #5

**Follow up personally, with a phone call,** within a day or two to see if the potential client has any questions regarding the process and to let them him/her that you'd be happy to help. Offer hope without making unrealistic predictions, which will lead to false expectations.

**Stay Connected**



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