

Upfront Information- The Truth is Out There!



I have just 15 Minutes to....

- Explain what this means to your clients
- Explain what it can mean for your law firm
- How it can improve your operational efficiency, profitability and reputation
- How it can improve your relationships with other stakeholders



Money and Property are highly emotive issues



Conveyancing involves working with complete strangers, with many also experiencing death, divorce and debt



**Now add the extra elements of uncertainty
about what they are buying, if they can buy
it and how long it will take**

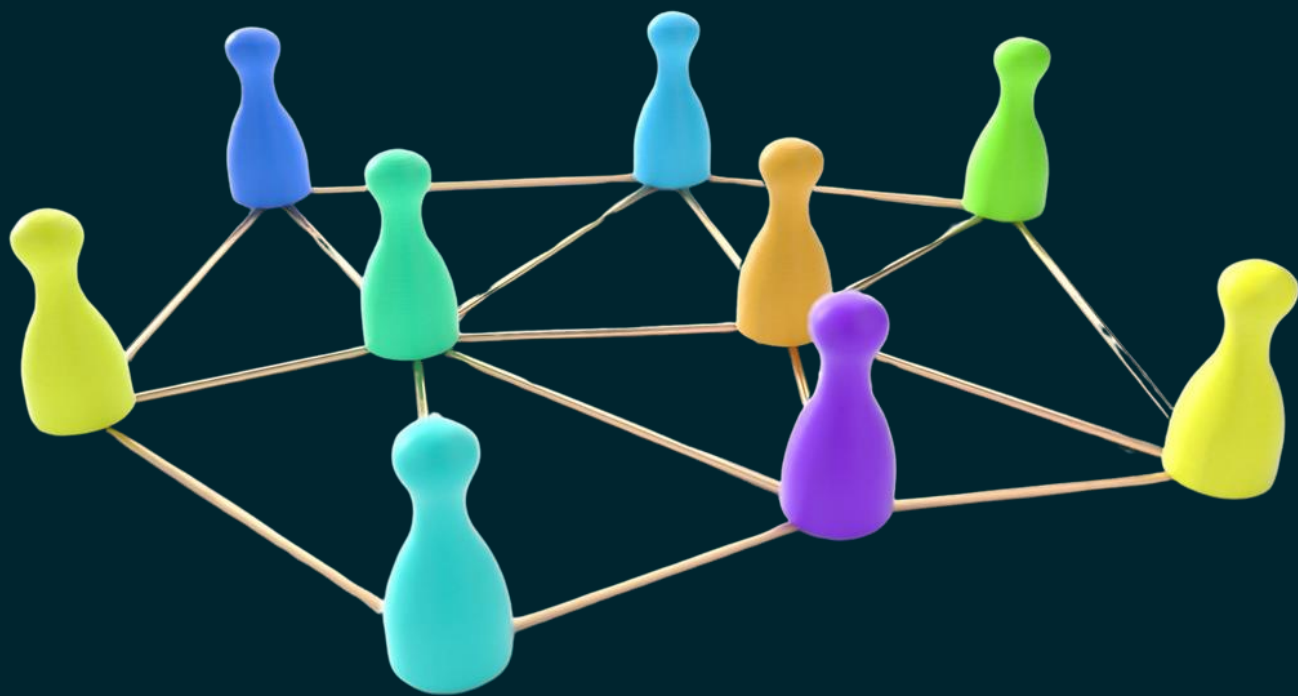


How many clients enjoy the thrill of the unknown and being kept in the dark?



CY
Training Works

Every house hunter wants to know know
about broadband, unadopted roads,
covenants, rights of way etc.



When should they find out?

- Before they book a viewing
- Before they make an offer
- Before they apply for a mortgage
- Before they spend money on searches
- Before they spend money trying to buy something they won't want or can't buy



Each of the stakeholders holds a separate key to their customers' problems

- Title
- Environment
- Condition
- Warranties
- Liabilities
- History



Where is the first place consumers are most likely to go for help?



- Where they signpost free advice
- Where they have high street presence, and no appointments required
- Where their website is in plain English, welcomes chat and enquiries
- Where they have always gone....



Change is Desperately Needed



This is How Some People Feel About Change



Some of Us are Forced to Change



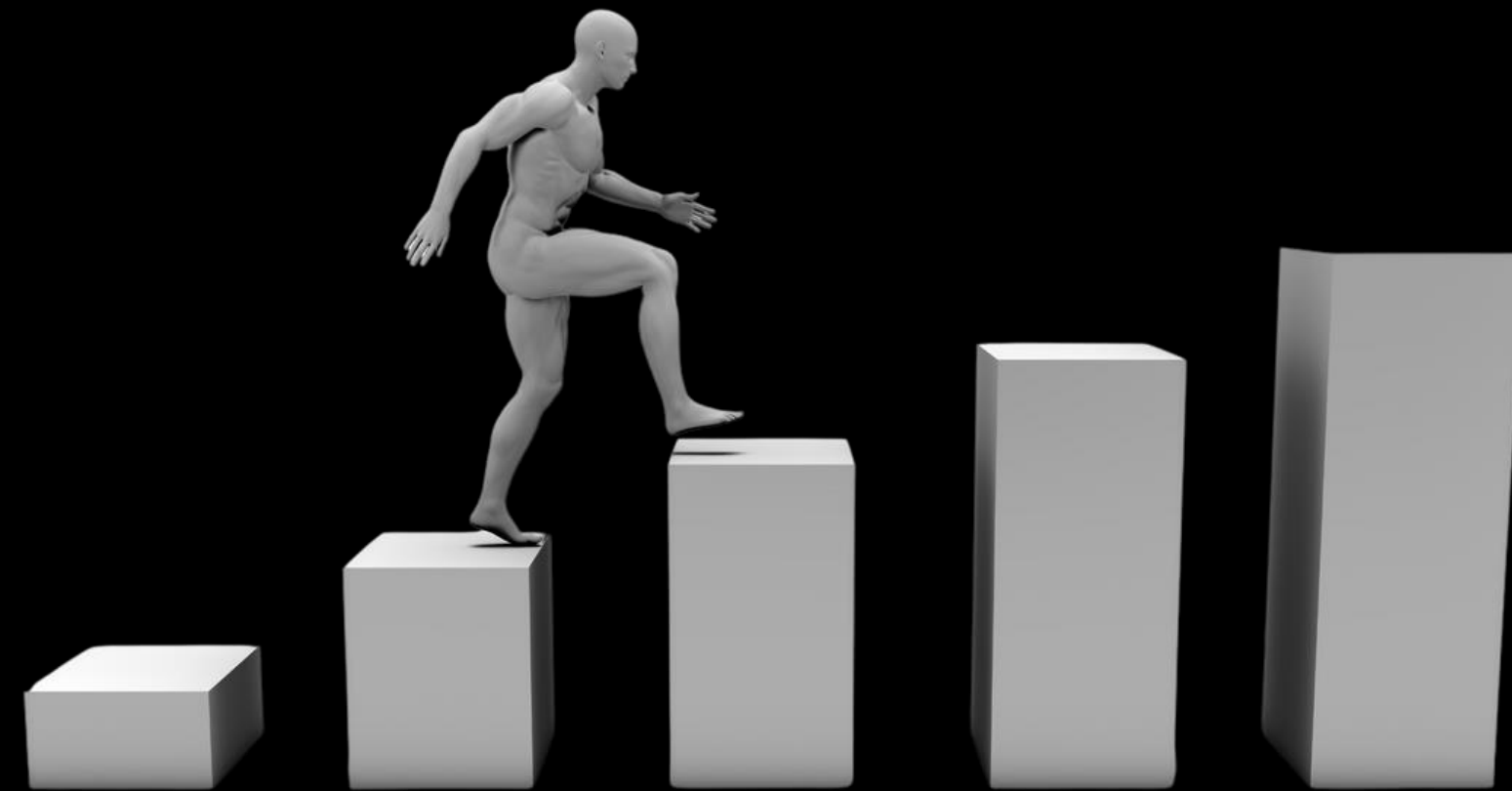
- Legislation
- Politics
- Social attitudes
- Competition
- Obsolete technology
- Supplier closing/retiring etc.?

Better if We Choose to Change!

- The old ways are not working any more
- We need to deliver better customer service
- You may want to look and feel different to attract new staff & clients
- Who doesn't want to increase profit without overhead?



When is the Right Time?



CONFIDENCE

Your choice?

- Fix problems created because you didn't change earlier?
- OR
- Avoid future problems by making necessary changes ahead of time?
- OR
- Achieve the results you want by making the changes you need when you need to?



If you focus on results, you will never change. If you focus on change, you will get results. Jack Dixon



**Make your choice, adventurous Stranger,
Strike the bell and bide the danger,
Or wonder, till it drives you mad,
What would have followed if you had.”
C S Lewis**

