



AMERICAN BAR ASSOCIATION NATIONAL SUMMIT ON INNOVATION IN LEGAL SERVICES MAY 3, 2015

FOCUS ON THE CLIENT

Joseph K. West
President and CEO
Minority Corporate Counsel Association

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MINORITY CORPORATE COUNSEL ASSOCIATION

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“Mr. Corleone is a man who insists on hearing bad news immediately.”

- Tom Hagen, The Godfather

1. *COMMUNICATION* - Delivering news in a timely fashion.

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“There just wasn’t enough time Michael.”

Don Corleone, The Godfather

2. SUCCESSION PLANNING – Properly ensure seamless transitions so that the level of responsiveness to the client does not wane.

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“...Don’t ever take sides against the family with anyone...”

Michael Corleone, The Godfather

3. LOYALTY – The client interaction must be free of actual and apparent conflicts of interest.

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“Someday – and that day may never come – I’ll call upon you to do a service for me.”
Don Corleone, The Godfather

4. RELATIONSHIP BUILDING – Relationships are the coin of the realm and like one’s skill set, take time to develop to mature.

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“It’s not personal Sonny. It’s strictly business.”

Michael Corleone, The Godfather

5. UNDERSTANDING THE CLIENT’S PRIORITIES – Realizing what’s important to the client and focusing on that without being distracted.

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BONUS POINT-

“This is the business we chose.”

Hyman Roth, The Godfather