

Instructional Scenario Communication Skills in the Workplace



Course/Duty Area: Legal Administration/ Developing Communication Skills

Scenario:

You are employed by a large local law firm. A client calls and emails the practice to schedule an appointment. They are in a hurry because they received an eviction notice and are scared as they don't understand the legal process. They don't understand legal terms and are just trying to stay housed. They ask many clarifying questions that take up a lot of your time. They also may be mistrustful and less likely to want to provide personal information that would otherwise help their case.

Big Question:

How would you navigate assisting this client to ensure they can be helped by the law firm?

Focused Questions:

- How would you conduct your voice over the phone for this client?
- If someone enters the waiting area during this call, how would you handle the situation?
- If the client becomes angry during the conversation, what are some steps to take to deescalate the situation? At what point would you ask for assistance from other staff in the practice?

Student Project or Outcome:

Students will role play and walk through proper phone etiquette and de-escalation strategies. They will apply cultural competency strategies.

Project-Based Assessment:

Ask students to offer peer feedback to evaluate whether each student demonstrated effective communication and customer service skills. A rubric could be used for peer evaluation.