



LNP 293

How to Along with Decisive and Conscientious Attorneys

In our previous podcast, Curtis Johnson and I talked about how personalities affect the practice of law – and legal nurse consulting. After almost 30 years of working with attorneys, I’ve seen that their personalities tend to be one of two types.

This is Pat Iyer with *Iyer’s Insights*, one of the twice weekly podcasts produced by Legal Nurse Podcast. Our show notes are at podcast.legalnursebusiness.com.

As Curtis mentioned, there can be a natural style and an adaptive style. We have a blend of personalities, but one is predominate.

In this podcast I concentrate on the two types of personalities I’ve seen most often in attorneys: decisive and conscientious.

Decisive Attorneys

The decisive or dominant attorney quickly tells you about his case, in a precise, outlined format. This person could be a “D” personality, based on the DISC style.

People who are quick to act and fast-paced, questioning, and skeptical are typically known as the “D” style. These attorneys want fast results. They remind me of doctors, where this behavior also is common. “Nurse, get to the point. What is going on. What do you want me to order?”

Decisive attorneys are

- self-confident.
- direct.
- strong willed and even forceful sometimes.

They prefer to be leaders. There are a lot of “D” personality trial attorneys who are heads of law firms. They are leaders of their firm and of their industry.

You'll find that a "D" personality likes taking risks and being in charge. They are big-picture thinkers. They can see opportunities to take on high profile cases, to expand into new markets or areas of law.

They're impatient, and sometimes they're a little bit insensitive. They worry about not always having control. However, they will be sure that we keep moving forward and that we get things done. They are drivers.

When you are dealing with a "D" attorney, get to the point.

The "D" personality, the dominant, direct person wants you to be brief. This person values your ability to focus on solving problems and getting results. You would make a "D" impatient if you focused on social topics at the beginning of an interaction.

The "D" attorney wants to know, "Do I have a case or not?" The "D" attorney is at risk of overlooking potential risks of a case, not considering the opinions of others, and not weighing the pros and cons of a case. This client needs your help to avoid leaping into a weak case.

You will find the "D" person is great in a crisis, loves to take charge, may be very autocratic in a team, and works well under stress.



You can have an aggressive marketing program to bring in new clients, but if you cannot retain them, you'll be endlessly spinning your wheels. Client retention is founded on understanding what attorneys want, how they are wired, and how you can keep them returning with more cases.

When I ran my independent LNC business, about 80% of the clients were repeat clients. Some had worked with me for more than 20 years. I share my strategies of how I created such successful LNC-attorney relationships in my book, called, ***How to Create Lasting LNC-Client Relationships***.

Get great insights about attorney personalities that will help you maintain strong relationships with your clients by ordering your copy of ***How to Create Lasting LNC-Client Relationships***, my newest book, on the show notes for this podcast-located at podcast.legalnursebusiness.com. Use the code Listened to get a 25% discount off the price of the book.

The DISC profile highlights 4 major personality types that you'll recognize in yourself and the people with whom you work. The C in the profile stands for Conscientious. You'll be able to spot the conscientious attorney because this personality is mirrored in most LNCs.

Characteristics of the Conscientious Attorney

People who are slow to act and more analytical are the "C" style. They want things to be right. They are not afraid to challenge standing assumptions. They're precise, a little bit reserved, and questioning.

In my opinion, the majority of LNCs and many trial attorneys are C personalities. Read this description of the C personality and see if you agree:

conscientious, careful, accurate, detail-oriented, analytical, and systematic.

Doesn't that sound like a legal nurse consultant?

The C personality uses plenty of research and information to back up decisions. The C person has very high standards for themselves and others. Think about how that affects LNCs, for example, who are expert witnesses. Might they struggle to

determine what the reasonably prudent nurse would do, as opposed to the best nurse who has ever practiced?

The C personality will follow through and complete assignments with a thoroughness that other personalities respect. Attorneys and LNCs thrive in this personality.

The C person on a team will help ground them in reality by keeping the group realistic. (Can you hear the plaintiff attorney saying, “This case is a slam dunk” and the LNC saying, “There are several hurdles to overcome before you could say that”?)

There are many trial attorneys who are C personalities. They come to a deposition loaded with questions. They enjoy tracking down details, researching cases and writing briefs and they enjoy stability. They will make sure that we get things done right.

The C person takes pride in being accurate. Attorneys and LNCs who are C personalities enjoy the precision of this field. They are wounded by criticism. C people avoid conflict and will shut down rather than argue. A peaceful, organized, conflict-free environment is ideal for C people; they would be fine with working alone and do not need a lot of social interaction.

You may find conscientious attorneys in other aspects of the law as well where there is less drama than there is in personal injury cases.

C people feel most productive when they know they are doing what is expected of them; they love technical tasks that require attention to detail and have ambitious standards for quality of their work. When you work with a conscientious attorney, pay attention to the details. Support your opinions; be systematic, logical, patient, and persistent. Be diplomatic if you must criticize the attorney’s opinions about a case. Avoid being confrontational.

How to Build Strong Relationships with Your Decisive and Conscientious Clients

1. **Be flexible and adaptable.** You might have one way of developing a report, but your client expresses a desire that you present it in a different way. Your client, for example, may want you to footnote where you found information in the medical record. Listen to what your client wants, and if at all possible, fulfill the request. That leads to strong relationships. The decisive attorney will tell you what she or he needs. The conscientious attorney will pay close attention and ask for more details.

2. **Be on time** – to a deposition, to court, to a meeting with your client, to other business events. No one ever gets criticized by being early or on time but being late is really difficult. Your lateness will irritate both the decisive and conscientious attorneys.

Yes, things happen, accidents happen, but give yourself the extra window of time so you can keep your obligations.

3. **Ask your client what you can do to help.** Volunteer for extra tasks, even if you won't get paid for them. Be particularly attentive to opportunities to help your client when he or she is stressed. Both the decisive and conscientious attorneys carry high levels of stress. The decisive attorney wants to take action, and the conscientious attorney wants to be sure everything is right.

4. **Be accurate in your reports.** Get it right the first time. I proofread a report written by an expert witness who spelled the treating physician's name 3 different ways. It made me wonder what other details she got wrong. The conscientious attorney is likely to never hire you again after you submit a weak report.

Strong, lasting relationships with clients are key for success. Are you doing everything you can to strengthen your relationships with attorneys? Get fresh new inspiration and concrete strategies in my newest book, **How to Create Lasting LNC-Client Relationships**. Order it through the show notes for this show at my site, podcast.legalnursebusiness.com.

Check out the webinars, teleseminars, courses and books at <http://www.legalnursebusiness.com>. Expand your LNC skills with our resources.

Explore coaching with Pat Iyer at <http://www.LNCAcademy.com> to get more clients, make more money and avoid expensive mistakes.

Invest in the monthly webinars at <http://www.LNCCEU.com> for 2 webinars each month designed to deepen your knowledge and skills.