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Client Input Opens Doors for Stronger Relationships With Counsel

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Formal feedback and scorecards can better equip law firms to hear directly from clients about their goals, and for in-house departments to assess their engagement of outside counsel. Such input provides a roadmap for growing and strengthening client connections.

It can be used as a measurement of the firm, the team, and the individuals working on client matters. Feedback can also provide a lens for understanding how clients view a specific firm's client service compared with those of its competitors.

Here are several key insights about what clients expect from their outside counsel.

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