



Quiz

Managing Client Expectations

1. Which of the following is a significant influence upon what a client expects from their lawyer?
 - a. Knowledge of the law by the client
 - b. Emotional investment by the client
 - c. Whether the client is a sophisticated or unsophisticated client
 - d. All of the above
2. Which of the following is crucial in managing a client's expectations at the outset?
 - a. A frank, realistic appraisal of their case
 - b. Assurance to the client that their case is winnable
 - c. Ensuring that the client understands the legal question
 - d. All of the above
3. Why is the case of *Balmain New Ferry Co v Robertson* (1906) 4 CLR 379 relevant to managing client expectations?
 - a. It exemplifies a case whereby the reasons why a plaintiff pursued a case was emotional investment above practicality
 - b. It exemplifies a case whereby a solicitor did not listen to a client's expectations and forced their own expectations upon the client
 - c. It is an example of a case whereby a solicitor did not provide adequate costs disclosure to the client

- d. It is an example of a case whereby the outcome may have been different if the solicitor instructed a barrister at the outset
- 4. In accordance with the Roy Morgan Professions Poll, how are lawyers consistently ranked for ethics and honesty?
 - a. Under 40%
 - b. Between 40-50%
 - c. Between 50-60%
 - d. Above 90%
- 5. Which of the following is NOT true in how a lawyer should manage client expectations?
 - a. Lawyers need to set boundaries with their client as to what is and what is not appropriate within their relationship
 - b. Lawyers need to ensure that clients are aware and feel that their primary duty is to them as clients
 - c. Lawyers need to provide adequate costs disclosure
 - d. All of the above are true

Answers:

1. D 2. A 3. A 4. A 5. B