

# Communication Skills

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Services for Lawyers

# Presenters

## **Sarah Charlton | Consultant | DG Legal**

Sarah has a BSc (Hons) in Applied Accounting and is a Fellow member of the Association of Chartered and Certified Accountants. Her career spans over 35 years working within the legal sector, fulfilling roles from COFA through to CEO. During her career she has worked with a number of legal regulators, professional bodies and government organisations. Sarah has been a member of the Institute of Legal Finance & Management throughout her career, qualifying as a Fellow member in 2005. Sarah also served as chairperson between 2010-2012 and continues to serve as an Executive Council Member. To view Sarah's full bio, please visit:

<https://dglegal.co.uk/the-team/sarah-charlton/>

## **James Wright | Consultant | DG Legal**

James' career in Legal Finance spans over 25 years, working in medium to large law firms, managing their legal finance functions. His knowledge and experience in understanding the SRA Accounts Rules has enabled him to provide extensive support to the COFA and build processes and procedures to enable compliance. James has also been a Tutor for the Institute of Legal Finance and Management for their Diploma course, which during his time saw the number of students passing their final exam rise to 90%. James has also written practice and guidance notes both internally and for external clients and legal software providers. To view James' full bio, please visit: <https://dglegal.co.uk/the-team/james-wright/>

# Agenda



WELCOME AND  
INTRODUCTION

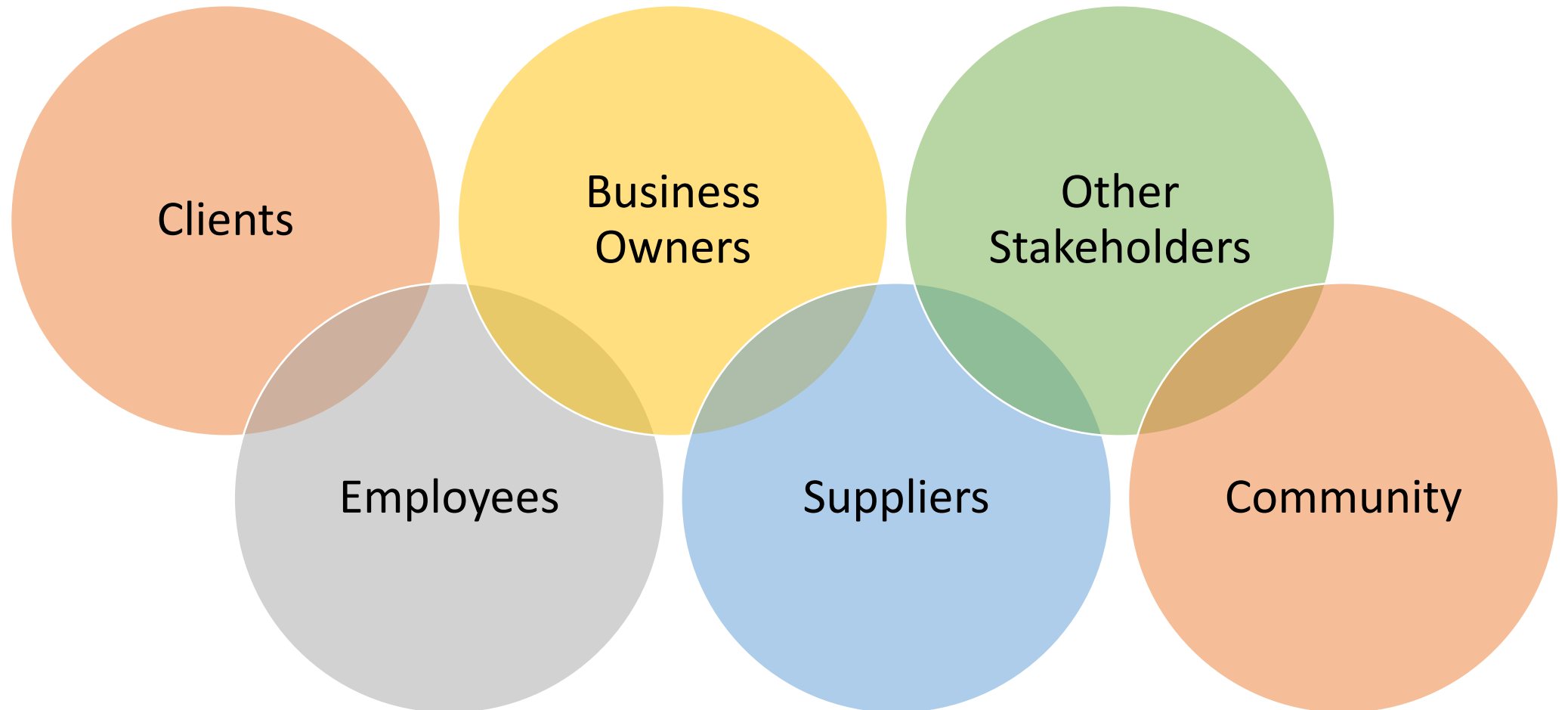


TYPES OF  
COMMUNICATION



BARRIERS TO GOOD  
COMMUNICATION

# Who we communicate with?



# Types of Communication

- Verbal
  - Active listening, speaking (pitch, tone, level of familiarity)
- Non-verbal
  - Body language (facial expressions, posture, gestures, eye contact)
- Visual
  - Short videos, pictures, charts, emojis, graphs
- Written Communication
  - Not just e-mails! (instant chats, group chats)



# Written communication

- Risk of failure
  - Recipient less likely to ask questions.
  - Greater chance of mis-understanding if message not 100%
  - Often used by managers to avoid a difficult situation
  - Tone is open for interpretation by the recipient
  - Emotional state of recipient cannot be controlled

# Why does emotional state matter?

E-Mail to: Mr Tom Jones

From: The big boss

Today's Date

Subject: It's Not Unusual

Hello Tom

I know you aren't in the office this week but I need to see you urgently.

*Signed the big boss*

# Active Listening





# Benefits of good communication

- Goal congruence
- Boosts moral and engagement
- Delegation/Productivity
- Healthy culture
- Reduce conflicts
- Greater job satisfaction
- Stronger team (and business)

# Pitfalls to avoid

- Leave yourself enough time to communicate well
- Choose wisely
  - Invest a little time at the beginning to avoid more time at the end
- Don't put yourself under pressure to respond immediately
- Remember we are all different and react better or worse to differing methods of communication.
- Consider your emotional state as much as the recipients



# Modern Communication Tools







# Contact Details



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