LOGBOOK

Name: [redacted]

Membership Number: [redacted]

COMPETENCY: 7	
LEARNING OUTCOME:	7.2 – Understand the limitations of your professional skills and knowledge
EVIDENCE PROVIDED:	attendance note

OUTLINE HOW THE EVIDENCE demonstrates you meet the outcome:

Identify where you do not have the skills required to undertake a task:

Whilst I have been a trainee legal executive, I have been gradually dealing with more and more complicated and high value estates. Also, I have been gaining more and more experience in dealing with different types of clients.

In this case, I had been approached by son and daughter of the deceased (long-standing) client. I had several telephone conversations with the son of the deceased, who wished to instruct me to deal with the estate of his late mother. The executors were the son, daughter and one of the directors of our firm.

From my conversations with the son, it became clear that he had a domineering personality and came across as extremely demanding. In fact, he was by far the most demanding client I had ever come across before. I found him intimidating and his manner rather aggressive. There was also the element of the estate being more substantial than I had dealt with before (over £500,000). I knew that the estate would have inheritance tax liability, there was also a property (possibly for sale, but the executors could not agree on that) and there was also a possibility that a charity exemption would be available to be used.

Another problem was that the client was not impressed when I told him that I was a trainee "legal executive" and not trainee solicitor.

I felt that I did not, at the time, have the relevant professional skills and knowledge to deal with clients like that: very demanding, cost conscious and intimidating.

Act to resolve the situation: I spoke to one of my senior colleagues, explained the situation to him (as my attached attendance note demonstrates) and asked him to attend the initial client interview with me, so that I could see how he deals with these clients and learn from it.

Provide evidence of the limitation you have identified and the action you took to resolve the situation:

The attached attendance note demonstrates that I attended the client meeting with my more experienced senior colleague where I watched how he dealt with these clients and how he handled the interview. During that interview, it was clear to me that I would not have been very successful at interviewing these clients on my own. The attendance note demonstrates the difficulties. I would not have known how to handle these situations due to my lack of experience in dealing with such clients.

I learned a lot by watching my colleague and how he answered certain questions and generally how he handled certain situations that arose. I took detailed notes of what was

discussed for my file and future reference. Following that meeting, the matter became mine (as was planned) and I dealt with these clients directly from then on, as the attached email correspondence demonstrates. I learned how to deal with demanding clients and we ended up having quite a good relationship in the end.
REFLECTION & EVALUATION (what you learnt from the activity you undertook to meet the outcome): I understand that it is necessary to know and accept the limitations of my own professional skills and knowledge. I learnt that if I am not sure how to deal with a client or approach a situation, it is always a good idea to ask an experienced colleague's advice.
COMPLETION DATE: 10-02-2015
Signed & dated by Applicant [redacted] 10-02-2015
Signed & dated by Supervisor [redacted] 12.2.2015

FILE NOTE

Case Ref: [redacted]

Action: Unknown action type (TI)

Date: 18/10/2013

Time: 14:37:00

Handler: [redacted]

Typist: [redacted]

No. of Units: 2

Cost Value: £0.00

Correspondent:

DETAILS

Attending MRR to discuss matter.

I explained that I'd had a call fron my clients to say mum has died. Son and daughter called to say that they want us to deal with the estate. I said to MRR that I immediately got the feeling that these clients, especially Mr G, are very difficult and demanding. They are also VERY cost-conscious. They wanted me to give them a set figure for probate there and then and when I tried to explain that it was very difficult for me to give them a quote with limited details about the estate, Mr G got very annoyed, angry even, and just did not seem to understand why I could not give him a quote.
It's also quite a large estate - over half a million - and I have not dealt with many large estates before. Definitely not one where clients have been so hard to deal with. Looking at the Will, there are also likely to be Charity exemption - bringing IHT liability down to 36%.
Clients are also not clear on what "legal executive" means and were concerned whether I am "qualified enough to do the job". On the other hand, client is so cost-conscious and as my hourly rate is lowest, he wants me to act. I now feel rather nervous about meeting the clients as there is a risk that I might not be able to handle them! I don't feel I have had enough experience in dealing with clients like that.
Another issue is that SM is an executor together with son and daughter and so it might be a situation where mum knew that son and daughter might not get on and wanted us to keep them on the straight and narrow.
I explained to MRR that I have a feeling that I am going to struggle with these clients when meeting them on my own. I explained that as I have not had experience with extremely demanding clients before, I would appreciate some help on how to deal with them, at least at the beginning.
MRR said he's happy to help me with initial client inteview and explain to them how we charge etc. I am to take all the notes and, unless clients decide otherwise, deal with the matter on a day-to-day

(Continued ...)

basis from then on and on more complicated issues MRR is happy to advise me re calculating charity discount on IHT, if relevant, etc.
[redacted]