
The Ninth Annual Texas Legal Update

How to Get the Most Out of Your Relationship with Your Law Firm

By Joshua T. Kutchin

A. Why does a relationship matter?

1. More teamwork, less tension, less stress
2. More teamwork, better outcomes for everyone

B. Industry trends working against relationships

1. Fungible lawyers
2. Rigid billing and defense guidelines
3. Shortsighted view versus the “big picture”


C. Effective relationships and good results

1. What characterizes a good working relationship
2. Personality issues
3. How to reassess and improve
4. Trust and reliance on candid advice, recommendations

D. Poor relationships and poor results

1. Specific examples and what we can learn from them

E. Practical steps

1. Starting a new relationship
 2. Improving an existing relationship
 3. When necessary—parting ways
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Panel Discussion:

What works, what doesn't work, and effective relationship-building

Participants: Debby Gilliam, CPIW, DAE
Claim Manager – Litigation
Union Standard Insurance Group

Robin Davis, Assistant Vice President
Liability Claims
Unitrin Specialty Insurance