

Notes/Discussions

The Value of Interpersonal Skills in Lawyering

Stephen Feldman* and Kent Wilson†

Noting the historical negative public perception held of attorneys, a 2×2 factorial design was created to assess the relative roles of legal competence and relational skill in the formation of client attitudes toward attorneys. Ninety-three subjects viewed a simulated, video-taped attorney-client interview in which the attorney possessed either (a) high legal competence and high relational skill, or (b) low legal competence and high relational skill, or (c) high legal competence and low relational skill, or (d) low legal competence and low relational skill. Analysis of questionnaires completed by the subjects after viewing the tapes revealed the attorney having high legal competence and high relational skill to be viewed as most expert, attractive, trustworthy, probable of satisfying the client, and being recommended and used in the future. The attorney having low legal competence and high relational skill was rated second on sixteen of the seventeen measures employed, indicating that relational skill contributes more to the formation of a client's perception of his or her attorney than does the attorney's level of legal competence. Implications of the results for the training of future attorneys are discussed.

The first thing we do, let's kill all the lawyers.

Shakespeare
King Henry VI, Part II, IV, ii.

INTRODUCTION

Hardly a post-Watergate phenomenon, negative perceptions and opinions of attorneys have long been held by the general public. Characterized as being unscrupulous, untrustworthy, and unfeeling, lawyers have proved to be a fertile source of inspiration for playwrights, authors, and comedians for centuries. Charles Dickens, for example, said bluntly, "The law is an ass." (*Bleak House*). Carl Sandburg, in *The Lawyers Know*

*Department of Educational Psychology and Measurement, and College of Law, University of Nebraska-Lincoln.

†Department of Psychology and College of Law, University of Nebraska-Lincoln.

Too Much, raised the question, "Why does a hearse horse snicker hauling a lawyer away?" And more recently, Johnny Carson has spoken of the lawyer doll, "... you wind it up and it puts its hand in your pocket; the more expensive model squeezes."

More serious and current criticism of attorneys and the legal system has been reported in the social science literature. In a two-year analysis of the perceptions of attorneys held by mid-western residents, Wilson found that while 21% of the population expressed complete confidence in attorneys, 24% stated that they have either questionable confidence or no confidence whatsoever in attorneys and the quality of their work (Wilson, 1981). Similarly, an ABC-Harris Poll of November, 1980 found that only 13% of the public has high confidence in law firms. That figure is down from 18% in 1978, and 24% in 1973 (Wall Street Journal, 2/6/81, p. 36).

While examples of the negative valuation of attorneys are easily found, discussions of the possible causes underlying this seemingly universal perception are lacking. Assuming that it is more desirable for attorneys and the legal profession to be perceived positively than negatively,¹ an examination of potential causes of the distrust and antagonism is merited. Three potential explanations exist.

One probable explanation is to be found in the nature of the legal system itself. It is an adversarial system which by design creates as many losers as winners. Losers are understandably embittered by their loss and would be prone to displace their anger onto the perceived object of their loss—their lawyer. But some "winners" may also feel disappointment in the system, and consequently in their lawyer, especially in those cases in which they believe their rights were not as fully protected by the law as they should have been. Divorce litigants, for example, are rarely completely happy with child support, visitation rights, and property settlement provisions of their decrees although they may have "won." The same is true of tort, contract, and property litigants, who may feel that despite the amount of their damages award they were not fully compensated for their loss. Either winning or losing a case, therefore, may create negative feelings on the part of a client toward his or her attorney and the legal system.

A second possible explanation for the low regard in which lawyers are held may lie in the public's perceiving widespread legal incompetence on the part of attorneys. In this view the client's disappointment in his or her attorney would not evolve as a by-product of either winning or losing a case, but would be directly related to a feeling on the part of the client that his or her attorney actually lacked sufficient legal training and/or skill. The development of positive attitudes toward attorneys, therefore, would be contingent on attorneys demonstrating high levels of legal skills; i.e., on their showing a thorough knowledge of relevant substantive law and an ability to use appropriate legal procedure. Failure to demonstrate such knowledge and skill would result in the attorney's being viewed as incompetent, blundering, and ineffective.

A third explanation for negative public attitudes toward attorneys concerns the personal attributes of attorneys themselves. Apart from winning or losing a case, and apart from perceiving insufficient legal skills in attorneys, a client may become angry or disillusioned with his or her attorney as the result of the nature of the personal relationship existing between them. Cold, distant, detached or condescending at-

¹The issue of whether or not the legal system requires public acceptance or approval is discussed *infra*.

titudes and behaviors on the part of an attorney may serve to alienate clients and lower the probability of their returning for future assistance. Conversely, warm, open, and concerned interest shown by an attorney may foster greater client acceptance and enhance the client's perceptions of both the attorney and the legal system.

Surprisingly, the relative roles of legal skills and interpersonal relational skills in the attorney-client relationship have not been empirically examined. One possible cause for the lack of empirical investigation is that of the implicit assumption underlying legal education—that of client satisfaction being solely dependent on legal competence. An attorney's legal education is directed toward the development of rational, intellectual skills rather than interpersonal skills. The lawyer is taught to separate the problem from the person and to direct his/her efforts exclusively toward resolving the legal issue. Through offering courses in "client counseling" or "the attorney-client relationship," some law schools seem cognizant of the potential impact of the attorney's interpersonal demeanor on the client's reaction to the attorney; but such courses are rarely stressed in the law school curriculum and are never required courses.

But exactly how important are these relational skills? If the centuries of public opinion as expressed in literature and verse possess any validity, it would appear as though legal skill in and of itself has not served to engender positive feelings on the part of the public regarding attorneys and the legal system. The question then becomes whether relational skills alone, or some combination of the relational and legal skills, serves to significantly affect client perceptions of the attorney. Assuredly, legal efficiency and positive image may not be necessarily antithetical.

Perhaps the more crucial issue is that of whether the interests of the legal system are best served through providing pure legal efficiency, or through providing services which result in a positive feeling on the part of the client toward the legal system. Thurman Arnold, in *Symbols of Government* (1938), takes as his main thesis the notion of the *belief* of the public in the ability of the legal system to provide justice as the *sine qua non* of the American legal system. In Arnold's view, to the extent that the legal system fails to be perceived as doing justice the existence of the system is threatened. Yet what does justice entail: provision of legally efficient and appropriate services, creation and maintenance of positive feelings about the attorney and the legal system independent of case outcome, or both?

The current investigation seeks to examine the relative roles of legal competency and relational skills in affecting the client's perception of the attorney-client relationship. More specifically, the present study will focus on a client's expectation of a satisfying relationship and his or her inclinations to recommend and use attorneys who differ along and within the dimensions of legal competence and relational skill.

METHOD

To examine the roles of legal competency and relational skill a two by two (2×2) factorial design was developed wherein subjects were exposed to a 15-minute videotape in which an attorney was seen interacting with a client in one of four modes: (a) high relational skills coupled with high legal competence, (b) high relational skills coupled with low legal competence, (c) low relational skills coupled with high legal

competence, or (d) low relational skills coupled with low legal competence. These four combinations of variables were designated treatment conditions A, B, C, and D, respectively.

Differentiating each of the four treatment conditions involved specification of patterns of behavior for each dimension of both legal competency and relational skill. Legal competency was defined as possessing knowledge of the substantive law and procedure relevant to the client's problem. An attorney possessing high legal competence, therefore, would obtain sufficient factual data to determine the specific legal issue involved, explain court jurisdiction and procedure, give practical advice, provide appropriate forms for gathering further information from the client, and explain relevant law. Conversely, an attorney low in legal competence would not take sufficient factual data, explain court jurisdiction or procedure, give practical advice, provide forms, or explain relevant law.

Behaviors characteristic of the relationally skilled attorney were formulated after a literature review of behavioral factors involved in influencing interpersonal relationships.² Based on research specifying relational skills in other settings (Strong and Schmidt, 1970; Schmidt and Strong, 1970, 1971; Dell, 1973; Dell and Schmidt, 1976) the following behaviors were incorporated into the role of the relationally skilled attorney: introducing self using first name, shaking hands, making small talk comments, letting the client talk, leaning forward, looking at the client, reflecting the client's content and affect, and appearing warm, reactive, and animated. Also based on the work of the above noted authors, the following behaviors were incorporated into the role of the relationally unskilled attorney: failure to introduce self, not shaking hands, making no small talk, taking over the conversation, sitting back in the chair, not looking at the client, not reflecting the client's content or affect, and appearing distant, aloof, and nonreactive. Table 1 lists each of the four treatment conditions and the attorney characteristics associated with each.

Prior to use, all four videotapes were screened by a psychologist and a law professor who agreed as to the appropriateness of the relational skills employed and legal competency displayed. Additionally, the tapes were presented to a group of 20 law students, who were all able to correctly identify the four conditions with 100% agreement.

²This is not to say that interpersonal relationships are influenced by behavioral factors alone. Strong (1968) conceptualized interpersonal influence as a process involving the interplay of objective, behavioral, and reputation factors. Objective factors contributing to the development of a client's perception of his or her attorney would include such items as the presence of diplomas, certificates, and titles in the attorney's office. Behavioral factors affecting the client's perception would include the verbal and nonverbal attorney behaviors during the attorney-client interchange; and reputational factors would include information available to the client from external sources.

The decision to focus on the behavioral factors associated with interpersonal influence rests primarily on the belief that of the three influential factors behavior is most susceptible of being altered. Degrees and bar admission certificates (i.e., objective factors of influence) are found in most, if not all, law offices and can be considered as a fairly constant variable. Although reputation cannot be assumed to be constant across attorneys, this factor is not ordinarily capable of being rapidly altered. Reputation, it is assumed, accrues over the course of a professional's career. Furthermore, of the three influential variables, only behavior is amenable to being taught during a law student's legal education. Although objective and reputational factors in the lawyer-client exchange were not examined in the current study, the potential influence of these factors was experimentally controlled. Through presenting an unknown attorney the effects of reputation were controlled, and through videotaping each of the four attorney roles in the same physical setting objective factors of influence were held constant.

Table 1. Attorney Behaviors Associated With Treatment Conditions

Relational skill	Legal competency	
	High	Low
High	Condition A: 1. Obtains factual data. 2. Explains court jurisdiction and procedure. 3. Gives practical advice. 4. Provides appropriate forms. 5. Explains relevant case law. 6. Introduces self using first name.	Condition B: 1. Takes no information. 2. No explanation of court jurisdiction or procedure. 3. Gives no practical advice. 4. Provides no forms. 5. Doesn't explain case law. 6. Introduces self using first name.
	7. Shakes hands.	7. Shakes hands.
	8. Makes small talk.	8. Makes small talk.
	9. Lets client talk.	9. Lets client talk.
	10. Leans forward.	10. Leans forward.
	11. Looks at the client.	11. Looks at the client.
	12. Reflects the client's content and affect.	12. Reflects the client's content and affect.
	13. Appears warm, reactive, and animated.	13. Appears warm, reactive, and animated.
	Condition C: 1. Obtains factual data. 2. Explains court jurisdiction and procedure. 3. Gives practical advice. 4. Provides appropriate forms. 5. Explains relevant case law. 6. Fails to introduce self.	Condition D: 1. Takes no information. 2. No explanation of court jurisdiction or procedure. 3. Gives no practical advice. 4. Provides no forms. 5. Doesn't explain case law. 6. Fails to introduce self.
	7. Doesn't shake hands.	7. Doesn't shake hands.
	8. Makes no small talk.	8. Makes no small talk.
	9. Doesn't let client talk.	9. Doesn't let client talk.
Low	10. Sits back in chair.	10. Sits back in chair.
	11. Doesn't look at client.	11. Doesn't look at client.
	12. Doesn't reflect client's content or affect.	12. Doesn't reflect client's content or affect.
	13. Appears distant, aloof and nonreactive.	13. Appears distant, aloof and nonreactive.

Subjects and Procedure

Ninety-three subjects were recruited from undergraduate courses in educational psychology. Seventy-three females and 20 males participated with ages ranging from 18 to 32 (mode = 20). Subjects reported to the research room at designated times and viewed the videotape in groups ranging from seven to twelve persons in size; each subject was presented with only one treatment condition. The total number of subjects viewing the various treatment conditions was: $A = 22$; $B = 26$; $C = 23$; and $D = 22$.^a

^aThe unequal number of subjects per treatment condition resulted from unequal numbers of subjects reporting for the project at different time slots. Subjects had signed up for participation at designated time periods and variations in the popularity of certain available times resulted in some groups being larger than others.

Each condition was presented to the subjects on a 15-min videotape which portrayed an initial attorney-client interview. The attorney was portrayed by a 40-year old male lawyer who also is a graduate student in counseling psychology, while the client was portrayed by a 42-year-old male confederate. In each condition the client presented the same problem, that of seeking a divorce. All interviews concluded with the lawyer's accepting the case, apologizing for the shortness of the interview due to unforeseen circumstances, and scheduling a second appointment with the client.

After viewing the videotape, the subjects were asked to complete a questionnaire dealing with their perceptions of the attorney. Following the completion of the questionnaire (see Appendix), the subjects were debriefed as to the nature of the experiment and any questions raised were answered.

Dependent Variables and Measures

The questionnaire completed by each subject constitutes the dependent variable for purposes of statistical analysis. Within each questionnaire five specific assessments were made: perceived attorney expertness, perceived attorney attractiveness, perceived attorney trustworthiness, client satisfaction with attorney, and client probability of recommending and using the attorney in the future.

One section of the questionnaire (questions 1 through 36) included the Counselor Rating Form (CRF), which measured the perceived attorney characteristics of expertness, attractiveness, and trustworthiness (Barak and LaCrosse, 1975). The CRF is a semantic differential instrument with 12 seven-point items contributing to a score for each dimension. Another section of the questionnaire (questions 37 through 44) consisted of portions of the Counseling Evaluation Inventory (CEI) which measured client satisfaction (Linden et al., 1965). The CEI is also a semantic differential instrument consisting of 21 seven-point items.

In order to measure the client's probability of recommending and using the attorney in the future, a series of 13 pragmatic questions was developed (questions 45 through 57). The subjects were asked to put themselves in the place of a client and respond to the questions pertaining to future attorney use. These questions were presented in the same Likert-type seven-point scale format as the CFR and CEI.

RESULTS

An univariate analysis of variance was computed for each of the four main dependent measures (i.e., expertness, attractiveness, trustworthiness, and client satisfaction), and for each of the thirteen pragmatic questions relating to recommending and using the attorney in the future. Table 2 presents the means and standard deviations for each dependent variable in each treatment condition, and the *F* ratios obtained for the main effects (of both legal competency and relational skill) and the interaction effect for each dependent variable.

As can be seen in Table 2, both an attorney's level of legal competence and his or her level of relational skill will significantly affect how he or she is perceived by a client. With regard to legal competency, significant main effects were found on all four main dependent variables and on 11 of the 13 pragmatic measures. For rela-

tional skill, significant main effects were found on all four main dependent variables and on all 13 of the pragmatic measures. Finding significant main effects on 32 of the 34 analyses demonstrates that *both* relational skill and legal competency affects a client's perceptions; i.e., an attorney possessing a high level of either legal competency or relational skill will be viewed more positively, in terms of the measures employed, than an attorney possessing a low level of either legal competency or relational skill, respectively.

Although main effects dominate the analyses of the pragmatic questions, significant interactions were found for the main dependent variables of expertness, trustworthiness, and client satisfaction. In order to examine the nature of the interactions between legal competency and relational skill on these variables, a Newman-Keuls *post hoc* test set at the .01 level of significance was run on each of the three variables. The results of the Newman-Keuls analyses are presented diagrammatically in Figure 1.

With regard to the variable of expertness, Figure 1 indicates that the presence of a high degree of relational skill (found in conditions A and B) conveys a greater perception of expertness only when legal competency is low. Similarly, the presence of high legal competence (conditions A and C) conveys a greater perception of expertness only when relational skills are low. In other words, the presence of either a high level of legal competence or a high level of relational skill will convey a positive impression of expertness.

The results of the analyses of trustworthiness and client satisfaction were similar to one another. On these two variables the analysis revealed that the presence of high relational skills results in an increased perception of either trustworthiness or client satisfaction no matter what level of legal competence was present. A high degree of legal competence, however, was able to increase perceptions of trustworthiness and client satisfaction only where relational skills were at a low level.

As a final analysis, the rank ordering of the means of the various dependent variables across the four treatment conditions was observed. The rank ordering of the means, as seen in Table 2, is strikingly consistent. On 16 of the 17 measures the treatment conditions were rank ordered A, B, C, and D. On the basis of this ordering, it

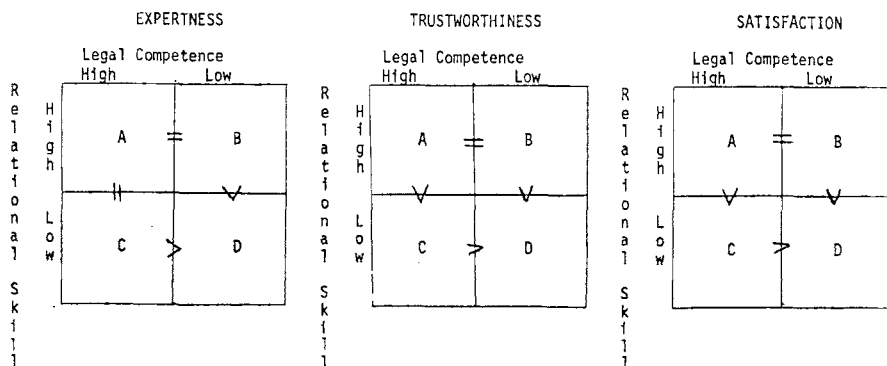


Fig. 1. Diagrammatic interpretation of Newman-Keuls analyses of the significant interactions found between legal competence and relational skill. (Note: probability set at the .01 level of significance.)

Table 2. Means and Standard Deviations (by Treatment Condition) and ANOVA *F* Ratios for all Dependent Variables^a

Variable ^b	Treatment condition				<i>F</i> Ratios		
	A	B	C	D	Legal competence	Relational skill	Interaction
Expertness	\bar{X} 65.545 <i>SD</i> 10.234	56.500 14.295	61.696 10.894	33.421 13.455	43.405 ^c	26.236 ^d	14.981 ^c
Attractiveness	63.818 8.045	60.640 8.831	44.864 11.894	33.200 9.924	8.390 ^d	111.452 ^c	2.933
Trustworthiness	64.045 9.834	58.600 10.492	54.261 12.407	34.800 11.542	22.248 ^c	45.426 ^c	7.680 ^e
Client satisfaction	35.182 9.825	29.192 11.634	24.913 10.247	10.182 4.334	25.468 ^c	57.225 ^c	5.464 ^e
This lawyer will do all he can to help the client.	\bar{X} 4.545 <i>SD</i> 1.738	3.840 1.841	2.826 1.969	1.364 0.658	9.781 ^d	37.420 ^c	1.209
I would have confidence in this lawyer.	4.591 1.563	3.769 1.840	2.696 1.917	1.273 0.767	10.703 ^d	43.449 ^c	0.882
This lawyer will charge a fair and reasonable fee for his services.	4.227 1.343	3.731 1.779	3.087 1.857	2.091 1.630	5.149 ^e	15.101 ^c	0.347
The client will accept and follow this lawyer's advice.	5.591 1.008	5.231 1.366	4.087 1.881	3.091 2.136	4.245 ^e	27.214 ^c	0.676
The client should seek a second legal opinion before committing himself to this lawyer. ^f	\bar{X} 2.909 <i>SD</i> 1.849	2.808 1.721	2.435 1.854	1.273 1.279	3.877	7.432 ^d	1.791
I would recommend this lawyer to a friend in need of a good divorce lawyer.	3.727 1.751	3.385 1.856	2.217 1.506	1.273 0.883	3.322	33.325 ^c	1.164

I would recommend this lawyer to a friend in need of a good tax lawyer.	4.091 1.019	3.520 1.702	2.304 1.609	1.409 1.185	11.287 ^c	29.875 ^c	3.461
I would recommend this lawyer to a friend in need of a lawyer for any purpose.	4.091 1.377	3.520 1.806	2.304 1.490	1.409 0.959	14.742 ^c	34.430 ^c	2.877
If a friend of mine wanted to see a lawyer in order to buy a house, I would recommend this lawyer.	4.182 0.907	3.462 1.749	3.000 1.624	1.409 0.959	5.775 ^e	41.311 ^c	0.285
I would consult this lawyer if I had a divorce problem.	3.818 1.816	3.115 2.085	2.000 1.859	1.227 0.752	4.634 ^e	25.392 ^c	0.000
I would consult this lawyer if I had a tax problem.	4.318 0.894	3.080 1.869	2.609 1.559	1.545 1.224	14.454 ^c	29.571 ^c	0.083
If I were buying or selling a house and wanted to consult a lawyer, I would consult this lawyer.	4.318 0.945	3.077 1.917	2.391 1.559	1.500 1.185	13.088 ^c	31.088 ^c	0.485
I would consult this lawyer for any legal problem.	3.955 1.396	3.115 2.026	2.000 1.477	1.045 0.213	9.330 ^d	41.702 ^c	0.004

^aNote: Possible ranges for dependent variables of Expertness, Attractiveness, and Trustworthiness are 12 to 84. The possible range for Client satisfaction is 7 to 49. The midpoint, or neutral score on the respective scales would be 48 and 28. On the thirteen pragmatic questions the possible range is 1 to 7 with the midpoint being 4.

^bThe first four variables given are the main dependent variables discussed in the text, and the remaining thirteen variables reported are the pragmatic questions asked relating to recommending and using the depicted attorney in the future.

^c $p < .001$

^d $p < .01$

^e $p < .05$

^fThis question was asked in the negative (i.e., "The client need not seek a second legal opinion before committing himself to this attorney.").

would seem clear that the lawyer who couples a high level of relational skill with a high level of legal competence (condition A) will be perceived as the most expert, most attractive, most trustworthy, and will render the most satisfied client. He will also be perceived as being most helpful, most likely to charge a fair fee, most likely to have the client follow his advice, most likely to have repeat business, and most likely to be recommended to others by his clientele. Such a finding appears to be somewhat obvious and confirms common sense. What is perhaps more interesting and less obvious, however, is finding that the lawyer with high relational skills and low legal competence (condition B) is ranked second on all but one measure. In other words, this finding would seem to indicate that perhaps a lawyer's relational skill, more than his legal competency, guides positive client perceptions.⁴

The only measure that broke the A, B, C, D pattern of rank ordering was the expertness measure. This result actually supports the validity of the study and its findings. When asked to evaluate the single quality of expertness, subjects were able to distinguish relational skills from legal competence. The subjects reported a higher perception of expertness for the lawyer who coupled high legal competence with low relational skill than for the attorney who coupled low legal competence with high relational skill. The main effects for subjects' ratings of legal competence were greater than for subjects' ratings of relational skill on this measure as well. However, despite their capacity to recognize high legal competence, subjects still placed the lawyer possessing high legal competence and low relational skill (condition C) third on every other dependent measure.

DISCUSSION

The question initially posed, that of what factors contribute to the formation of a client's perception of his or her attorney, focused on the variables of legal competence and relational skill. The results of the study have served to demonstrate that both factors may exert significant influence on the formation of a client's attitude. While legal competency as an influential factor has long been acknowledged by those institutions responsible for the training of attorneys, relational or interpersonal skill has been largely ignored. Such lack of concern appears to be unwarranted, and perhaps detrimental to the legal profession in light of the findings of the current research. Finding that on 16 of 17 measures a relationally skilled attorney is preferred to an attorney possessing only legal competence demonstrates the significant role that an attorney's demeanor may play in his dealings with his clientele. To the extent that one adopts the belief of public satisfaction being requisite to the survival of public institutions, the desirability of enhancing the image of the legal profession via training in interpersonal-relational skill is self evident.

Further research will be necessary in order to precisely define the role of relational skill in the attorney-client exchange. For example, it can be argued that students in a simulated study would emphasize warmth, etc., while a businessperson

⁴It should be noted, however, that if positive client perceptions are affected more by an attorney's relational skill than by his legal competency, then the consumer may be at the mercy of the legal "smoothie" or snake-oil salesman. But this issue merely raises the question posed by Arnold, *supra*, as to whether the more significant reality is that of subjective or objective justice.

involved in an actual civil dispute would emphasize legal competence. Thus, future studies should utilize actual clients, and seek to investigate whether the heightened attorney perceptions found in the current study occur across different types of attorneys and fact situations.

REFERENCES

- Dell, D. Counselor power base, influence attempt and behavior change. *Journal of Counseling Psychology*, 1973, **20**, 399-405.
- Dell, D., & Schmidt, L. Behavioral cues to counselor expertness. *Journal of Counseling Psychology*, 1976, **23**, 197-201.
- LaCrosse, M. Nonverbal behavior and perceived counselor attractiveness and persuasiveness. *Journal of Counseling Psychology*, 1975, **22**, 563-566.
- Schmidt, L., & Strong, S. "Expert" and "inexpert" counselors. *Journal of Counseling Psychology*, 1970, **17**, 115-118.
- Schmidt, L., & Strong, S. Attractiveness and influence in counseling. *Journal of Counseling Psychology*, 1971, **18**, 348-351.
- Strong, S. Counseling: An interpersonal influence process. *Journal of Counseling Psychology*, 1968, **15**, 215-224.
- Strong, S., & Schmidt, L. Expertness and influence in counseling. *Journal of Counseling Psychology*, 1970, **17**, 81-87.
- Wilson, K. Nebraskans, lawyers, & the law: A two-year analysis. *Nebraska Law Review*, 1981, **60**, 101-140.

APPENDIX: SUBJECT QUESTIONNAIRE

Lawyer Evaluation Form 1

Please indicate your:

Age: _____

Sex: M F (Circle one)

School status: Fr. Soph. Jr. Sr. Grad. Other (Circle one)

Have you ever consulted a lawyer? Yes No (Circle one)

Are any members of your immediate family lawyers? Yes No (Circle one)

In which of the following economic classes would you place your family?

Low Middle Upper (Circle one)

For the following scales please check (–) the point on each scale which best describes the lawyer you have just observed. The direction toward which you check depends upon which end of the scale better describes the lawyer. Please put your check marks *in the middle of the spaces*, not on the boundaries.

Here is how you use these scales:

If you feel that your judgment of the lawyer is *quite closely related* to one or the other ends of the scale (but not extremely), you would place your check mark as follows:

	Very Much	Quite	Only Slightly	Neu- tral	Only Slightly	Quite	Very Much
Alert	_____	_____ ✓	_____	_____	_____	_____	_____ Unalert
<i>OR</i>							
Alert	_____	_____	_____	_____	_____	_____ ✓	_____ Unalert

Lawyer Evaluation Form #2

	Mostly dis- agree (1)	Moder- ately dis- agree (2)	Slight- ly dis- agree (3)	Neither agree nor dis- agree (4)	Slightly agree (5)	Moder- ately agree (6)	Mostly agree (7)
1. The lawyer helped the client see how clarifying certain problems would be helpful.	1	2	3	4	5	6	7
2. The lawyer's discussion of possible outcomes was helpful to the client.	1	2	3	4	5	6	7
3. The lawyer's comments helped the client see more clearly what he had to do to gain his objectives.	1	2	3	4	5	6	7
4. Any client would be helped by talking to this lawyer.	1	2	3	4	5	6	7
5. The client felt at ease with this lawyer.	1	2	3	4	5	6	7
6. I would feel at ease with this lawyer.	1	2	3	4	5	6	7
7. I would feel satisfied with this initial interview with this lawyer.	1	2	3	4	5	6	7
8. This lawyer will do all he can to help the client.	1	2	3	4	5	6	7
9. I would have confidence in this lawyer.	1	2	3	4	5	6	7
10. This lawyer will charge a fair and reasonable fee for his services.	1	2	3	4	5	6	7
11. The client will accept and follow this lawyer's advice.	1	2	3	4	5	6	7
12. The client should seek a second legal opinion before committing himself to this lawyer.	1	2	3	4	5	6	7
13. I would recommend this lawyer to a friend in need of a good divorce lawyer.	1	2	3	4	5	6	7
14. I would recommend this lawyer to a friend in need of a good tax lawyer.	1	2	3	4	5	6	7

Lawyer Evaluation Form #2

	Mostly dis- agree (1)	Moder- ately dis- agree (2)	Slight- ly dis- agree (3)	Neither agree nor dis- agree (4)	Slightly agree (5)	Moder- ately agree (6)	Mostly agree (7)
15. If a friend of mine wanted to see a lawyer in order to buy or sell a house, I would recommend that he see this lawyer.	1	2	3	4	5	6	7
16. I would recommend this lawyer to a friend in need of a lawyer for any purpose.	1	2	3	4	5	6	7
17. I would consult this lawyer if I had a divorce problem.	1	2	3	4	5	6	7
18. I would consult this lawyer if I had a tax problem.	1	2	3	4	5	6	7
19. If I were buying or selling a home and wanted to consult a lawyer, I would consult this lawyer.	1	2	3	4	5	6	7
20. I would consult this lawyer for any legal problem.	1	2	3	4	5	6	7