

PERFORMANCE INDICATORS FOR CLIENT SQE2 INTERVIEW ASSESSMENT

<i>Skills</i>	<i>Indicators demonstrating competence</i>	<i>Indicators that do not demonstrate competence</i>
Listen to the client and use questioning effectively to enable the client to tell the solicitor what is important to them.	• The candidate demonstrates active listening skills and engagement with the client, for example by ○ listening attentively (use of facial expressions/body language/tone of voice/ may evidence this) ○ avoiding interrupting the client ○ listening without judgement ○ avoiding making assumptions • The candidate asks appropriate questions (e.g. questions designed to elicit relevant information from the client) • The candidate uses a combination of open and closed questions. An open question is a question which invites the client to share more detailed information e.g. it could be a question beginning with the words “Can you tell me about...” Closed questions could be questions where the response would be ‘yes’ or ‘no’ e.g. “Do you own your own property”)	• The candidate appears disinterested (e.g. facial expressions/body language/tone of voice indicate a lack of engagement with the client) • The candidate appears distracted/reluctant to address the client’s concerns (e.g. tied to their own agenda/over reliant on their notes/repeating information the client has already provided/interrupting the client) • The candidate does not ask appropriate or relevant questions • The candidate uses only closed questions or does not use sufficient/appropriate open questions, which prevents the client from explaining what is important to them

Communicate and explain in a way that is suitable for the client to understand.	• The candidate uses language which is easily understood by the client • Where it is necessary to use technical language that a client would not understand, the candidate explains the legal terms clearly and succinctly (e.g. “restrictive covenant”; “legal easement”; “age contingency”; “nil rate band”)	• The candidate’s explanations are verbose, legalistic, complicated, rambling or confused and not understood by the client • The candidate uses technical language when necessary but provides little, if any, explanation and/or the explanations provided are vague, even when questioned by the client
Conduct themselves in a professional manner and treat the client with courtesy, respect and politeness including respecting diversity where relevant.	• The candidate imparts difficult or unwelcome news clearly and with sensitivity • The candidate treats the client with courtesy and respect • The candidate behaves politely and builds rapport with the client • The candidate’s behaviour achieves the right balance of professional distance whilst being interested in the client’s problem	• The candidate’s behaviour towards the client is consistently insensitive • The candidate has an overly familiar, casual, or highly informal manner e.g. the candidate is flippant or makes jokes with client • The candidate’s behaviour is rude; abrupt; dismissive; disrespectful; judgemental; or patronising • The candidate is hesitant throughout or lacking in confidence; appears rushed and flustered; is not in control of the interview

	The candidate maintains control of the interview (e.g. the candidate is well-organised; calm, composed and efficient, and does not appear rushed)	
Demonstrate client-focus in their approach to the client and the issues (i.e. demonstrate an understanding of the problem from the client's point of view and what the client wants to achieve, not just from a legal perspective).	- The candidate demonstrates an understanding of the client's problem from the client's perspective (e.g. the candidate addresses the client's legal problem, any relevant commercial considerations and/or the client's personal circumstances) - The candidate acknowledges and responds to the client's concerns with interest and empathy	- The candidate does not approach or appreciate the client's problem from the client's perspective - The candidate does not respond to the client's concerns with interest and empathy - The candidate provides advice which does not take into account the client's aims or concerns
Establish and maintain an effective relationship with the client so as to build trust and confidence.	The candidate effectively manages the client's expectations/circumstances, e.g. balances the client's objectives against what can be achieved within the timeframe; the client feels confident that the matter is in good hands and will be progressed	The candidate fails to manage the client's expectations/circumstances and the client would have little or no confidence that the matter will be progressed; the client would not want to entrust the matter to the solicitor