2. Interviewing and advising

This chapter discusses the skills of interviewing and advising clients. It covers the purpose of interviews; the importance of non-verbal communication; preparing for initial client interviews; the WASP approach; listening and questioning techniques; providing appropriate advice and information; and establishing a professional relationship with the client.

Access to the complete content on Law Trove requires a subscription or purchase. Public users are able to search the site and view the abstracts and keywords for each book and chapter without a subscription.

Please subscribe or login to access full text content.
2. Interviewing and advising

If you have purchased a print title that contains an access code, please see the information provided with the code or instructions printed within the title for information about how to register your code.

For questions on access or troubleshooting, please check our FAQs, and if you can’t find the answer there, please contact us.