

Client listening for a leading Chambers

AT A GLANCE

- Leading Set of Chambers
- Client Listening

THE BRIEF

Fountain Court is one of the UK's leading Chambers. They wanted to gather insight to help them further strengthen their relationships with leading firms of solicitors, as well as understand how they can be best placed to respond to future changes in demand for litigation.

WHAT WE DID

We worked alongside the Marketing and Clerking teams to understand the drivers behind each interview. We undertook a series of interviews, approaching each very much as a stand-alone exercise, but also drawing out key themes.



Fountain Court
CHAMBERS



“We instructed Client Talk to help us with our client insight programme and have been really impressed. Claire and her team take the time to understand what we are trying to achieve with the programme and how this differs from client to client. Claire’s legal background and coaching skillset has proved invaluable during client interviews and has generated output which has really helped us to shape our strategy moving forward.”

Helen Griffiths,
Head of Marketing and Business Development