

Client Interviewing

Law

Getting the facts you need, including the ones they did not think mattered.

Technique.

Do

Open with a broad, uninterrupted account

Then probe with focused questions

Establish the chronology explicitly

Ask what documents exist

Confirm your understanding back to them

Explain the next steps and likely timing

Avoid

Leading questions that shape the account

Legal jargon without explanation

Promising an outcome

Interrupting the first narrative

Educational reference. Ask what the client actually wants. It is not always the remedy the law would provide.