

FB - Pre-Program Survey of Associates on Relationship-Building

Results Overview



Date: 4/30/2008 8:02 AM PST
Responses: Completes
Filter: No filter applied

2. In general, how would you describe your professional experience to date at Faegre?

Extremely positive		9	16%
Very positive		30	52%
Positive		17	29%
Not very positive		0	0%
Not positive at all		0	0%
Other, please specify		2	3%
Total		58	100%

4. This question relates to those capabilities that are important for career success in one to four years of practice. Use the following scale to indicate your opinion of the relative importance of the following items for an associate's success at this career phase: "1" means "this capability is critical to career success," and at the other end of the ranking spectrum, "5" means "this capability is unimportant for career success." In the space after each item, please explain briefly the reason for the ranking you select.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Critical to career success	Very important to career success	Important to career success	Somewhat important to career success	Not important to career success
Substantive knowledge	19 33%	15 26%	21 36%	2 3%	1 2%
Treating colleagues who assign work as clients	34 59%	18 31%	3 5%	3 5%	0 0%
Communicating well in writing and verbally	44 76%	12 21%	1 2%	0 0%	1 2%
Demonstrating a positive attitude	26 45%	25 43%	5 9%	1 2%	1 2%
Listening well	41 71%	15 26%	1 2%	0 0%	1 2%
Practical skills (such as at taking depositions, drafting transactional documents, etc.)	17 29%	23 40%	16 28%	1 2%	1 2%
Seeking to understand clients' expectations for service and meeting them	35 60%	16 28%	6 10%	0 0%	1 2%

Building positive rapport with internal and external clients	39 67%	17 29%	1 2%	0 0%	1 2%
Recognizing performance shortfalls with clients and seeking to address them proactively	21 37%	25 44%	10 18%	0 0%	1 2%
Working well as a member of a client service team	29 50%	23 40%	5 9%	0 0%	1 2%
Attending Firm events and practice group activities	4 7%	14 24%	34 59%	6 10%	0 0%
Investing non-billable time to help partners and more senior attorneys on CLE projects, etc.	4 7%	15 26%	19 33%	16 28%	4 7%
16 Responses					

5.

How well do you believe you perform each of the following capabilities at your current career stage? Use the following scale to indicate your response: "1" means "I am extremely competent in my performance of this capability for an attorney in one to four years of practice," and at the other end of the ranking spectrum, "5" means "I am not competent at all in my performance of this capability." If you wish, briefly explain your response in the comment box following the item.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Extremely competent	Very competent	Competent	Somewhat competent	Not competent at all	N/A
Demonstrate substantive knowledge	4 7%	16 28%	26 45%	11 19%	1 2%	0 0%
Treating colleagues who assign work as clients	9 16%	34 59%	13 22%	2 3%	0 0%	0 0%
Communicating well in writing and verbally	8 14%	32 55%	15 26%	3 5%	0 0%	0 0%
Demonstrating a positive attitude	29 50%	21 36%	7 12%	1 2%	0 0%	0 0%
Listening well	13 22%	35 60%	8 14%	2 3%	0 0%	0 0%
Practical skills applicable to my current work (e.g., taking depositions, drafting documents, etc.)	4 7%	16 28%	24 41%	12 21%	1 2%	1 2%
Seeking to understand clients' expectations for service and meeting them	8 14%	22 38%	24 41%	4 7%	0 0%	0 0%

Building positive rapport with internal and external clients	12 21%	32 55%	12 21%	2 3%	0 0%	0 0%
Recognizing performance shortfalls with clients and seeking to address them proactively	2 3%	21 36%	25 43%	9 16%	0 0%	1 2%
Working well as a member of a client service team	10 17%	29 50%	19 33%	0 0%	0 0%	0 0%
Attending Firm events and practice group activities	14 24%	25 43%	13 22%	6 10%	0 0%	0 0%
Investing non-billable time to help partners and more senior attorneys on CLE and other types of non-billable projects	8 14%	21 36%	19 33%	8 14%	2 3%	0 0%
10 Responses						

6.

What topics should be covered in the 90-minute Performance Management program on Introduction to Relationship-Building for attorneys in years one through four of practice? Use the following scale to indicate your opinion: "1" means "definitely should be included in the program" and at the other end of the spectrum, "3" means "definitely should not be included in the program. If you wish, briefly explain your response in the comment box following the item.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Definitely include	Consider including	Definitely do not include
Developing confidence as a professional	21 36%	28 48%	9 16%
How to be proactive in building positive relationships with colleagues and clients	24 41%	29 50%	5 9%
Treating colleagues who assign work as clients	17 29%	28 48%	13 22%
Active listening skills	23 40%	22 38%	13 22%
How to delegate well to more junior colleagues and staff	29 50%	20 34%	9 16%
Strategies for understanding client expectations for service and how to meet them	34 59%	18 31%	6 10%
Best practices for introverts seeking to build professional relationships	21 36%	21 36%	16 28%
Recognizing performance shortfalls and how to address them proactively	32 55%	23 40%	3 5%
What it means to work well as a member of a client service team	17 29%	30 52%	11 19%

Appreciating diversity among clients and colleagues	8 14%	23 40%	27 47%
Making the most of non-billable time spent at Firm events and practice group activities	14 24%	30 52%	14 24%
How to manage time well to integrate relationship-building into every day activities	27 47%	22 38%	9 16%
6 Responses			

7.

Following the initial 90-minute training session on relationship-building, you will be invited to participate in two additional hour-long follow up sessions. Participants will be given brief assignments related to relationship-building at the initial session that they will be asked to complete between sessions. For purposes of responding to this item, assume you will receive clear instructions regarding the assignments, and that they will not require you to inconvenience yourself significantly. Indicate below how willing you are to complete the brief assignments on relationship-building between the group sessions.

Very willing		7	12%
Willing		23	40%
Somewhat willing		17	29%
Not willing		7	12%
Other, please specify		4	7%
Total		58	100%

8.

For purposes of completing the assignments referred to in item 7 above, you will be matched with a colleague from your office who is also participating in the training. You will be asked to meet with your colleague briefly between sessions for the purpose of completing the assignments described in item 7 above. Indicate below how willing you are to be matched with and to meet between assignments with a colleague.

Very willing		11	19%
Willing		19	33%
Somewhat willing		18	31%
Not willing		7	12%
Other, please specify		3	5%
Total		58	100%

9.

Rate your current mentor in terms of how helpful he/she is to you in learning more about building relationships.

Very helpful		25	43%
Helpful		12	21%
Not helpful		14	24%
Other, please specify		7	12%
Total		58	100%

On behalf of the Firm's leadership and Ann Rainhart, I thank you for participating in this survey. Your individual responses will be kept confidential, and we will use the general data to develop the final content and format for the session on best practices for building professional relationships that will be presented during the third week of May 2008.

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