



MOCK INTERVIEWS

Duration of the meeting with the consumer 20 min.

A lawyer will be attending the meeting. Please be reminded that he or she acts as a consumer. He / she cannot intervene.

How to structure your interview:

- Greet the consumer properly.
- Introduce the lawyer to him / her, explaining the lawyer's role.
- Check important elements with the consumer (such as dates, documents you have, document you still need etc.).
- If necessary, take notes, do not hesitate to make a sketch if several parties are involved in the case).
- Remember that the consumer is not a lawyer: be clear when explaining legal matters
- If you have difficulties managing the consumer (he / she talks too much, asks inappropriate questions,) always get back to facts.
- Have a watch with you (no phone) to check the time. After 18 min we will ask you to start putting an end to the interview
- Greet the consumer and accompany him / her outside of the room

And don't forget to listen and to smile (interrupting the consumer may be a possibility but if you do it, do it politely and explain this is to help him / her).