

Exploring lawyer-client interaction

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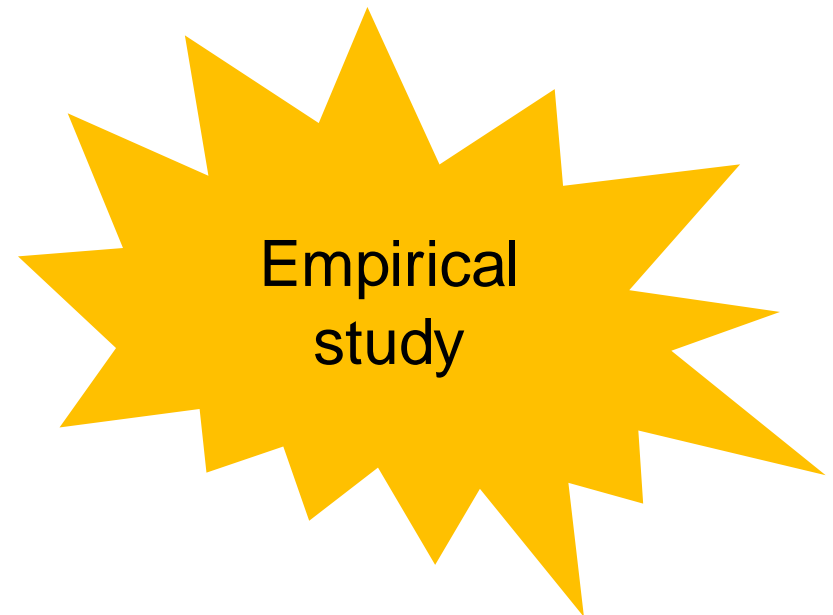
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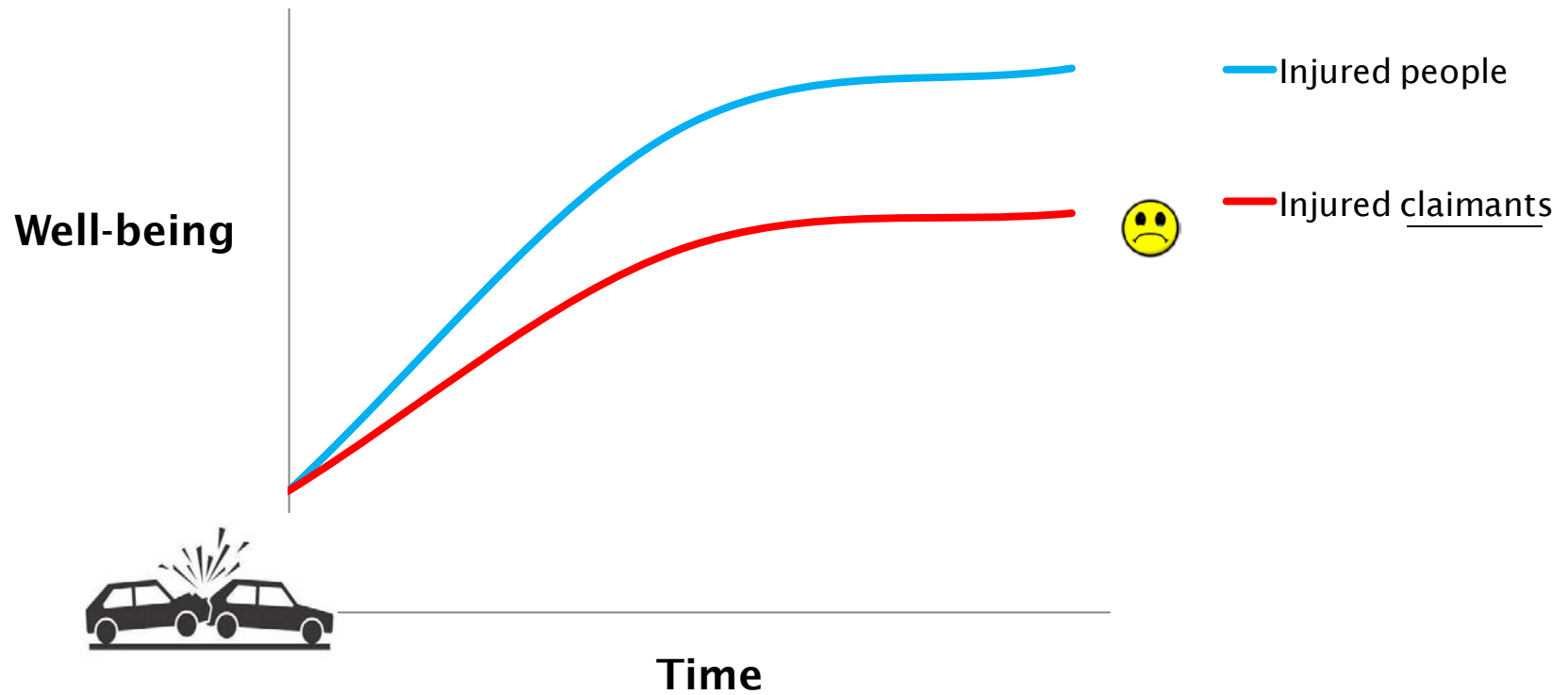
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Content

1. Background: the problem
2. Method: interviews
3. Results: 5 characteristics
4. Discussion: what's new?
5. Conclusion: take home message



1. Background



1. Background

Secondary gain:

Unconscious incentive not to get better
as long as compensation process lasts



1. Background

Secondary victimization:

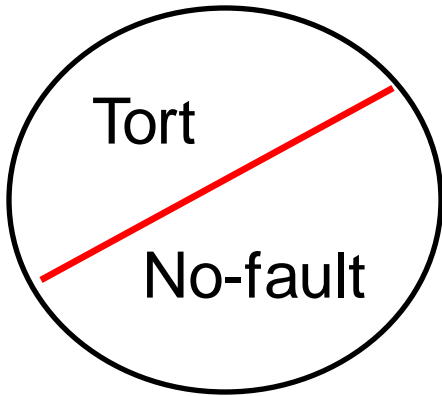
Distress due to:

- Compensation process
- Professional parties



1. Background

Factors:



1. Background

Professional players:



1. Background

And lawyers

- ~~More severe injuries~~
- Encourage sickness behavior
- Poor communication
- No attention for immaterial needs



1. Background

Literature:

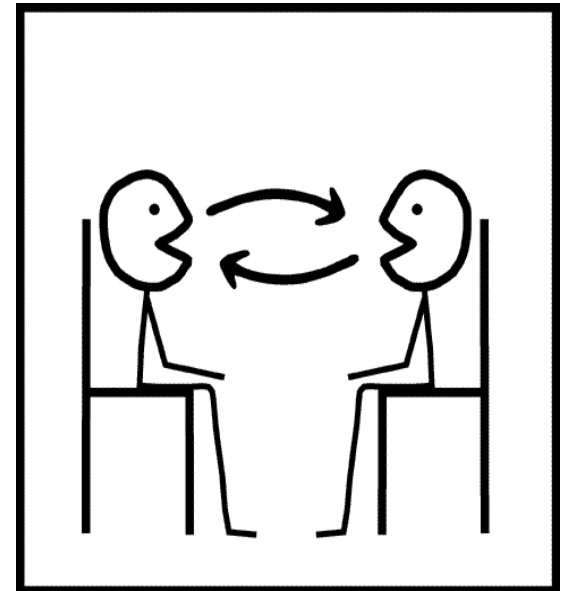
- Therapeutic jurisprudence
- Procedural justice

However: hardly from client perspective



2. Method

- Interviews
- Traffic accident victims
- Recruited by victim support & lawyer office
- Legal setting = tort law
- Data analysis: cyclic process



3. Results

21 participants:

- 12 x ♀, 9 x ♂
- 43 years old
- Fractures, whiplash, psychological injury
- Length compensation process: few months – 13 years



3. Results

(1) Communication:

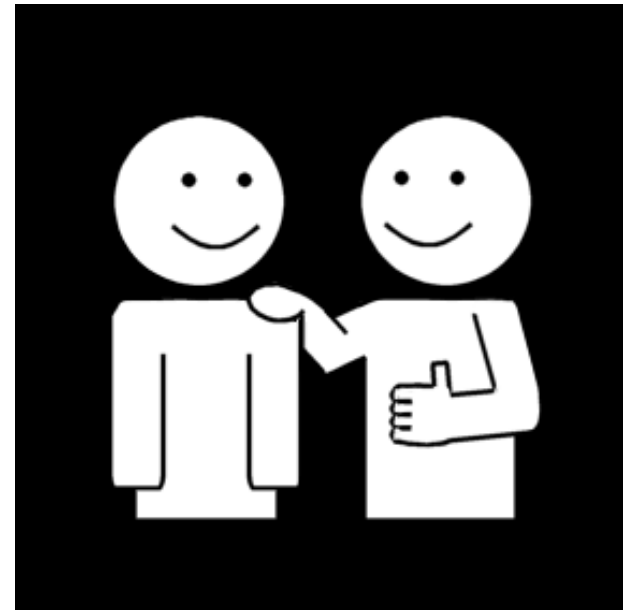
- Involvement
- Information
- Face-to-face contact
- Frequent updates



3. Results

(2) Empathy:

- Dignity & respect
- Acknowledgement
- Change during process



3. Results

(3) Decisiveness:

- ‘keep on his toes’
- Active in sending bills
- Deliberately to ‘fill pockets’
- Too decisively



3. Results

(4) Independence

towards insurance company

- ‘play hard’
- information via original source
- open & honest



3. Results

(5) Expertise

- Explain damages
- Experienced in personal injury
- ‘Terrible scatterbrain’



4. Discussion: what's new?

- **Communication & Empathy:**
 - Therapeutic jurisprudence
 - Procedural justice
- **Decisiveness, Independence, Expertise: new!**



Limitation: Generalizability

5. Conclusion: Take home message

More research is needed





Thank you

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