



Understanding & Defending Claims from the Client's Perspective, ExecSense

By Joel Shackelford
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"In order to truly understand and defend the issues facing a client in litigation, the skilled practitioner must internalize those issues and make them personal to himself or herself. At some point, a client's problem must become the attorney's own problem. The adage that the "devil is in the details" is no true than in the litigated matter. In knowing and appreciating the "details" of a client (and, specifically, the ins and outs of their client's profession), the skilled professional liability attorney has a significant advantage over his opposition, an advantage that this writer has seen on numerous occasions."