

# THE EVIDENCE REPORT

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Hal Copeland, Editor

## Time-Tested Principles for a Lifetime of Prosperity and Success

**Integrity.** Get rid of anything less than excellence in your life, and your integrity will increase.

**Credibility.** The more your confidence outweighs your doubt, the more people will believe in you.

**Leadership.** Leaders trust and believe in their instincts because they are frequently providing a vision of a future that doesn't yet exist.

**Productivity.** If you want a list of all the bottlenecks or capacity blocks in your organization, have

your staff make a list of everything they least like to do.

**Confrontation.** Forget about what you did yesterday. Your client or employer is more interested in what you will do today and tomorrow.

Circumstances are not a valid excuse for a lack of performance. If you cannot confront and overcome your circumstances, your performance will suffer.

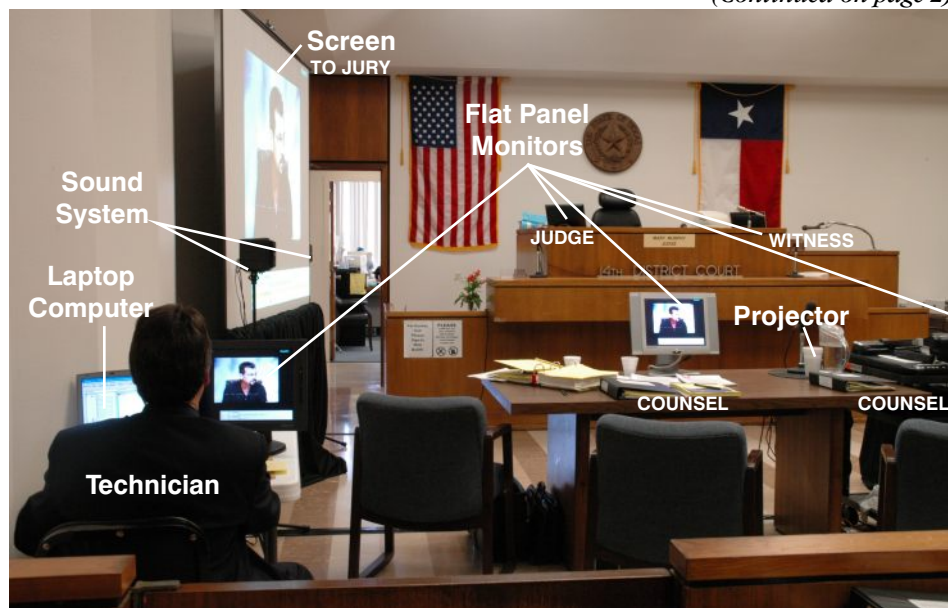
(Source: *365 Ways to Become a Millionaire* by Brian Kostow)

## Courtroom Technology can Work for You

Electronic presentation enlivens the case story and brings efficiency to today's courtroom. Although the

digital age is upon us, few "smart" courtrooms now exist in the United States. Do not be deterred.

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Litigation Graphics<sup>SM</sup>

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Visual Presentation Strategy • Consultation & Design  
Serving the Legal Community Since 1988

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## How to Handle Difficult Clients

1. Listen carefully to a client's criticism. By asking calm questions, see whether you can discern the main thing that is bothering the client.

2. Don't interrupt immediately. Unless the client is abusive, it pays to hear what they're saying in full. If someone is abusive, politely ask them to tone down his or her language.

3. Keep records of your dealings with difficult clients and steps you have taken to deal with their concerns.

4. Try to see things from the client's point of view, no matter how unreasonable or how irrational he or she seems. What seems to you to be nagging, repetitive phone calls may simply be an expression of the customer feeling stressed for reasons that have nothing to do with the work you're doing.

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Marsha Drebelbis will show your group exhibit samples from past Litigation Graphics cases, as published on her new interactive CD-ROM.

Call (214) 951-0032 or e-mail: [info@litigraph.com](mailto:info@litigraph.com) to schedule the program.

## What to Choose and When to Use Some Graphics in Litigation

### We Can Help You Choose What:

- Posters, charts and timelines
- Custom magnetic exhibits
- 3-D Models
- Video productions and animations
- Electronic presentations

### ... and When:

- Prospective juror examinations
- Opening statements
- Evidence presentations
- Closing arguments
- Jury charge

## Courtroom Technology

*(Continued from page 1)*

Your demonstrative evidence specialist is your trial team's exhibit presentation coordinator. Expect a pre-planned visual strategy to increase presentation effectiveness.

The key to equipment confidence is your courtroom technician. Knowledgeable in all equipment options, he or she will setup in

*(Continued from page 1)*

## How to Handle Difficult Clients

*(To be continued next issue)*

5. Avoid arguments. Your goal is to come to an understanding, not to win a confrontation. Acknowledge different viewpoints.

6. Be encouraging. Often people become hostile when they feel frustrated or confused.

7. Stay calm. If you can't stay calm, terminate the call or meeting until you can respond less heatedly.

### Communicating in a Crisis

When an unforeseen crisis bruises your business, you can sink or swim, depending on how you communicate with clients and employees.

advance and operate the equipment and presentation software during trial. Projectors, screens, sound systems, flat panel monitors, laptop computers, and DVD players bear regular use. Careful pre-trial preparation of all evidence and demonstrative exhibits ensures their smooth presentation during trial.

### Preparation:

1. Create a plan for how you handle a variety of business crises, such as theft, fire, key employee illness or death, loss of a primary supplier or regional catastrophe.

2. Talk with others in your industry about how they handle certain business crises.

3. Work at building a positive relationship with the community and customers, in case you need their support in the future.

Disasters are always a shock, no matter how prepared you are.

### Litigation Graphics' Courtroom Technology

#### Checklist For

#### Pre-trial Preparation:

- visual strategy and planning
- document scanning
- photograph collecting/scanning
- graphics creation
- animated illustrations
- video digitizing
- video depositions synchronized with transcripts
- video clip selection/preparation
- schedule technician/equipment

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