Standing Out: How To Set Yourself Apart From Other Law Firms

PRACTICE MANAGEMENT ADVISORY SERVICE OF THE D.C. BAR PRACTICE 360° • MAY 18, 2018 SPEAKER: MARY ELLEN HICKMAN



MARY ELLEN HICKMAN, MBA

Founder + Marketing Strategist

HICKMAN

Consulting Partners, LLC



20+ years in marketing



Broad range of experience

- Advertising, research, business analysis, revenue forecasting
- New business and brand launch in US and overseas
- Launched and led 3 businesses









MBA from top-tier school



DARDEN SCHOOL OF BUSINESS



Adjunct professor of marketing



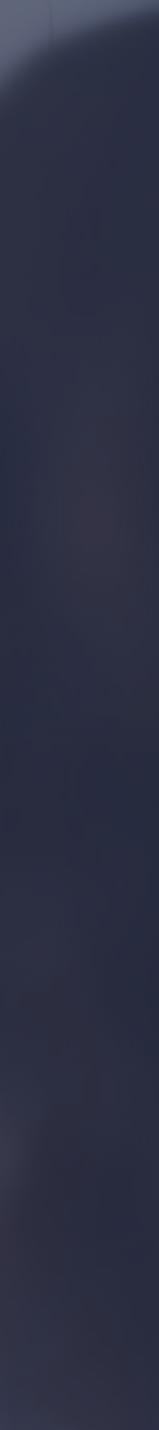
Hickman Consulting Partners = Growth

Hickman Consulting Partners = Attention





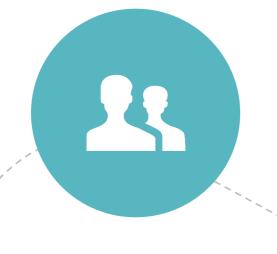
What are your objectives?



STANDING OUT: HOW TO SET YOURSELF APART FROM OTHER LAW FIRMS OUR PATH

STEP 1 Start with your services

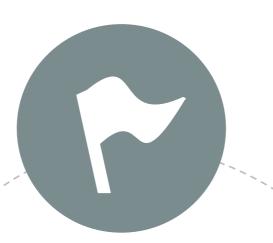




STEP 2 Choose the right clients STEP 3 Identify insights



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STEP 5 Communicate



STEP 6 Quantify

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value +

increase

price

STEP 4 Determine your point of difference



Where is the best place to start?



1. start WITH YOUR SERVICES

STEP 1

Start with your services

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What services do you provide?



What do you do best?



2. Choose the Right clients

STEP 2

Choose the right clients



Who values your services?

- Who is able to pay? 3

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Who is easy to persuade?



Who is easy to work with?



3. Identify Insights

STEP 3

Identify insights

1

2

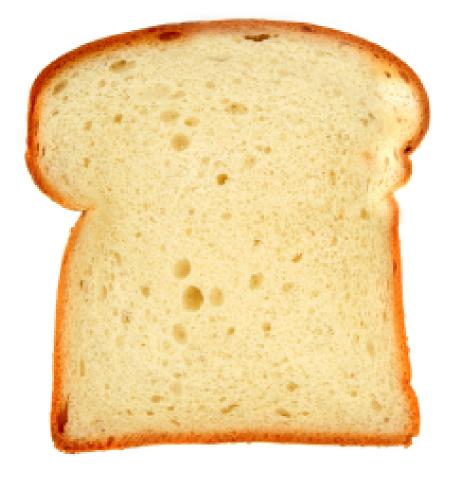
How do your best clients think and feel about your services?

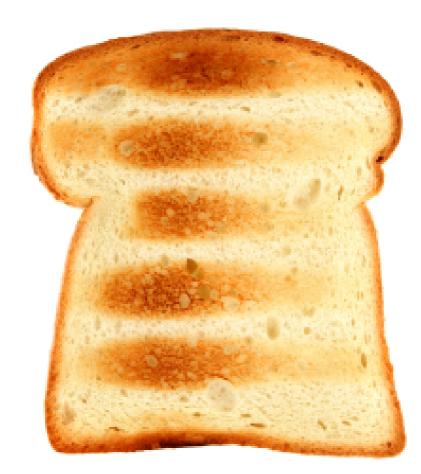
What is important to your best clients?

• What is **most** important?



4. DeTERMINE Your Point Of Difference











4. DEtermine Your Point Of Difference

Determine your point of difference

Think about what you do best and what makes you different

• What do your best clients care about **the most**?

The easy way: ask

- Your clients
- Your coworkers or colleagues
- Your friends and family
- Your advisors or vendors

Ensure that your benefit is unique (enough)

- Potential clients want to choose
- They expect **you** to make the choice clear
- Give them a reason to choose you



Consider your competition:

Law firms who do similar work.



4. DEtermine Your Point Of Difference

STEP 4

Determine your point of difference

3

2

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5. COMMUNICATE

STEP 5

Communicate



Talking points

Case studies

- Situation
- Action
- Result

Testimonials



6. QUANTIFY VALUE + INCREASE PRICE

STEP 6

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Quantify value + increase price

2

Do the math

• Quantify the value you provide: calculate the benefit your clients receive

Reevaluate your rates

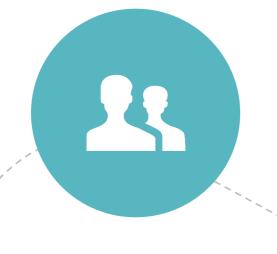
- Cost to provide services
- Market rate
- Value provided/benefit received



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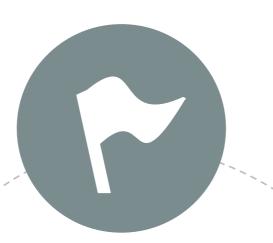
STEP 1 Start with your services





STEP 2 Choose the right clients STEP 3 Identify insights





STEP 5 Communicate

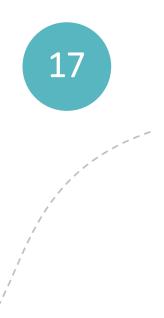


STEP 6 Quantify value + increase

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price

STEP 4 Determine your point of difference



Share your learnings:

What has worked best for you?

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