

Table of Contents

PART 1. INTRODUCTION

CHAPTER 1. THE COMMUNICATION PROCESS: AN OVERVIEW

§ 1:15 Juror-friendly characteristics of lawyers *[New]*

PART 2. NONVERBAL COMMUNICATION

CHAPTER 2. BODY LANGUAGE

§ 2:2.1 Visual clues and imputation of character *[New]*

§ 2:2.2 Visual clues and imputation of character—Examples
[New]

§ 2:6 How a lawyer uses the method

§ 2:8 Voice and clothes

§ 2:9 The Presidential debates

§ 2:13 The subtext of looks

§ 2:25 Personal subtexts

§ 2:27 Body language and the jury *[New]*

§ 2:30 Attorney-client privilege and nonverbal communication
[New]

CHAPTER 3. EYE CONTACT

§ 3:1 The single most important element in body language

CHAPTER 4. PSYCHOLOGICAL PROJECTIONS

§ 4:3 Definition of mirroring—Application

§ 4:7 Definition of image projection

§ 4:11 Adventures in the skin trade *[New]*

CHAPTER 5. TOUCH

§ 5:3 Touch and status

§ 5:4 Colleagues and clients

CHAPTER 6. FACE LANGUAGE

§ 6:1 Appearance and reality

§ 6:6 Facial messages

CHAPTER 7. GESTURES

§ 7:1 Considerations

CHAPTER 8. POSTURES

§ 8:1 Definitions

§ 8:5 Postural interpretations

CHAPTER 10. NEW COMMUNICATION CONCEPTS

§ 10:1 Definition of metacommunication

§ 10:4 Speed and rhythm

§ 10:5 Pitch and resonance

§ 10:6 Melody, volume, and status

§ 10:7 Melody, volume, and status—Volume and culture

§ 10:14 How it all starts *[New]*

§ 10:15 The programmed message *[New]*

§ 10:16 Ebonics *[New]*

§ 10:17 Problems with Dick and Jane *[New]*

PART 3. VERBAL COMMUNICATION

CHAPTER 12. PERSUASION

§ 12:1.1 Ethos *[New]*

§ 12:2.1 The persuader—In the courtroom *[New]*

§ 12:4 The persuader—Subjective characteristics

§ 12:6 The channel—Voice and expression

§ 12:11 The message—Methods of enhancing the message

§ 12:13 Persuasion, manipulation and coercion *[New]*

§ 12:14 The difficult art of persuasion *[New]*

CHAPTER 13. ORATORY IN THE COURTROOM AND OTHER FORUMS

§ 13:2.1 Oral rhetoric *[New]*

TABLE OF CONTENTS

**CHAPTER 14. COURTROOM
COMMUNICATION AND THE POWER
OF PERSUASION**

- § 14:1.1 Ethical considerations *[New]*
- § 14:5.5 Questioning by the judge
- § 14:13.50 Concentration overview *[New]*
- § 14:14.5 The importance of concentration in the communication process—Cameras in the courtroom *[New]*
- § 14:23 Courtroom technology and persuasion *[New]*
- § 14:24 The Judge’s comments, orders, and other verbal communication *[New]*
- § 14:24.5 The Judge’s comments, orders and other verbal communication—Application *[New]*

**CHAPTER 15. PSYCHOLOGY IN
COURTROOM COMMUNICATION**

- § 15:3.5 Identifying judicial bias, comments and remarks *[New]*
- § 15:3.70 Counteracting preexisting impressions *[New]*

**CHAPTER 17. COMMUNICATION AND
ADVOCACY**

- § 17:1 Being an effective advocate and communicator

**CHAPTER 20. PRETRIAL AND TRIAL
COMMUNICATION WITH
PROSPECTIVE JURORS AND WITH
THE JURY**

- § 20:3 Communication with the jury

**CHAPTER 21. OPENING STATEMENTS:
SET THE STAGE**

- § 21:7 Tell a story—Use visual aids
- § 21:8 Don’t overdo it
- § 21:10.50 Don’t overdo it—Do not demonize the other parties or attorneys *[New]*
- § 21:14.50 Setting the stage—Practical applications *[New]*
- § 21:18 In complex litigation *[New]*
- § 21:19 Plaintiff’s opening in *Kitzmiller v. Dover Area School District*—Action challenging constitutionality of policy on teaching of intelligent design in high school biology *[New]*

- § 21:20 Defense opening in *Kitzmiller v. Dover Area School District*—Action challenging constitutionality of policy on teaching of intelligent design in high school biology [New]

CHAPTER 22. COMMUNICATION DURING DIRECT AND CROSS- EXAMINATION

- § 22:4 Direct examination: An unusual dialogue—The star in direct examination
- § 22:7.1 Communication during cross-examination—Cultural testimony [New]
- § 22:7.50 Communication during cross-examination—Use of demonstrative evidence and visual aids [New]
- § 22:11.50 Redirect examination [New]
- § 22:23 Reliability of eyewitness testimony—Use of computer-generated evidence [New]
- § 22:24 Reliability of eyewitness testimony—Practical applications [New]
- § 22:25 Reliability of eyewitness testimony—Use of e-mail [New]
- § 22:26 Reliability of eyewitness testimony—Communication of forensic evidence [New]
- § 22:27 Reliability of eyewitness testimony—Counsel’s use of forensic evidence [New]
- § 22:28 Reliability of eyewitness testimony—Role of forensic experts [New]
- § 22:29 Reliability of eyewitness testimony—Testimony of a forensic expert [New]
- § 22:30 Complex litigation [New]
- § 22:31 Complex litigation—Counsel’s role [New]
- § 22:32 Complex litigation—Checklist to narrow the issues in complex litigation [New]
- § 22:33 Complex litigation—Presentation of and communicating evidence to the jury [New]
- § 22:34 Complex litigation—Order of presentation—options [New]
- § 22:35 Complex litigation—Improving juror comprehension [New]

CHAPTER 23. COMMUNICATION DURING CLOSING ARGUMENT

- § 23:6 Dividing the closing argument presentation—Developing the argument
- § 23:11 Enhancing communication during closing argument—Use real and supporting evidence

TABLE OF CONTENTS

- § 23:11.1 Enhancing communication during closing argument—
Practical application *[New]*
- § 23:11.50 Enhancing communication during closing argument—
Use visual aids *[New]*
- § 23:12.50 Enhancing communication during closing argument—
Do not ask the jury to take the client's place *[New]*
- § 23:19 Destroying communication during closing argument
- § 23:20 Make the closing argument memorable

CHAPTER 24. A PEACEFUL JUDICIAL REVOLUTION: THE ADR PROCESS

- § 24:7 Rejuvenating the Federal Rules of Civil Procedure *[New]*
- § 24:8 After seventy-one years *[New]*
- § 24:9 Eliminating opening statements in civil bench trials *[New]*

PART 4. A VIEW FROM THE BENCH: APPLICATION OF COMMUNICATION TECHNIQUES

CHAPTER 30. VOIR DIRE

- § 30:2.1 Case applications *[New]*
- § 30:19 Judge's role *[New]*

CHAPTER 31. THE EXPERT WITNESS

- § 31:17 Direct examination of the expert—Qualifications
- § 31:19 Direct examination of the expert—Use of visual aids

CHAPTER 33. COMMUNICATION ON VIDEOTAPE

- § 33:14.5 Preparation—Practical applications *[New]*

CHAPTER 33A. COMMUNICATION ON AUDIOTAPE/VIDEOTAPE *[New]*

- § 33A:1 Audiotape as courtroom tool *[New]*
- § 33A:2 Audiotape as courtroom tool—Authentication *[New]*
- § 33A:3 Coerced tape-recorded testimony *[New]*
- § 33A:4 Incomplete, inaudible tape recordings *[New]*
- § 33A:5 Inadmissible tape recordings *[New]*
- § 33A:6 Inadmissible tape recordings—Use of CD-ROM/digital
recordings *[New]*
- § 33A:7 Inadmissible tape recordings—Translations of tape
recordings *[New]*

- § 33A:8 Silent witness foundation *[New]*
- § 33A:9 As assistance to jury *[New]*
- § 33A:10 Discovery *[New]*
- § 33A:11 Limiting instructions *[New]*

PART 6. A RESEARCH WORK

CHAPTER 49. A COMPARATIVE STUDY OF THE VIEWS OF JUDGES, LAWYERS, AND PSYCHOLOGISTS SURVEYED

- § 49:1 Introduction
- § 49:2 Relative importance of trial skills and knowledge in presenting a case successfully
- § 49:3 Relative importance of trial stages in influencing jurors
- § 49:4 Importance of closing arguments
- § 49:5 The influence of verbal and nonverbal communication in a jury trial
- § 49:6 Adjusting presentations to the reactions of judges and jurors
- § 49:7 The importance of varying presentation style between jury and bench trials
- § 49:8 Preparing in advance expressions or bits of humor
- § 49:9 Methods used by lawyers for cross-examination
- § 49:10 Methods of preparing opening and closing arguments
- § 49:11 Skills needed to be an effective courtroom communicator
- § 49:12 Skills needed to be an effective courtroom communicator—DNA testing in criminal case *[New]*
- § 49:13 Skills needed to be an effective courtroom communicator—Sample case: DNA profiling to prove parentage *[New]*

CHAPTER 50. NONVERBAL COMMUNICATION AND THE JUDGE *[New]*

- § 50:1 Nonverbal communication defined *[New]*
- § 50:2 The relationship of the judge and the jury *[New]*
- § 50:3 Prejudice and judicial gestures, conduct or actions *[New]*
- § 50:4 Improper judicial behavior but no harm done *[New]*
- § 50:5 Prejudice arising from the judge turning his or her back *[New]*
- § 50:6 Unintended or natural response by judge *[New]*
- § 50:7 Judge's conduct with children *[New]*
- § 50:8 Objection must be timely *[New]*

TABLE OF CONTENTS

- § 50:9 Objection must be timely—Exceptions *[New]*
- § 50:10 Record of objection must be sufficient *[New]*
- § 50:11 Sample curative instructions to jury *[New]*
- § 50:12 An unfinished survey *[New]*

CHAPTER 51. COMPUTER SIMULATIONS AND COMMUNICATION OF FINDINGS TO JUDGE AND JURY
[New]

- § 51:1 Introduction *[New]*
- § 51:2 Computer animation creation *[New]*
- § 51:3 The persuasion of animation *[New]*
- § 51:4 Benefits of use *[New]*
- § 51:5 Problems associated with using computer simulation *[New]*
- § 51:6 Discovery *[New]*
- § 51:7 Approach to use *[New]*
- § 51:8 Admissibility *[New]*
- § 51:9 As demonstrative evidence *[New]*
- § 51:10 Establishing a foundation for computer simulations *[New]*
- § 51:11 Authentication *[New]*
- § 51:12 Expert qualification *[New]*
- § 51:13 Audio portions of an animation *[New]*
- § 51:14 Sample jury instructions *[New]*

CHAPTER 52. COMMUNICATING THROUGH PUBLIC RELATIONS
[New]

- § 52:1 Trial publicity *[New]*
- § 52:2 Effect on jurors *[New]*
- § 52:3 Change of venue decisions *[New]*
- § 52:4 Publicity and public relations *[New]*
- § 52:5 Public relations concerns of the attorney *[New]*
- § 52:6 Assessing the potential for publicity *[New]*
- § 52:7 The media and strategy *[New]*
- § 52:8 Limiting publicity—Checklist *[New]*
- § 52:9 Response to media coverage *[New]*
- § 52:10 Response to media coverage—Public relations consultants *[New]*
- § 52:11 Attorney-client privilege and the work-product doctrine *[New]*
- § 52:12 Types of media *[New]*

- § 52:13 Types of media—Radio and television coverage *[New]*
- § 52:14 Dealing with the media *[New]*
- § 52:15 Dealing with the media—Checklist of rules for dealing with the press *[New]*
- § 52:16 Press conferences *[New]*
- § 52:17 Press releases *[New]*
- § 52:18 Press releases—Sample press releases—U.S. embassies bombing *[New]*
- § 52:19 Press releases—Sample press releases—Napster *[New]*
- § 52:20 Gag orders *[New]*
- § 52:21 *Constand v. Cosby* *[New]*
- § 52:22 Gag orders—Class actions *[New]*
- § 52:23 Partial transcript of defendant McVeigh’s argument on motion for media access *[New]*

CHAPTER 53. COMMUNICATION IN THE APPELLATE PROCESS *[New]*

- § 53:1 Introduction: Don’t forget to use communication skills in the appellate process *[New]*
- § 53:2 Don’t lose the appeal during the trial *[New]*
- § 53:3 It’s best to be the appellee *[New]*
- § 53:4 Don’t think in terms of the supreme court—you’ll probably get final judgment in the intermediate appellate court *[New]*
- § 53:5 You can’t try your case again on appeal *[New]*
- § 53:6 Should you appeal at all *[New]*
- § 53:7 Appellate courts are about following the rules *[New]*
- § 53:8 Should you turn to an appellate specialist *[New]*
- § 53:9 Just like the trial courts, appellate courts feel overwhelmed by volume *[New]*
- § 53:10 Put the stress on precedent *[New]*
- § 53:11 Use a rifle, not a shotgun *[New]*
- § 53:12 Explain what the trial court did wrong *[New]*
- § 53:13 Refer to the language of prior cases *[New]*
- § 53:14 Decide if you want oral argument *[New]*
- § 53:15 Research your panel *[New]*
- § 53:16 Prepare only for one-third of the allotted time *[New]*
- § 53:17 Don’t forget the non-verbal communication techniques you used at trial *[New]*
- § 53:18 Show respect to the court *[New]*
- § 53:19 Remember the members of the panel who are not asking questions *[New]*
- § 53:20 The time to say nothing *[New]*
- § 53:21 Only use rebuttal to rebut *[New]*
- § 53:22 The special rules for the appellee *[New]*
- § 53:23 Communication techniques apply to briefs as well *[New]*

TABLE OF CONTENTS

- § 53:24 The importance of the questions presented *[New]*
- § 53:25 Try for less than half the maximum pages *[New]*
- § 53:26 Summarize the facts—Let the judges know what happened in the courtroom *[New]*
- § 53:27 Use the “inverted pyramid” *[New]*
- § 53:28 Work on the conclusion *[New]*

PART 7. THEME: CIVILITY IS A GOOD TRIAL STRATEGY *[New]*

CHAPTER 54. CIVILITY AS TRIAL STRATEGY *[New]*

- § 54:1 The meaning of “civility” *[New]*
 - § 54:2 Summary history of civility in our courts of justice *[New]*
 - § 54:3 Mandatory or voluntary canons regarding civility *[New]*
 - § 54:4 Positions of some bar associations and other institutions regarding “civility” *[New]*
 - § 54:5 Quartet of (1) bill of rights; (2) bill of obligations; and (3) bill of uncivil civility on trial communications characters *[New]*
 - § 54:6 Judges’ bill of rights *[New]*
 - § 54:7 Judges’ bill of obligations *[New]*
 - § 54:8 Bill of forbidden acts by judges *[New]*
 - § 54:9 Lawyers bill of rights, bill of obligations, and bill of forbidden actions *[New]*
 - § 54:10 Lawyer’s bill of rights *[New]*
 - § 54:11 Bill of lawyers’ obligations *[New]*
 - § 54:12 Lawyers bills of forbidden actions *[New]*
 - § 54:13 Client’s bill of rights *[New]*
 - § 54:14 Client’s bill of obligations *[New]*
 - § 54:15 Client’s bill of forbidden actions *[New]*
 - § 54:16 Bill of rights and obligations of a witness *[New]*
 - § 54:17 Bill of rights of a witness *[New]*
 - § 54:18 Witness’ obligations *[New]*
 - § 54:19 Special rights of child witnesses *[New]*
 - § 54:20 Bill of witnesses’ forbidden actions *[New]*
 - § 54:21 The history of one state’s adoption of a code of civility *[New]*
 - § 54:22 The view of civility from a former American Bar Association president *[New]*
- Appendix A. Informative material related to the positions of some bar associations and other institutions regarding civility *[New]*

CHAPTER 55. COMMUNICATION IN WRITING *[New]*

- § 55:1 Introduction: Don't underestimate the importance of writing *[New]*
- § 55:2 Effective writing basics—Introduction *[New]*
- § 55:3 Use a conversational style *[New]*
- § 55:4 Think of writing as a transportation system *[New]*
- § 55:5 Think of your audience *[New]*
- § 55:6 Use precise, familiar words *[New]*
- § 55:7 Personalize your writing *[New]*
- § 55:8 Particular kinds of problem words—Adjectives and adverbs *[New]*
- § 55:9 Particular kinds of problem words—Weak words and nominalization *[New]*
- § 55:10 Writing concisely *[New]*
- § 55:11 Precision in writing *[New]*
- § 55:12 Rules you can ignore *[New]*
- § 55:13 Sentence structure—Introduction *[New]*
- § 55:14 Sentences should average 15–20 words *[New]*
- § 55:15 Sentence organization *[New]*
- § 55:16 Use punctuation to help the reader *[New]*
- § 55:17 When to be unclear *[New]*
- § 55:18 Forcefulness in writing *[New]*
- § 55:19 Formatting and style *[New]*
- § 55:20 Proofread, proofread, proofread *[New]*
- § 55:21 Breaking writer's block *[New]*
- § 55:22 Save eloquence for your novel *[New]*
- § 55:23 Effective communication in specific documents *[New]*
- § 55:24 The legal memorandum—Introduction *[New]*
- § 55:25 The legal memorandum—Statement of facts *[New]*
- § 55:26 The legal memorandum—The style *[New]*
- § 55:27 The legal memorandum—The discussion *[New]*
- § 55:28 The legal memorandum—The conclusion *[New]*
- § 55:29 The brief—Introduction *[New]*
- § 55:30 The brief—It is called a brief—Be concise *[New]*
- § 55:31 Briefs—Tell a little about the case *[New]*
- § 55:32 Briefs—Start writing early *[New]*
- § 55:33 The briefs—Write to the style of the judge *[New]*
- § 55:34 Briefs—The statement of jurisdiction or preliminary statement *[New]*
- § 55:35 Briefs—The statement of questions presented *[New]*
- § 55:36 The brief—The statement of facts *[New]*
- § 55:37 The argument—Persuasion and forcefulness *[New]*
- § 55:38 The argument—Specific techniques to persuade *[New]*
- § 55:39 The argument—Point headings *[New]*

TABLE OF CONTENTS

- § 55:40 The argument—The body *[New]*
- § 55:41 Briefs—The use of precedent *[New]*
- § 55:42 Briefs—The use of documents, diagrams and photographs *[New]*
- § 55:43 Briefs—The appellee’s brief *[New]*
- § 55:44 Briefs—The reply brief *[New]*
- § 55:45 Briefs—It is not over when you have written the last word *[New]*
- § 55:46 Legal letters—Introduction *[New]*
- § 55:47 Legal letters—The role of the secretary *[New]*
- § 55:48 Legal letters—Letters to the client *[New]*
- § 55:49 Email—Introduction *[New]*
- § 55:50 Email—Some rules of the road *[New]*
- § 55:51 Email—“Netiquette” *[New]*

CHAPTER 56. COMMUNICATION IN THE DISCOVERY PROCESS *[New]*

- § 56:1 Introduction: do not underestimate the importance of communication skills in the discovery process *[New]*
- § 56:2 Communication techniques at depositions *[New]*
- § 56:3 Deposing the independent witness *[New]*
- § 56:4 Taking the plaintiff’s deposition—The plaintiff’s lawyer’s task *[New]*
- § 56:5 Taking the plaintiff’s deposition—The defense lawyer’s task *[New]*
- § 56:6 Taking the defendant’s deposition—The plaintiff lawyer’s task *[New]*
- § 56:7 Taking the defendant’s deposition—The defense lawyer’s task *[New]*
- § 56:8 The use of videotape in discovery depositions *[New]*
- § 56:9 Dealing with the difficult opposing lawyer *[New]*
- § 56:10 Special considerations for a medical malpractice defendant *[New]*

CHAPTER 57. COMMUNICATION IN THE SOCIAL MEDIA ERA *[New]*

- § 57:1 Introduction: lawyers must not ignore social media *[New]*
- § 57:2 Why lawyers need to understand technology *[New]*
- § 57:3 Some basic definitions *[New]*
- § 57:4 Goals: networking and building relationships *[New]*
- § 57:5 Goals: networking and building relationships—Communicating with clients *[New]*
- § 57:6 Goals: networking and building relationships—Communicating with peers—Keeping abreast *[New]*

- § 57:7 Goals: networking and building relationships—Communicating with peers—Getting referrals *[New]*
- § 57:8 Goals: networking and building relationships—Establishing expertise or a brand *[New]*
- § 57:9 What social media avenue is best for you? *[New]*
- § 57:10 Blogs—Beyond a web site *[New]*
- § 57:11 Blogs—Start with the web site *[New]*
- § 57:12 Blogs—Find a niche for your blog *[New]*
- § 57:13 Blogs—Blogs encourage two-way conversations *[New]*
- § 57:14 Blogs—How to get located on Google *[New]*
- § 57:15 Blogs—Promote the blog *[New]*
- § 57:16 Blogs—Twitter—A “microblog” *[New]*
- § 57:17 Establishing a profile *[New]*
- § 57:18 Establishing a profile—LinkedIn *[New]*
- § 57:19 Lawyer-rated directories *[New]*
- § 57:20 Lawyer-rated directories—Facebook—Not just for teens *[New]*
- § 57:21 Lawyer-rated directories—YouTube *[New]*
- § 57:22 Legal and ethical implications of social media *[New]*

CHAPTER 58. THE ETHICS OF USING SOCIAL MEDIA, FROM DISCOVERY THROUGH TRIAL

- § 58:1 Introduction *[New]*
- § 58:2 Advising clients regarding social media use *[New]*
- § 58:3 Discovery of social media evidence *[New]*
- § 58:4 Mining social media for evidence *[New]*
- § 58:5 Juries and social media *[New]*
- § 58:6 Judges and social media *[New]*
- § 58:7 Serving witnesses via social media *[New]*
- § 58:8 Blogging about client’s cases *[New]*
- § 58:9 A case study: social media dos and don’ts from the *Zimmerman* case *[New]*
- § 58:10 Conclusion *[New]*

CHAPTER 59. PREPARATION FOR COMMUNICATION—THE MOCK TRIAL *[New]*

- § 59:1 Introduction: the new world of mock trials *[New]*
- § 59:2 Testing themes and story lines *[New]*
- § 59:3 Analyzing the effect of graphics and other visual aids. *[New]*
- § 59:4 Analyzing how a witness will come across. *[New]*
- § 59:5 When to conduct the mock trial *[New]*

TABLE OF CONTENTS

- § 59:6 Analyzing the profile of jurors *[New]*
- § 59:7 Analyzing the possibility of winning on liability *[New]*
- § 59:8 Analyzing the likely range of damages *[New]*
- § 59:9 Use of mock juries for settlement purposes *[New]*
- § 59:10 How modern mock jury trials work—Introduction *[New]*
- § 59:11 Recruiting jurors for focus groups or mock trials *[New]*
- § 59:12 The mock trial process *[New]*
- § 59:13 The importance of a balanced presentation *[New]*
- § 59:14 The “in person” mock trial for major cases *[New]*
- § 59:15 The “virtual” mock trial *[New]*
- § 59:16 The smaller case—Can you do it in house? *[New]*
- § 59:17 The “shadow” or “mirror” jury *[New]*
- § 59:18 Other “mock” exercises *[New]*

CHAPTER 60. THE DIFFICULT CLIENT *[New]*

- § 60:1 Introduction: Communicating with problem clients *[New]*
- § 60:2 The context *[New]*
- § 60:3 The angry client *[New]*
- § 60:4 The victim *[New]*
- § 60:5 The overwhelmed client *[New]*
- § 60:6 The argumentative client *[New]*
- § 60:7 The passive-aggressive client *[New]*
- § 60:8 The quick-change artist *[New]*
- § 60:9 The distrustful client *[New]*
- § 60:10 The layman-expert client *[New]*
- § 60:11 The “scorched earth” client *[New]*
- § 60:12 The uncooperative client *[New]*
- § 60:13 The client who won’t pay *[New]*
- § 60:14 The key is communication *[New]*
- § 60:15 Heading off problems at the Beginning—Turn down the client *[New]*
- § 60:16 When all else fails—Lawyer withdrawal *[New]*

CHAPTER 61. THE CLIENT FROM A DIFFERENT CULTURE *[New]*

- § 61:1 Introduction—Culture makes a difference *[New]*
- § 61:2 What is “culture” in relation to trial communication? *[New]*
- § 61:3 Stages to develop cultural competence *[New]*
- § 61:4 Dealing with language barriers *[New]*
- § 61:5 Practical problems—Time, scheduling and other issues *[New]*
- § 61:6 Speaking to be understood—Beyond the words *[New]*

- § 61:7 Taboos to avoid *[New]*
- § 61:8 Gender differences in different cultures *[New]*
- § 61:9 Explain the legal system *[New]*
- § 61:10 The initial interaction with the client *[New]*
- § 61:11 Money matters *[New]*
- § 61:12 Preparing those from other cultures for court *[New]*
- § 61:13 How cultural aspects affect depositions *[New]*

CHAPTER 62. COMMUNICATING WITH COURTROOM TECHNOLOGY

- § 62:1 Introduction—Trial Communication is Changing
- § 62:2 The Purpose of the New Technology
- § 62:3 The basics of courtroom technology
- § 62:4 Pay attention to the graphics
- § 62:5 PowerPoint and Keynote.
- § 62:6 Trial presentation software—TrialDirector and Sanction.
- § 62:7 Trial presentation for the iPad—TrialPad and TrialDirector for iPad
- § 62:8 Don't forget the old visual aids
- § 62:9 Use of the trial presentation consultant
- § 62:10 Use of technology “in house”
- § 62:11 Use of technology in non-personal injury cases
- § 62:12 Use of technology for settlement, mediation or arbitration
- § 62:13 Practical aspects of using technology in the courtroom
- § 62:14 Admissibility
- § 62:15 Accident reconstruction—Introduction
- § 62:16 A cost-benefit decision
- § 62:17 Collecting the data—HDS laser scanning
- § 62:18 Camera matching
- § 62:19 The tools of the trade
- § 62:20 Drones
- § 62:21 Uses of accident reconstruction techniques
- § 62:22 The presentation
- § 62:23 Do not attempt accident reconstruction “in house”

CHAPTER 63. COMMUNICATING ACROSS THE GENERATIONS *[New]*

- § 63:1 Introduction—The need to customize communications to different generations
- § 63:2 Why should lawyers be concerned about the different generations?
- § 63:3 Numbers of the various generations
- § 63:4 The Silent Generation—Background and attitudes
- § 63:5 The Baby Boomers—Background and attitudes
- § 63:6 Generation X—Background and attitudes

TABLE OF CONTENTS

- § 63:7 The Millennials—Background and attitudes
- § 63:8 The Post-Millennials—Background and attitudes
- § 63:9 Lawyers’ need to consider generational attitudes when communicating
- § 63:10 Communicating with the Silent Generation
- § 63:11 Communicating with Baby Boomers
- § 63:12 Communicating with Gen Xers
- § 63:13 Communicating with Millennials
- § 63:14 Communicating with Post-Millennials
- § 63:15 Generational communication at trial—Openings
- § 63:16 Generational communication at trial—Direct
- § 63:17 Generational communication at trial—Cross examination
- § 63:18 Generational communication at trial—Closing arguments
- § 63:19 Generational considerations in voir dire
- § 63:20 Generational communication with judges
- § 63:21 Generational communication with clients
- § 63:22 Generational considerations with the other side
- § 63:23 Generational communication in the office
- § 63:24 Generational considerations in writing
- § 63:25 Generational difference one of many factors

CHAPTER 64. NEW APPROACHES TO LEGAL COMMUNICATION *[New]*

I. INTRODUCTION *[New]*

- § 64:1 How we look at communication today *[New]*

II. STORYTELLING *[New]*

- § 64:2 Lawyers as Storytellers—Lawyers are professional storytellers *[New]*
- § 64:3 Storytelling—Legal writing should not be fiction but still be a story *[New]*
- § 64:4 Storytelling—People today get their information from stories on television *[New]*
- § 64:5 Storytelling—How to formulate a story *[New]*

III. ATTENTION SPAN *[New]*

- § 64:6 Are people’s attention spans decreasing? *[New]*
- § 64:7 Reduced attention span or not—Don’t be boring *[New]*
- § 64:8 What to do when the jury seems to turn off *[New]*
- § 64:9 Handling issues of law *[New]*

IV. STRESS AND MINDFULNESS *[New]*

- § 64:10 Stress and its effect on lawyers *[New]*
- § 64:11 Traditional ways to reduce stress *[New]*

- § 64:12 Mindfulness to reduce stress—What is the “new” process? *[New]*
- § 64:13 Mindfulness as an antidote for lawyers’ stress *[New]*
- § 64:14 Mindfulness helps regulate emotions and counter the “fight or flight” response *[New]*
- § 64:15 How to practice mindfulness *[New]*
- § 64:16 Mindfulness in the heat of the moment *[New]*

CHAPTER 65. COMMUNICATING THROUGH CLOTHING IN THE NEW ERA *[New]*

- § 65:1 Introduction—Things will never be as they were
- § 65:2 Clothing, etc. as a means of communication
- § 65:3 Clothing has changed but still must be professional
- § 65:4 Clothing can reflect personality
- § 65:5 Tattoos and piercings
- § 65:6 Facial hair
- § 65:7 Appropriate clothing on a budget
- § 65:8 Dressing for a court appearance
- § 65:9 Dressing for depositions
- § 65:10 Advising clients on what to wear
- § 65:11 After the pandemic—Clothing for zoom or other online calls
- § 65:12 After the pandemic—Other tips for zoom calls

CHAPTER 66. THE NEW NORMAL—COMMUNICATING VIRTUALLY *[New]*

- § 66:1 Introduction: The world will not be the same
- § 66:2 Advantages of virtual communication
- § 66:3 Disadvantages of virtual communication
- § 66:4 Dealing with virtual technology: Learn the basics
- § 66:5 Dealing with virtual communication: Beyond the technology
- § 66:6 Virtual depositions
- § 66:7 Virtual court hearings
- § 66:8 Virtual bench trials
- § 66:9 Virtual mediations and arbitrations
- § 66:10 Virtual jury trials

CHAPTER 67. ETHICAL CONSIDERATIONS IN THE NEW VIRTUAL WORLD *[New]*

- § 67:1 Ethics in virtual communication—Introduction *[New]*

TABLE OF CONTENTS

- § 67:2 The basic rules are the same *[New]*
- § 67:3 Competency—Learn the technology *[New]*
- § 67:4 Confidentiality *[New]*
- § 67:5 Dangers of screen share *[New]*
- § 67:6 Recording virtual meetings *[New]*
- § 67:7 Communication with clients *[New]*
- § 67:8 Civility *[New]*
- § 67:9 Cooperation and communication *[New]*
- § 67:10 Coaching and other problems at depositions *[New]*
- § 67:11 Ethics when practicing remotely *[New]*
- § 67:12 The virtual law office *[New]*

Index