



# CASE STUDY

## Empowering through the art of advocacy

### THE CHALLENGE

Advocacy remains an important skill in legal practice and one where it is truly possible to make a difference.

It is said that the essence of good advocacy is the art of persuasion: the ability to understand your audience and put your case to that audience in a way which they will find palatable and believable.

Kaplan Altior were approached by the client, an examination board that is an awarding body in England, Wales & Northern Ireland across a range of different subjects and qualifications, as they needed to up-skill their key people in the art of advocacy, specifically for appearance at appeals hearings.

### OUR SOLUTION

In order to address the specific requirements of the client and to better understand the appeals process Kaplan Altior felt the most appropriate solution would be to adopt a joint approach to designing the programme.

Input from the client was invaluable to enable our design team to truly comprehend the role played by their people at appeals hearings.

We explored a number of different options and the route adopted was a two-day programme of practical and interactive designed to improve each individual's advocacy skills whilst at the same time increasing confidence.

The session was highly focused on oral advocacy skills development and allowed the delegates to practice their new found skills in a safe environment.

### END RESULT

After the course the delegates felt significantly more confident in their advocacy ability.

All staff involved had a clearer understanding of the hearing process and the importance of well prepared and clear advocacy.

The training equipped delegates with the relevant skills and depth and breadth of knowledge needed to bring appeals hearings to a satisfactory conclusion.

Due to the success of this course, the client subsequently repeated this training with further delegates.

Contact us for more information  
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