



## What I learned about listening to Jimmy McGill's client....

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while mindlessly binge-watching "Better Call Saul". Quick back story. Fans of the TV show "Breaking Bad" know Saul Goodman as a morally compromised attorney who helps Walter White launder his drug money, but in the prequel "Better Call Saul," viewers see another side of Saul. He was known for taking on low-paying cases and representing clients who couldn't afford expensive legal services. He was also known for his "sleazy" tactics, such as soliciting clients in the parking lot of a courthouse and creating fake accidents to drum up business. Despite this, he was generally well-liked by his clients and colleagues, who appreciated his scrappy approach to practicing law. However, Jimmy's career turned for the worse when he became involved in a scheme to defraud a client, ultimately losing his law license as elder law attorney Jimmy McGill.

In season 4, Jimmy eventually gets his law license back by participating in a year-long probation period and completing community service. He must also attend therapy sessions and undergo a hearing before the New Mexico Bar Association. Despite facing numerous obstacles and setbacks, Jimmy can prove that he has changed and is worthy of being a practicing lawyer once again.

He performs some legal work related to estate planning and encounters Mrs. Strauss. She is concerned about her will and wants to ensure her estate is handled correctly after she passes away. Jimmy agrees to help her with the legal process and provide her with peace of mind. Throughout the interaction, Jimmy shows genuine care and concern for Mrs. Strauss, taking the time to **listen** to her and **understand** her situation. He even goes out of his way to help her with a small task around her house, demonstrating his willingness to go above and beyond for his clients.

This scene highlights Jimmy's compassionate and empathetic side, which is often overshadowed by his more self-serving actions. It also shows the importance of genuine human connection in a profession often seen as cold and impersonal. **I am reminded to spend more time actively listening to my clients and to demonstrate empathy towards them.**