



SESSION 4

Indicators that a Professional Services Relationship May Be in Trouble or Failing

- ✓ 1. The professional advisor is not as responsive as usual for no apparent reason
- ✓ 2. Information and materials are provided late or at the last minute
- ✓ 3. Promises or commitments made are not met
- ✓ 4. Details of important prior conversations are forgotten
- ✓ 5. Calls are not returned promptly
- ✓ 6. Calls are routinely returned by someone other than the person to whom the call was placed
- ✓ 7. The quality of materials produced diminishes
- ✓ 8. The professional advisor seems to be distracted
- ✓ 9. The professional advisor confuses details about your institute with those of another
- ✓ 10. Meetings are cancelled with short notice
- ✓ 11. Disproportionate attention is placed on getting paid
- ✓ 12. It becomes increasingly difficult to get the professional advisor to produce

