



Robyn K. Charles

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THE LINK VIRTUAL

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OVERVIEW

Robyn is a client development professional who's passionate about listening to clients—and about helping attorneys learn how to listen to clients.

Robyn oversees all matters related to client feedback and the firm's Voice of the Client program. She developed and manages Husch Blackwell's client feedback program, and she creates and presents a variety of attorney training curricula, including orientation for new partners and pitch training for attorneys at all levels. In addition, Robyn manages and mentors a large team of dedicated client development strategists and client account managers and is co-chair of the firm's Women's Employee Resource Group.

With a decades-long career working with clients, Robyn draws on an extensive background of more than 20 years in business development for professional services firms. She began her career in sales, where she discovered a passion for professional sales and working directly with companies. Robyn was soon recruited to establish a business development program for an accounting firm, an experience that showed her how much she loved transforming client services by helping professionals learn how to better understand and meet client needs.

Robyn still loves nothing more than creating new client service or attorney training programs, or simply finding ways to improve existing programs. A true highlight of her work is the opportunity to help attorneys grow and develop their client service skills from the very beginning—Husch Blackwell's client service training begins as soon as associates join the firm, not after they become partners. Robyn's aim is to ensure that the firm's attorneys place a high priority on knowing and

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understanding clients and client needs—and on making sure that clients understand how much the Husch Blackwell team cares.

Robyn serves as founding co-chair of HB WE, the firm's women's Employee Resource Group.

Recognition

- DiSC Certified Trainer and Facilitator
- Six Sigma, Lean Legal

Community Leadership

Robyn is passionate about organizations that address homelessness and food insecurity. She has been a regular supporter of the Chicago Food Bank and Indianapolis's Wheeler Mission Ministries, and she values the opportunities city life presents to interact with members of the homeless community.