

# TERRI HOUCHIN

Terri Houchin, a dynamic and multifaceted professional, is an Operations Consultant and Director of Events at Vista Consulting Team. Her journey in the legal field began in 2004 when she started as a front desk receptionist at a large, multistate law firm. Over the years, her passion for the legal field and dedication to personal growth led to numerous promotions and roles. Terri's dedication to the legal profession and commitment to personal growth are evident in everything she does. She is passionate about serving others and helping personal injury firms succeed. Whether she's consulting on operations or planning an event, Terri's goal is always to exceed expectations and deliver exceptional results.



## OPERATIONS EXPERT

Terri's deep understanding of the intricacies of the legal industry and her experience in various roles make her a valuable asset to our team. As an Operations Consultant, she leverages her extensive knowledge to provide invaluable advice to clients. She specializes in helping personal injury firms streamline their operations and achieve their expansion goals.



## EVENT MAESTRO

As the Director of Events, Terri combines her creativity and organizational skills to create memorable experiences. She takes pride in planning events that not only educate but also inspire and energize attendees. Whether it's a small gathering or a large conference, Terri ensures every detail is meticulously planned and executed.



## EXPERIENCED SPEAKER

A charismatic communicator, Terri is known for her compelling presentations at various legal forums. She utilizes her wealth of experience to deliver insightful and practical knowledge that her audiences can directly incorporate into their own practices. Her speaking engagements are a blend of education, inspiration, and actionable strategies, ensuring attendees walk away with valuable nuggets of wisdom they can put into action.

# PRESENTATION TOPICS

- Increasing Your Intake Conversation Rate
- Sales Techniques for You Intake Department
- Streamlining Your Referred Cases Process to Increase Revenue
- Creating a Positive Client Journey Throughout the Life of a Case
- Embracing the Power of Surveys to Increase Retention and Optimize Outcomes
- Establishing simple KPIs for Intake and Case Management
- Developing Leadership Styles
- Training Courses for Rookie and Veteran Team Members
- Bidirectional Communication Through Effective Meetings and Huddles
- Understanding the Why and How Behind Organizational Charts
- Improving Your Recruiting and Hiring Processes
- Developing Effective Job Descriptions and Scorecards
- Conducting Impactful Annual Performance Reviews



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