



## April Highlights: What Happened This Month

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**Want to be featured in our next newsletter?**

Share important news about your team with the rest of us! Reach out to Isabella with your good news story.

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### A Word From Our...

Director of Operations  
Partner

Dan Chandler

## Robinson & Henry as a Learning Organization

There are generally five components of a learning organization\* 1) Systems Thinking, 2) Shared Vision, 3) Mental Models, 4) Personal Mastery, and 5) Team Learning.

**Systems Thinking** is understanding the various parts of the organization and how they influence each other. We must know what each team does, how they interact with you, and how the various parts can leverage the work and knowledge of the others to improve our processes with a goal of providing better services to our clients.

**Shared Visions** is creating a common understanding of the organization's purpose and goals, and aligning individual efforts towards achieving that vision. We are a full service, in-office law firm which strives to provide top quality legal services to our clients (In-Office Culture Policy). We want to attract repeat customers who come to us for all their legal needs throughout their lives.

**Mental Model** is identifying and challenging deeply ingrained beliefs and assumptions that can hinder learning and adaptation. Don't be afraid to step outside of your comfort zone and try new ways of doing things. The firm is always trying new things to improve; don't be a roadblock to progress because a new policy or method is uncomfortable.

**Team Learning** aligns and develops teams to increase their capacity and achieve desired results by encouraging dialogue and reflection. All of our teams are encouraged to overcome their fears, acknowledge mistakes, and learn from them so they do not make them again. Challenge yourselves to improve every day.

**Personal Mastery** is continuously improving individual skills and capabilities, understanding your weaknesses, and dedicating yourself to being better each day. Nobody is perfect. Don't be afraid to acknowledge your shortcomings, identify ways to improve, and take action to be better! Endeavor to become an expert in your practice area or administrative function. We strive to hire and develop top-quality talent to achieve these goals.

\*Senge, P. M. (1990, 2006). The Fifth Discipline: The Art and Practice of the Learning Organization. Crown/Penguin, New York.



# Kit Davlin

## Colorado Springs North Office Lead!

Partner Kit Davlin was recently selected to lead the Colorado Springs North Office!

Kit's seniority as an attorney and tenure as an R&H Partner immediately set his application apart. His consistent leadership, dedication to client service, and the positive example he sets for others make him exceptionally suited for the role.

Kit and his team will relocate to the Colorado Springs North location, where his leadership will be instrumental in ensuring the overall morale, effective operations, and well-being of the office. In his capacity as office lead, Kit will oversee office management, maintenance, emergency decisions, and cross-departmental coordination according to R&H policies.

Congratulations, Kit! This is a well-deserved promotion, and we are all excited to see the office flourish with you at the helm.

# Kelly Snodgrass

## Team Lead Partner!



We are delighted to announce the promotion of Family Law Partner Kelly Snodgrass to team lead in the Westminster office. In this new role, Kelly will lead a talented team consisting of Senior Associate Kate Knowles and Paralegal Andrew Karras.

Upon joining R&H, Kelly quickly became a valuable asset to the firm, consistently demonstrating exceptional leadership skills and a strong commitment to clients. Kelly excelled as Team Deputy on Partner Andrew Hug's team, effectively managing cases and clients needs.

Congrats, Kelly! Your leadership and dedication will be instrumental in the continued success of Westminster's Family Law practice.

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### New Colleagues

#### Centennial

**Jolene Bryant**, *Junior Associate Attorney*

#### Colorado Springs North

**Todd Weaver**, *Partner Team Lead*

#### Denver

**Nathaniel Thompson**, *Partner*

**Sheena Cortez**, *Admin*

**Christopher Mchale**, *Admin*

**Leondra Mitchell**, *Admin*

#### Westminster

**Kate Knowles**, *Senior Associate Attorney*

## Happy Anniversary



## Employee Recognition Program Updated

R&H has enhanced its employee recognition program by shifting from office events to personalized appreciation. The R&H gifts that previously formed part of the recognition program will be replaced by a monetary gift reflected in your paycheck following your anniversary date.

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R&H will continue honoring milestones with nameplate stars for each year of service and plaques commemorating 5, 10, 15, 20, and 25 years of service.

## Jobs at R&H



Find out when new jobs become available at R&H. Join the email list to get notified when a new position is posted.

Apply for current R&H job opportunities on the firm's Careers page.

[Get Job Alerts](#)

Robinson & Henry champions professional growth and development. Our commitment to career advancement is reflected in our 'promote from within' philosophy, creating opportunities for team members to progress when possible.

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## How We're Doing

### Q1 Consultation & Survey Analysis

To improve the client experience, R&H asks clients 'what went well' during their consultation and again following the completion of their case. These surveys allow us to see where we excel and where there is opportunity to improve. Here are the results of those surveys from Q1:

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**Consultations** - Potential clients recognized attorneys for being **knowledgeable**, **professional**, **transparent**, and **empathetic**. **communication** appeared less frequently, highlighting a chance to strengthen clarity early on.

**Post-Case** - Sixty percent of clients in Q1 praised their attorneys for their **communication**. Clients also appreciated their **empathy, professionalism, and legal knowledge**

Check out the stats:

WHAT WENT WELL? (CONSULTATION WINS )		WHAT WENT WELL? (CLIENT HIGHLIGHTS)	
PROFESSIONALISM	31.4%	CASE WIN	17.4%
EMPATHY	20.0%	PROFESSIONALISM	27.2%
KNOWLEDGEABLE	41.4%	EMPATHY	28.3%
COMMUNICATION	5.7%	KNOWLEDGEABLE	23.9%
COST	1.4%	COMMUNICATION	64.1%
EFFICIENCY	2.9%	COST	1.1%
ACCESSIBILITY	7.1%	EFFICIENCY	21.7%
TRANSPARENCY	18.6%	ACCESSIBILITY	8.7%
		TRANSPARENCY	9.8%

**New to the survey this year is:** Why did you choose Robinson & Henry?

So far, nearly 27% of clients said **online reviews** influenced their decision to work with us. Recommendations and positive past experiences were also major factors — reinforcing how much our reputation and referrals matter.

The greatest area of improvement suggested by potential clients and clients is “cost.” Most individuals have never needed an attorney until they reach out to us and, therefore, are likely unfamiliar with the cost of quality legal representation.

Additionally, some clients shared frustrations with the **intake process, time limitations**, and **technical issues**. These insights give us a clear path to improve the early client journey.

A lot of effort went into Q1. Great work overall. Let’s keep that momentum going for a strong and successful second quarter!

#### ROOM FOR IMPROVEMENT (CONSULTS)

UPDATE/TALK DOCS	6.5%
LATE/CAMERA OFF	6.5%
WHAT TO EXPECT	3.2%
TOO MANY EMAILS	9.7%
ZOOM ISSUE	3.2%
NOT VALUABLE	6.5%
INTAKE PROCESS	12.9
COST	38.7%
CONSULT TIME	12.9%
OTHER	3.2%

#### WHY CHOOSE US?

REVIEW	26.8%
ACCESSIBILITY	13.6%
ATTORNEY(S)	5.3%
WEBSITE	9.6%
INTAKE CENTER	0.9%
PREVIOUS CLIENT	14.0%
LOCAL	9.6%
RECOMMENDATION	26.8%
GOOGLE	26.8%
OTHER	26.8%

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## Community Involvement



### Declaratory Judgment Actions Presented by Sullivan Manion

Robinson & Henry Associate Attorney Sullivan Manion recently presented to the Paralegal Professionals of the Pikes Peak Region. Sully spoke about the importance of using declaratory judgment actions in various types of cases. It's great to see our attorneys sharing their knowledge and supporting the legal community!

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# Volunteer Opportunities for Attorneys



**Thursday, May 1, 2025 9:00 a.m. to 3:00 p.m. in the  
atrium 100 Jefferson County Pkwy in Golden**

You can volunteer your time to provide 15-minute consultations to individuals seeking guidance on legal issues. Here are some of the topics:

Divorce/Custody

Eviction

Child Support

Small Claims

Tenant /Landlord

Cases about Money

Criminal/Traffic/Juvenile

Probate

Sponsored by the First Judicial District Bar Association in conjunction with the First Judicial District, the event includes the Jeffco Library, Ask-a-Sheriff Deputy, the Fatherhood Program, and others . For more information, contact the First Judicial District Court Resource Center at (720) 772-2501 or email [01selfhelp@judicial.state.co.us](mailto:01selfhelp@judicial.state.co.us).

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# Pet-torney of the Month: Finn



We're launching a new monthly section celebrating our animal companions—because, honestly, who doesn't love to see cute pets! This month, we are featuring Finn! This Golden Doodle knows how to **fetch** justice and charm the jury with one wag of his tail. When he's not napping on the job, he's chasing tennis balls and keeping morale high.

**Want to see your pet featured?** Email **Isabella** with a photo of your pet and their name!

Owner: Isabella Darrah, Marketing Assistant

