

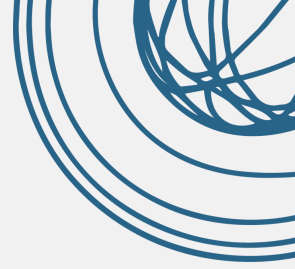


THE SECRET MAJORITY

# Case Study Series

ROBERT





# THE SECRET MAJORITY

Holding the human experience of divorce so  
family lawyers can lead the process



# What is Happening For Your Clients Neurologically?

Robert, who likes to be called Bob, sits across from you. He appears calm and as if everything you are saying is being understood and processed effectively. But underneath that façade, there is a nervous system that is being overtaken by overwhelm, grief and trauma. The life that had been so long imagined was brutally ending before them; routines, purpose, stability, identity and security were being ripped away and reshaped in unimaginable ways, and more than this, their future is so uncertain.

Can you imagine sitting there as your identity, your role as a parent and your financial security are no more? And then being asked to make forever life-changing decisions?

Research shows us time and time again that this is because divorce is a multidimensional and traumatising experience. And so, it is your client's nervous system that often drives their reactions, communication, and decision-making, not the law. Thus, even the most capable individuals can find their behaviour alien to who they know themselves to be.

This case study series explores what is happening beneath the often composed exterior and how emotional support, alongside your legal expertise, can ensure better outcomes for all.

STOWE  
FAMILY LAW

Case Study



**Bob, who is an accountant, began working with Stowe and asked Kate Bouwmeester if she could recommend anyone to provide emotional support while he navigated this unexpected and overwhelming life event, and Bob began working with Nina. He really valued her background in researching human experience from a psychosocial standpoint and her work with firearms police officers (who are predominantly men).**

**How were you feeling when you began working with Nina?**

*Angry, scared and betrayed. Was this really happening to me? How did it all go so wrong? How could she be with another man? The life we had spent together – how could she just throw it down the toilet?*

Bob was experiencing relational grief, where the loss was not about him as a person but about his identity, dreams, meaning of life, and trust. Remaining in this state would likely impair Bob's ability to think clearly, make relational and informed decisions, and negatively impact communication. Without support, Bob is at risk of acting impulsively, shutting down emotionally, or becoming stuck in blame or despair, making it harder to move forward constructively in legal, parental, or personal aspects of his life.

**What kind of support were you hoping for when you decided to work with a divorce coach?**

*Honesty and self-respect are what I live by. I made it my objective during this life crisis to maintain integrity and self-respect, but I needed help to achieve this. This is where Nina came in. Additionally, I turned to Nina as a test. Was I in denial? Would Nina see through me? Was I faking it? And finally, I wanted to be in a safe place to share my inner thoughts and feelings. This has become the SAFE place for me to outpour my feelings and build a toolbox to cope with this journey.*

STOWE  
FAMILY LAW



Case Study

**Since starting your work with TSm, what changes have you noticed in how you're handling things?**

*I opened my heart to Nina, and she knows my deepest feelings and thoughts. The advice and support that Nina has given me relating in maintaining a relationship with my daughters is invaluable. Nina has also given me courage. I am doing some good things and maintaining my integrity in a very difficult time in my life.*

**So far, what part of the the work made the biggest difference to you personally or in how you are pproaching your divorce?**

*Being in a safe place with somebody I can trust. Absorbing all the emotional jigsaw and giving me reassurance that I will get through this and providing a clear game plan to achieve it. Support and compassion.*

**Has working with TSM made the legal side of things feel more manageable, more prepared or confident when dealing with your solicitor or legal matters?**

*Working with Nina has given me confidence and self-belief that helps me have the confidence in my ability to make the right decisions regarding my divorce settlement.*

**What would you say to a family law firm that was wondering about the impact of working with the TMS?**

*Clone Nina!*

# STOWE FAMILY LAW

## Case Study



### Lastly, what would you say to anyone that is wondering about working with TSM?

*All the above says it all. Creating a safe place, genuine compassion and advice. I trust Nina to be honest with me, and that is invaluable. She knows the girls are my life now, and she have given me a toolbox to support and help them through this. A real quality that shouldn't be underestimated is her ability to just listen to me outpour my feelings and always give full engagement.*

*For that I will be eternally grateful.*

**For Bob, coaching provided a safe, non-judgemental space to outpour feelings, build emotional resilience, and develop a practical "toolbox" for coping and parenting, all of which directly supports the legal journey for clients.**



When your firm is an affiliate of TSM it only takes only **a moment** to direct your client to free, accessible, trauma informed support. And although it may only take you a moment, that one moment has the ability to **transform** your client's legal, emotional, and relational journey. it will create for them a sense of **empowerment, safety** and **stability** as the world as they knew it ends.

Visit [thesecretmajority.co.uk](https://thesecretmajority.co.uk) find out more, and why not book a **free one-hour workshop for your team?**

## What Happens When Clients Feel Heard?

There is the **ethical** and **human-level duty** of ensuring your clients feel heard and seen during one of, for most, the most traumatic experiences of their lives. But there are also **business benefits** that should be pointed out.

When a client feels genuinely heard, they will talk about you and your firm (in the best ways); they become your ambassadors, growing your firm's reputation organically.

Did you know:

**30-50% of all new business** for family lawyers comes via client **referrals** (Legal Services Consumer Panel, 2020).

The **Law Society's annual Legal Services Market Report** (2023) found that **word of mouth, recommendations, and referrals** are **the key drivers** of client acquisition.

A 2021 study conducted by LawLytics found that **referrals** were **consistently** cited as the most effective method for generating new business in family law.

**What are you actively doing to ensure your clients feel heard, seen, and understood, thus growing your firm's reputation?**



# A Dual Approach Through Affiliation with TSM

1

Keep expanding your psychosocial knowledge with our inclusive CPD\*

2

Give your clients direct access to emotional support

[thesecretmajority.co.uk](https://thesecretmajority.co.uk)

\*Enhanced Affiliation Package

# CONTACT US



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