

Mastering the Lawyer Client Relationship.

How to develop lasting and
empowering connections

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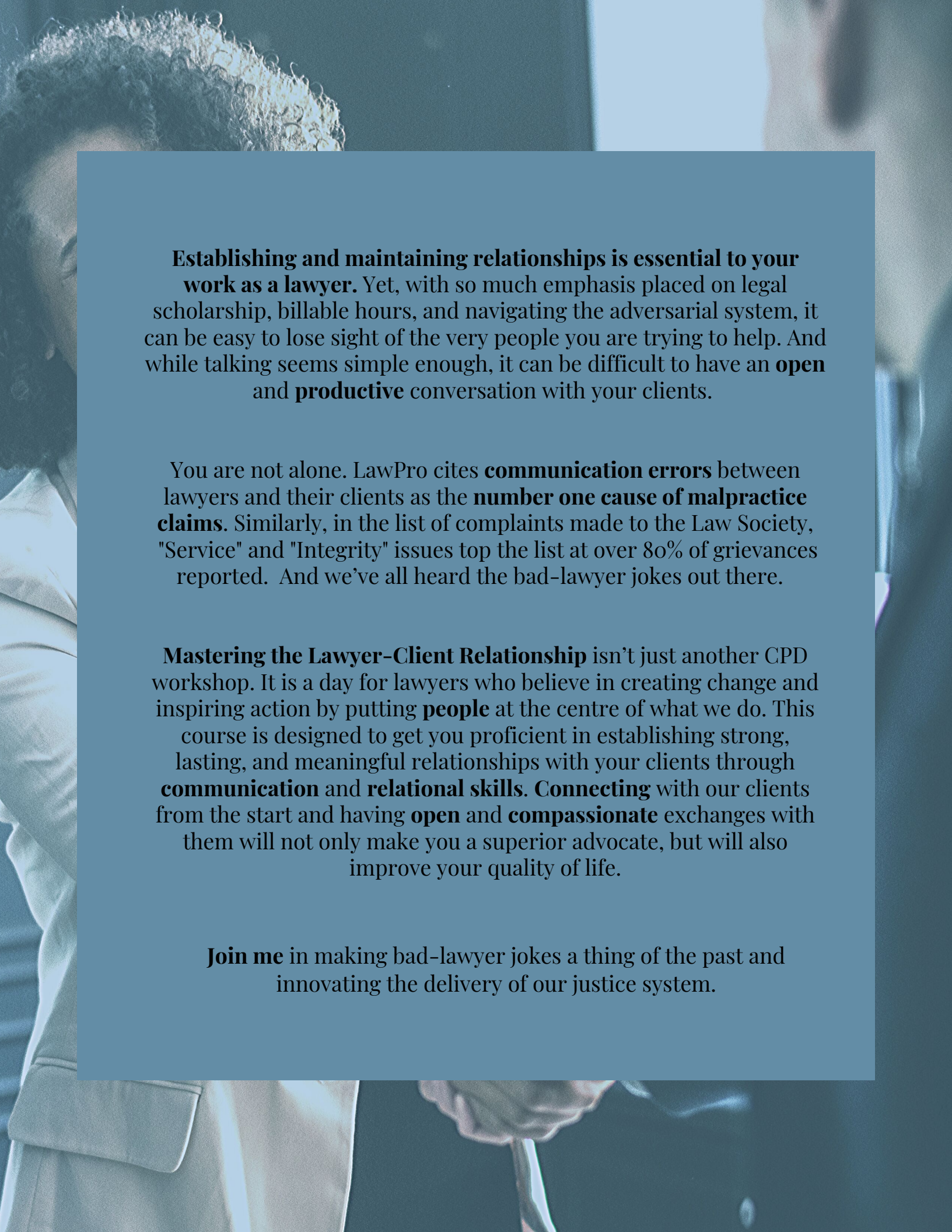
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Establishing and maintaining relationships is essential to your work as a lawyer. Yet, with so much emphasis placed on legal scholarship, billable hours, and navigating the adversarial system, it can be easy to lose sight of the very people you are trying to help. And while talking seems simple enough, it can be difficult to have an **open** and **productive** conversation with your clients.

You are not alone. LawPro cites **communication errors** between lawyers and their clients as the **number one cause of malpractice claims**. Similarly, in the list of complaints made to the Law Society, "Service" and "Integrity" issues top the list at over 80% of grievances reported. And we've all heard the bad-lawyer jokes out there.

Mastering the Lawyer-Client Relationship isn't just another CPD workshop. It is a day for lawyers who believe in creating change and inspiring action by putting **people** at the centre of what we do. This course is designed to get you proficient in establishing strong, lasting, and meaningful relationships with your clients through **communication** and **relational skills**. **Connecting** with our clients from the start and having **open** and **compassionate** exchanges with them will not only make you a superior advocate, but will also improve your quality of life.

Join me in making bad-lawyer jokes a thing of the past and innovating the delivery of our justice system.

WHAT YOU'LL LEARN

During this interactive workshop, you will explore theories and practices designed to strengthen your interpersonal and communication skills for stronger client relationships. You will be guided through exercises that will give you the opportunity to learn and test your skills simultaneously and in a safe and peer-supported environment. Topics include:

- Identifying and addressing the barriers that arise in the lawyer-client relationship
- Understanding power and privilege in the justice system: how they affect both you and your client
- Dissecting the message: linguistics and communication theory
- Active listening techniques and how to ask the right questions
- Determining who your client is: recognizing circumstances, needs and capacities
- Identifying and managing client expectations
- Getting your clients engaged as collaborators
- Creating a framework for successful meetings and interviews: what to do before, during, and after
- How to seek client feedback and why
- Owning your communication style: cultivating your brand
- Work-life balance and wellness principles for lawyers

This program has been accredited for and contains 4 hours and 50 minutes of Professionalism Content and 1 hour of EDI (Equity, Diversity and Inclusion) Content.

For lawyers, by a lawyer.

Lana Saleh is a facilitator, coach and consultant with over 15 years of public education experience. Whether she's addressing large groups in isolated communities, or top tier firms, Lana tackles difficult concepts without judgment, creating safe and fun environments that facilitate growth and change.

In addition to her studies in psychology and communication, Lana is a EQ-i 2.0/360 certified practitioner. This, in conjunction with her legal experience, gives her a unique approach to the modern day practice of law.

A former lawyer herself, Lana understands the demands of the profession and the complexities of the lawyer-client relationship. Her training and expertise are in the areas of compassionate communication, emotional intelligence, and equity.

In 2018, Lana launched a series of workshops specifically designed for lawyers, with the goal of inspiring a kinder, more empowering justice system through communication, collaboration and compassion. She offers her services throughout Canada and in both official languages.



Looking for something else?

Group sessions maybe not your thing? Looking for a more customized workshop for your firm? Or perhaps you want to explore your practice from a new angle?

Lana offers a variety of programs, including in-house workshops, consulting services, and private coaching sessions. All designed to increase the quality of your relationships and your effectiveness as a lawyer. Contact her for additional details or just to say hi. She'd love to hear from you.

For more information please visit her website: www.lanasaleh.com
or contact her directly: info@lanasaleh.com
