



*Are your  
communication  
skills up to scratch?*



# Clear & Effective Communications with Colleagues, Clients & Staff

*with Irwin Karp*

**Thursday, October 24, 2019**

**Live webinar with chat**

*includes 60 day replay\**

9:00 am – 10:30 am (Pacific)

10:00 am – 11:30 am (Mountain)

11:00 am – 12:30 pm (Central)

12:00 pm – 1:30 pm (Eastern)

1:00 pm – 2:30 pm (Atlantic)

1:30 pm – 3:00 pm (Newfoundland)

\*This program features real-time audio of the presenter with synchronized presentation slides, and a chat feature that allows for live Q & A. SK attendees please verify whether you align with Central (MB) or Mountain (AB) time based on season and location.

## WHO SHOULD ATTEND

If you need best practices and fresh ideas for communicating more effectively with clients, colleagues, and staff - but don't have time to find them - then this program is for you.

## ABOUT THE PROGRAM

Good communication skills are essential for a successful and rewarding practice. They can help us progress in our careers, enhance our effectiveness as advocates, and make our interactions more satisfying and productive. The duty to communicate effectively is so important it's even enshrined in the Rules of Professional Conduct – and for good reason! The hectic pace of litigating, deal-making, and advising means we don't always remember to communicate as well as we should with clients, colleagues or our own staff. Our cryptic notes, hurried questions, instructions without context, and tardy communications can lead to unhappy clients, staff who don't feel valued, and a reputation among colleagues for rushed or incomplete work. So what's a busy lawyer to do? Join lawyer and leading legal productivity expert Irwin Karp and learn the essential elements of clear communications, and proven methods for ensuring timely and effective communications with clients, colleagues and staff. In just 90 minutes, you'll develop the skills you need to listen more attentively, delegate more clearly, run more efficient meetings, and close the feedback loop in all of your communications! The result will be better relationships with your clients and staff, more meaningful interactions with colleagues, and less wasted time, and unnecessary stress and frustration! Sign up today and start making the most of your communication skills!

## SCHEDULE (Eastern)

**12:00 pm - 1:30 pm**

**Welcome and Introduction**

**Adverse Effects of Poor Communications**

**The Importance of Clear Communications**

**Develop Your Listening Skills**

**Client Communications - duty to keep clients reasonably informed**

**Effective and Clear Delegation of Assignments**

**Providing Feedback on Assignments**

**Running Effective Meetings**

**Develop Your Personal Communications Action Plan**

**Program Wrap-up and Evaluation**

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## PRAISE FOR IRWIN KARP

- “Simple understandable answers to everyday problems.”
- “Great, practical, real-life examples and tips. I would highly recommend it.”
- “I recommend this class and instructor for everyone as mandatory training.”
- “Excellent and informative presentation. The materials have proven invaluable.”
- “Excellent presenter – right blend of sense of humour and presentation of material.”
- “Entirely relevant to my job and the realities of the job.”



**BC:** This program has been approved for 1.5 CPD hours, including 0.5 hours of professional responsibility and ethics, client care & relations, and/or practice management.

**ON:** This program contains 1.5 Professionalism hours.

**SK:** This program has been approved for 1.5 CPD hours, 0.5 hours of which qualifies as ethics. **NB:** CPD application is pending. Lawyers in other mandatory CPD jurisdictions may count their attendance towards their CPD requirement/plan.

Seminar Partners is an Accredited Provider of Professionalism Content by the Law Society of Ontario and a pre-approved CPD Provider of the Law Society of British Columbia.

## MEET YOUR PRESENTER



**Irwin Karp** is a leading legal time management and productivity expert. A former practicing lawyer for over 30 years (including 17 years as the managing partner of a small environmental law firm), he understands the importance of effective communications and delegation skills to the success of

a law practice. Sixteen years ago he started Productive Time, providing productivity, practice management and time management consulting to bar associations, law firms, and in-house legal departments. Since then, he has helped thousands of lawyers across Canada and the US to be more effective and productive. Irwin is a member of the State Bar of California and previously served as a Special Advisor to the Executive Committee of the Law Practice Management & Technology Section of the California Bar. He is a graduate of the George Washington University Law School. He splits his time between Sacramento and San Diego, California.

### ✓ Yes, I want to attend **Clear & Effective Communications with Colleagues, Clients & Staff** **Thursday, October 24, 2019 • Live webinar (slides and audio) with chat and 60 day replay\***

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\* Materials will be distributed electronically in advance. Live webinars feature real-time audio of the presenter with synchronized presentation slides, and a chat feature that allows for live questions and verbal responses by the presenter. The recording of the webinar is available for 60 days.

#### REGISTRATION FEE:

- On or before September 27, 2019: **\$140.00 + \$18.20 (13%) HST\* = \$158.20 - Save \$25.00!**
- After September 27, 2019: **\$165.00 + \$21.45 (13%) HST\* = \$186.45**
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\*With ON HST. Please adjust tax for attendee's province as follows: 5% in AB, BC, MB, NWT, NU, SK, YK. 13% in ON. 15% in NS, NB, PEI & NL.

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