



*Reduce your
stress in difficult
situations!*



Dealing with Difficult People: Clients, Judges & Opposing Counsel *with Delee Fromm*

Thursday, November 30, 2017

Live webinar with chat

includes 30 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)

*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

This seminar will provide lawyers with new insight into how and why some people are difficult, and offer practical strategies to quickly and easily resolve issues before they escalate.

ABOUT THE PROGRAM

Lawyers are challenged by difficult behaviours daily - frustrated clients, impatient judges, unprofessional adversaries... the list goes on. Technology only makes the problem worse, deepening and extending conflict. All of this can come at a steep price - wasted time, reduced productivity, stifled creativity, and lower moral. It can also cause us to make mistakes. Understanding what drives difficult people and how to react in a way that maintains the relationship, and enhances your reputation, is an essential skill for today's practitioner.

Dread running into the person who always pushes your buttons? Takes credit for your work? Wastes your time? Not anymore! Attend this new, 90 minute webinar with lawyer, psychologist and coach Delee Fromm, and master proven strategies for getting the results you want with difficult people, with far less stress. You will learn five psychological approaches to conflict, with day-to-day examples; common personal triggers; types of challenging personalities and practical ways to deal with each type; and, ready-to-use phrases and responses for handling conflict, including special contexts like email and phone communications. Don't miss this opportunity to improve your ability to diffuse difficult situations in the future.

SCHEDULE (Eastern)

12:00 pm - 1:30 pm

Welcome and Introduction

The Five Conflict Approaches

Your Preferred Approach

Mind-mapping Responses

Personal Trigger Points

Verbal Style Under Stress

Types of Challenging Personalities

Phrases for Dealing with Difficult People

Program Evaluation

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Reviews from past program attendees:

- “Offered lots of practical advice and had the sources and experience to back it up ... Very good speaker and resource.”
- “Good concrete tools! Provided solutions and not just information.”
- “Very informative, new ideas, new process - well done!”
- “Fascinating! I would highly recommend.”
- “Tools that I’ll be able to incorporate into my practice easily and quickly.”
- “Perfect combination of science, data, and personal experience... A superb presenter.”

accredited BC: This program has been approved for 1.5 CPD 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, all of which qualifies as ethics.

NB: This program has been approved for 1.5 CPD hours.

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 Upper Canada and a pre-approved CPD Provider of the Law Society of British Columbia.

Meet Your Presenter, Delee Fromm



Delee Fromm, who is a lawyer, psychologist and author, has taught and coached for 30 years. As a former partner at a large Bay Street law firm she practised commercial real estate for 17 years. Prior to her career in law, she was a neuropsychologist in Alberta. In her third career as a consultant she provides skill training and career coaching services to international law firms, corporations, banks, and governments. She is a guest lecturer at the University of Western Ontario, Ryerson University, York University and the University of Toronto. She has contributed content for Lexis Practice Advisor Canada and CBA Practice Link, and written articles for *The Lawyer's Weekly*. She is the author of *Advance Your Legal Career: Essential Skills for Success* published by LexisNexis Canada. Her next book *Understanding Gender at Work: How to Use, Lose and Expose Blind Spots for Career Success* will be available in the fall.

✓ **Yes, I want to attend Dealing with Difficult People with Delee Fromm**

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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 30 days.

REGISTRATION FEE (with ON HST*):

On or before October 27, 2017: \$135.00 + \$17.55 (13%) HST* = \$152.55 - Save \$25.00!

After October 27, 2017: \$160.00 + \$20.80 (13%) HST* = \$180.80

**If paying by cheque, 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.*

Register online: <http://seminarpartners.ca/register-for-courses/>

Register by mail, fax or phone: Return this form with payment to Jennifer Snoyer, Finance and Communications Coordinator, Seminar Partners, 2300 Yonge Street, Suite 1600, Toronto, ON M4P 1E4 Tel. 1.866.606.4212 or 647.352.8633 Fax 416.549.1619. Email: jennifer@seminarpartners.ca. Registration fee is refundable less \$50 admin fee if written cancellation received 10 working days before the program. No refunds will be made after the cancellation date. Program content, speakers and location may change without notice. See our website for all policies. In the event of program cancellation, our liability is limited to refund of registration fees. GST/HST #848208492

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