



*Practical skills and  
tools to help plan  
your difficult  
conversations!*



# Navigating Difficult Conversations in Legal Practice

*with Karmen Masson*

**Thursday, May 20, 2021**  
**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

This program is designed for lawyers who want to learn how to have more productive conversations, even in complex situations with difficult counterparts.

## ABOUT THE PROGRAM

The practice of law is filled with challenging conversations: tempering an emotional client's unrealistic expectations, calling out a colleague's lack of professionalism, and pointing out costly errors in a subordinate's work. No one enjoys these tough talks, and many of us try to delay or avoid them, leading to wasted time, unnecessary stress, and even errors. So how do we turn these challenging conversations into productive dialogues that get the results we want? This new, 90 minute webinar is specifically designed to help lawyers navigate difficult but necessary discussions with greater skill and confidence. Lawyer and communications coach Karmen Masson will share proven tools and techniques for making uncomfortable conversations less painful, while maintaining and improving important relationships. You will learn:

- strategies for diffusing heated situations;
- what not to do when emotions get involved;
- how to prevent misunderstandings;
- how to respond more effectively when you feel attacked; and
- how to get derailed conversations back on track.

Using real-world examples that all lawyers will recognize, Karmen will share a simple, easy to follow process to successfully prepare for, initiate and engage in challenging conversations. Even if you are already a skilled communicator, this highly practical course will increase your effectiveness and reduce your stress during difficult discussions. Register now!

## SCHEDULE (Eastern)

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

**Welcome & Introduction**

**Difficult Conversations in the Practice of Law**

**A New Framework**

- Key Models, Skills and Strategies

**Practice-based Applications**

- Responding to Demanding or Disrespectful Colleagues or Clients
- Giving Feedback to Team Members
- Asking for What You Want or Need to Succeed Professionally

**Program Wrap-up & Evaluation**

## PRAISE FOR KARMEN MASSON

*"The program was well presented, and the content was very relevant."*

*"Well spoken, clear communicator, kept things moving... excellent material and presentation."*

*"Great instructor. Obviously knew her area; spoke clearly and succinctly."*

*"Professional, knowledgeable, and engaging presenter."*

*"Good for personal as well as professional development. Interesting information that we can all internalize and apply to everyday dealings."*

*"Found the workbook and concepts very helpful. Really liked the instructor."*



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

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

**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 Ontario and a pre-approved CPD Provider of the Law Society of British Columbia.

## MEET YOUR PRESENTER



**Karmen Masson** is a lawyer turned Certified Executive Coach and leadership consultant who helps lawyers and legal organizations have more effective interactions and build stronger relationships at work. She started her coaching and consulting firm in 2017, after working in private and government legal practice, and as a senior manager and executive leader in the justice system. Working closely with members of the judiciary, the legal profession and its stakeholders for over 20 years, Karmen has first-hand experience dealing with a variety of behavioural and conflict styles and overcoming barriers to effective communication. Karmen writes and speaks about legal practice issues regularly, including for the Legal Education Society of Alberta, Alberta Civil Trial Lawyers Association and CBA. She also instructs law for small business, as well as advanced communication and conflict management skills at the Northern Alberta Institute of Technology. In her work at Your Best Practice - Coaching for Lawyers ([www.yourbestpractice.ca](http://www.yourbestpractice.ca)), she helps lawyers at all levels, and their teams, to develop their own best practices and grow careers and lives they love.

✓ **Yes, I want to attend Navigating Difficult Conversations in Legal Practice, with Karmen Masson**

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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 May 14, 2021: \$140.00 + \$18.20 (13%) HST\* = \$158.20 - Save \$25.00!**

**After May 14, 2021: \$165.00 + \$21.45 (13%) HST\* = \$186.45**

\*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.

**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](mailto: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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