

## Effective and Strategic Communication Skills to Help You Achieve Your Goals

**Date:** Monday, May 28, 2018 | 9:00 am to 12:30 pm

**Location:** Twenty Toronto Street Conferences and Events  
20 Toronto Street, 2nd Floor, Toronto

**Program Chair:** Paul Lomic, Lomic Law



Live

Webcast



**Professionalism Hours:** This program contains a total of 3 hours of Professionalism content including 30 Minutes of Equality and Inclusion Professionalism content and 2 hours and 30 minutes of other Professionalism content.

**Substantive Hours:** This program is eligible for up to **0h 30m**

*The OBA has been approved as an Accredited Provider of Professionalism Content by The Law Society of Ontario.*

**“The single biggest problem in communication is the illusion that it has taken place.”- George Bernard Shaw**

**Gain day-to-day communication skills that you need to reach your short-term and long-term goals.** You’re a lawyer. It took a lot for you to get where you are - years of schooling, a solid knowledge of your area of law and a good work ethic. What a lot of lawyers underestimate is the importance of specific people and communication skills in achieving short-term goals (e.g. desired results in a particular file) and long-term professional goals.

Attend this important program for proven practice management tips that you will be able to put to use right away to communicate effectively with various types of people, to reduce stress caused by a lack of clarity in your communications (that you may not even know is a problem) and to generally help to achieve many of your goals. Register now to join this important discussion!

8:30 am Registration and Coffee

9:00 am Welcome and Opening Remarks from the Program Chair

9:10 am **Communicating with Opposing Counsel**

**Gillian Dingle, Torys LLP**

**The Honourable Justice Jane Milanetti, Ontario Superior Court of Justice - Hamilton**

- Setting the stage for a positive relationship with opposing counsel
- Difficult counsel - and mediation strategies
  - Non-responsive lawyers
  - Bullying behaviour
- Working effectively with opposing counsel (on discovery plans etc.)

9:55 am **Communicating with Clients Clearly**

**Imran Ahmad, Miller Thomson LLP**

**Tanya Walker, Walker Law**

- Managing client expectations
  - Limited scope retainers
  - Creating a communication plan with your client
  - Preparing clients for adverse outcomes
- Effectively communicating with clients from different cultures and backgrounds to yours
- Non-verbal communication: what inadvertent actions/tones of yours may clients be incorrectly interpreting?

10:55 am **Communicating for Success with Colleagues**

**Deborah Glatter, Cassels Brock & Blackwell LLP**

- Adding to your organization’s success through good communication, especially with a diverse team
- Developing effective communication strategies with all of the members of your team: assistants, students, and other lawyers
- Embracing and handling difficult conversations
- Achieving your goals through effective team-building

11:40 am **Managing Communication with Unrepresented Parties**

**Ian Hu, LawPRO**

**Georgina Starkman Danzig, Kestenberg Siegal Lipkus LLP**

- Strategies to stay clear of common traps
- Documenting communication effectively
- Meeting your professional obligations and minimizing the impact on your time (and your client’s money)
- Managing your client’s expectations when dealing with unrepresented parties
- Courtroom strategies for dealing with unrepresented parties
- Unrepresented parties for whom English is not their first language
- What happens when lawyers are sued by unrepresented parties?

12:25 pm Closing Remarks

12:30 pm Program Concludes

**PROGRAM REGISTRATION IS ONLINE [www.oba.org/pd](http://www.oba.org/pd)**

**Questions? [pd@oba.org](mailto:pd@oba.org)**