



Legal Education  
Society of Alberta

# Client Relationship Essentials



**EXPLORE** proven strategies and innovative ideas for developing strong, effective working relationships with clients.

Your lifelong partner in continuing legal excellence



Legal Education  
Society of Alberta

## Dates & Locations

### EDMONTON

April 18, 2017

Chateau Louis Hotel  
& Conference Centre  
11727 Kingsway NW

### CALGARY

April 19, 2017

Glenmore Inn  
& Convention Centre  
2720 Glenmore Trail SE

9:00 AM–4:30 PM

### Who Should Attend

This program is targeted to lawyers who serve multiple clients, especially lawyers in their first few years of practice. The content may also be of interest to legal support staff who take an active role in client support or more experienced lawyers who want to distinguish themselves through improved client service.

### CHAIR

**Kristin R. Ailsby**

Clarity Law  
Lethbridge, Alberta

### FACULTY

**Heather McKay QC**

Daunais McKay & Harms  
Calgary, Alberta

**Catina Aronson**

McLennan Ross LLP  
Calgary, Alberta

**Katherine Kowalchuk**

WAM Family Law  
Calgary, Alberta

**George Virtue CPA, CA**

Avail CPA  
Lethbridge, Alberta

**Alexander Yiu**

Hajduk Gibbs LLP  
Edmonton, Alberta

*Program faculty will be joined by Alberta Lawyers' Assistance Society (ASSIST) volunteers, Eleanor Olszewski QC (MLT Aikins LLP, Edmonton) and Daniel E. Sears (Borden Ladner Gervais LLP, Calgary). Discover essential client relationship tips as they share their personal stories.*



**This course will be available  
as a seminar on demand.**



## Client Relationship Essentials

### **It's Not About You – It's About the Client | Heather McKay QC**

You can't practice law without a client. Learn tips and strategies for giving exceptional client service; effectively communicating with the client; and determining, meeting, and hopefully exceeding client expectations.

### **Who's the Boss? How Non-Lawyers Within a Firm Can Improve Client Relations | Catina Aronson**

Many lawyers report they would be lost without their support staff team, but do support staff feel the same? Discover how to improve client relationships with support staff by considering the contributions support staff make to a client's overall satisfaction.

### **Conscious Conflict Resolution | Katherine Kowalchuk**

Investigate an innovative way for lawyers to help their clients (and themselves) take responsibility for their lives, including their legal matters, to reduce – and ultimately eliminate – conflict. Explore how to connect with clients and guide them through conflict.

### **Breaking the Service Mould | George Virtue CPA, CA**

Many lawyers believe that excellent customer service and excellent client service are entirely different things, and neither can be compared to the other. Analyze how lawyers approach their work and the value it has (and could have) for clients. Examine greater client relationship opportunities for lawyers, their staff, and clients alike. The problem is not figuring out what to do; the problem is finding the courage to do what we already know to be right.

### **The Mindful Practitioner | Alexander Yiu**

Consider an alternative approach to the management of client relations and expectations through the practice of contemplative lawyering. Uncover how mindfulness practices offer legal practitioners the opportunity to cultivate present-moment awareness and encourage active listening, compassion, and focus as they manage client relationships.

## Thank You

The success of our programs relies on the generous contributions of time, talent, and energy from all our volunteers. We greatly appreciate the work of our volunteers and their service to the profession.

EDMONTON | April 18, 2017  
CALGARY | April 19, 2017

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## REGISTER ONLINE

Register online to reserve your spot in this program.

- 1 Visit **LESA.org**.
- 2 Enter the seminar code **62022** into the "Search our catalogue" field.
- 3 Add to your cart, **complete** your purchase, and **mark** your calendar.

## MORE REGISTRATION OPTIONS

**MAIL:** 2610 - 10104 103 Avenue  
Edmonton, Alberta T5J 0H8

**PHONE:** 780.420.1987

**TOLL FREE IN AB:** 1.800.282.3900

**EMAIL:** lesa@lesa.org

**FAX:** 780.425.0885

- EDMONTON** April 18, 2017
- CALGARY** April 19, 2017
- EARLY BIRD:** On or before March 7, 2017 \$355 + GST (Lunch is included.)
- REGULAR:** \$395 + GST (Lunch is included.)
- I am unable to attend this seminar, but please email me when the seminar on demand (materials and video recordings) is available.

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LESA offers a range of Access Bursaries on select programs.

- I live more than 125km (one way) driving distance (25% reduction in fees)\*
- I live more than 250km (one way) driving distance (50% reduction in fees)\*
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**CANCELLATIONS:** Registration fees, less a \$50.00 administration fee, will be refunded for cancellations received in writing at least 3 full business days prior to the seminar. Refunds cannot be given after that date; however, seminar materials, if any, will be forwarded. Registrant substitution is permitted at all times. **GUARANTEE:** We take pride in offering high quality programs. If this program does not meet your expectations, please contact us about our money back guarantee. **RECORDING:** This program is being audio/video recorded and will be retained by LESA for the purpose of providing legal education.

Please make cheques payable to the Legal Education Society of Alberta

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