

You're Invited!

*Please join us from 5:00 p.m. to 8:00 p.m. (supper served at 5:30 p.m.) on
Wednesday, November 9, 2011 at the Radisson Hotel in Saskatoon*

or

*Tuesday, November 15, 2011 at the Hotel Saskatchewan in Regina
for an evening of dining, learning and networking with your peers.*

Making Your Life Easier: Managing Client Communications and Conflict

Keynote Speaker:

Glen Gardner

Dispute Resolution Office, Ministry of Justice and Attorney General

The CPD Select Seminar Series is an Exclusive CPD Opportunity for Senior Practitioners

Making Your Life Easier: Managing Client Communications and Conflict

The lawyer-client relationship is the basis of your professional career. How this relationship is formed and managed is the primary factor in how people assess their experience with the profession. Regrettably, some of these relationships can become challenging, negatively impacting your ability to deliver quality professional services and the integrity of your practice. The basis for communication breakdown and conflict often occur early in the lawyer-client relationship, affecting things such as client expectations, ability to meet commitments, responsibility issues and professionalism.

Effective communication and conflict management can make your life easier by reducing stress, improving client-lawyer relationships, and experiencing a more successful practice. This presentation will identify common pitfalls, and present strategies and techniques to better manage client communications and conflict.

Glen Gardner is the Director of The Dispute Resolution Office, Ministry of Justice and Attorney General. He has extensive experience in conflict resolution and mediation and has presented frequently on these subjects as well as negotiation and influencing. Glen is also a sessional lecturer at the College of Law, University of Saskatchewan.

CPD Select Seminars: An Exciting CPD Opportunity for Senior Practitioners

CPD Select Seminars are available to all practitioners with 25+ years of experience. These dinner meetings are designed to address CPD topics specifically from the more senior practitioner's point of view.



1 CPD Hour
(Qualifies as 1 Ethics Hour)

Reply Card

“Making Your Life Easier: Managing Client Communications and Conflict”

Payment Options:

- ☐ Law Society Member \$ 105.00
☐ Guest Ticket \$ 52.50

(GST Included in Pricing)

Amount Enclosed: _____

(GST Registration No.: 107604381)

Make cheques payable to:

Law Society of Saskatchewan

Visa/Mastercard Number: _____

Expiry: _____ Signature: _____

Please register me in the following location:

- ☐ Saskatoon ~ **Wednesday, November 9, 2011**
Radisson Hotel, 405—20th Street East
- ☐ Regina ~ **Tuesday, November 15, 2011**
Hotel Saskatchewan, 2125 Victoria Avenue

Name _____

Firm _____

Address _____

City/Prov. _____

Postal Code _____

Phone _____

Fax _____

Email _____

Please indicate any special dietary needs:

Mail or fax your registration to:

Law Society of Saskatchewan

#1100—2002 Victoria Avenue

Regina, SK S4P 0R7

Ph: (306) 569-8242

Fax: (306) 352-2989

Dress: Business Attire

Cancellation Policy Notification of cancellation must be in writing and received two (2) days prior to the Seminar resulting in a \$20.00 (plus GST) cancellation fee. **Non-compliance** will result in forfeiture of the entire registration fee and the corresponding practicing lawyer's special reduction in fees. **Non-attendance** does not constitute cancellation. Upon receipt of a written request, consideration will be given for non-attendance caused by illness or weather conditions.