



CBA Summer School Sale – Program Descriptions

Cyber Liability Protection – Risk Assessment and Risk Management in the Era of Digital Due Diligence

Everyone is at Risk. Last year in the United States alone, 88 cyber liability and data-breach claims resulted in \$84 million in payouts. The issues have crossed the border as high profile data-breaches make the news.

Just imagine: a stolen laptop containing sensitive information; a lost thumb drive containing client records.

If your client's data is hacked, stolen or attacked by malware, is there insurance coverage? If their data is stored on an American server, have you told them why the *US Patriot Act* is scary? What about your own firm's confidential client information?

This Cyber Liability training will help you protect your clients, get clear about your data-breach obligations, and prepare for the coming wave of cyber liability suits. It's a new world of digital due diligence. Be proactive.

Moderator: Karen L. Weslowski, *Miller Thomson LLP*

Presenters: Jill M. Shore, *Dolden Wallace Folick LLP*, Daniel Strigberger, *Miller Thomson LLP*

Getting Paid: Effective Billing and Fee Collection Strategies

Timely fee collection is key to a law firm's financial performance, but many firms have not implemented effective billing practices. Do you need tips on how to manage collection issues before they become major problems for you and your firm?

This session will walk you through key strategies for getting paid throughout the lawyer-client relationship and the legal remedies that are at your disposal in the event of non-payment.

Topics include:

- Ethical considerations relating to fees, billing, and collections
- Effective billing practices – retainer agreements, managing expectations, and creating bills that clients want to pay
- How to talk to your clients about fees
- Creating effective systems and procedures for collecting outstanding accounts
- Overlooked remedies that may assist you in obtaining payment without litigation
- The nuts and bolts of obtaining and enforcing judgment for your proper charges

Presenters: Bjorn Christianson, Managing Partner, Thompson Dorfman Sweatman LLP, Portage la Prairie, Greg T. Palm, Partner, Hamilton Duncan Armstrong + Stewart Law Corporation, Surrey

Dealing with Difficult People

Difficult people are everywhere.

Being able to retain your poise in the face of antagonistic personalities will make you more effective as a negotiator, as a team member, and as representative of your firm and clients. Regardless what you think about the difficult people you encounter, you can't always avoid working with them. Mastering the skills to navigate difficult colleagues, counsel, and clients is one of the keys to advancing in your career.

Learn the powerful techniques you need to effectively deal with the challenging people in your life and career.

Presenters: Paulette Pommells, Lawyer Coach, Creative Choices for the 21st Century Lawyer, Lindsay Sukornyk, Lead Coach, North Star Coaching

Procrastination: How to Nip It in the Bud

Lawyers have many opportunities to procrastinate in their practice. While "putting things off" may serve an immediate purpose, the long-term effects of procrastination can have a disastrous impact on a lawyer's practice, reputation, relationship with clients and colleagues, financial situation and overall health.

This very important session will provide lawyers with practical solutions and effective time and staff management techniques to nip "last-minute-itis" in the bud once and for all.

Presenters: Ann Gomez, Clear Concept Inc., Jane Southren, Jane Southren Consulting

Evaluating Your Ethical Practices: Get it Right Before it Goes Left

Prevent problems before they occur. Provide the good service your clients deserve, and avoid costly complaints and discipline proceedings. The CBA Ethics and Professional Responsibility Committee presents the Ethical Practices Self-Evaluation Tool, designed to help you and your firm assess the adequacy of the structures, policies and procedures that you have in place to ensure that you fulfill your ethical duties.

Top areas of client complaints and malpractice proceedings will be discussed, along with practical suggestions about potential measures to promote ethical best practices. The Tool was consciously designed to be manageable and flexible across practice contexts; therefore this webinar is for firms of all types and sizes and certainly not to be missed.

Presenters: Lisa Fong, *Ng Ariss Fong*, Amy Salzyn, *Yale Law School*

Waiving Solicitor-Client Privilege: Tips and Traps

In some circumstances it may be in a client's interests to waive solicitor-client privilege. However, in this electronic age, with increasing email correspondence and mobile sharing of information with clients, risks of inadvertent disclosure of privileged and confidential information are higher than ever before.

In this informative webinar, you will learn:

- The top tips and traps regarding the waiver of solicitor-client privilege
- Legal and ethical approaches to waiving solicitor-client privilege
- Practical tips on when solicitor-client privilege is appropriate or required
- Limits to waiver
- And more...

This is one session you can't afford to miss!

Presenters: Mendy Chernos, McCarthy Tétrault, David Byers, Stikeman Elliott LLP, Stuart Zacharias, Lerner LLP

Don't Be a Target: Guard Yourself Against Fraud

Lawyers and law firms are being targeted with increasingly sophisticated fraud schemes. With fraudsters widening their nets and cyber-attacks becoming more frequent, it is critical for lawyers to gain a better understanding of their vulnerabilities. Join us for this important session that will focus on identifying potential frauds, avoiding getting caught and better protecting yourself, your firm and your clients.

Presenter: Dan Pinnington, *LAWPRO*

Communicate with Confidence: Voice and Body Language Techniques for Lawyers

Words are the tools of the legal trade but they account for a very small portion of an overall message. Although the overwhelming percentage of human communication is nonverbal, many lawyers do not receive training in this area. Would you like to hone the effectiveness of your body language, tone of voice, and inflection?

This session will provide tips for improving the vocal and non-verbal aspects of your personal communication style when giving a presentation, negotiating in the boardroom or making your case in court.

Topics include:

- "Performance skills" of advocacy that make you an engaging speaker, including strategies for:
 - dealing with stage fright and boosting confidence;
 - harnessing your vocal power;
 - creating empowered and relaxed body language; and
 - keeping your audience engaged.
- "Rules" of improvisation for more effective communication, including strategies for:
 - thinking on your feet in the courtroom;
 - switching tracks in a client meeting; and
 - maintaining poise in difficult situations and presentations.

Presenters: Katrina Dunn, Artistic Director, Touchstone Theatre and Touchstone Training, Vancouver, Bob Mann, Manager, Discipline and Appeals, Dalhousie University, Halifax

A View from the Bench: Motion Practice Strategy and Pointers

Learn how to be a more effective advocate in motions court from the Judges who hear your cases. From strategic advice on when to bring a motion, written advocacy and effective use of technology, to the "do's" and "don'ts" of motion presentation and dealing with court staff, this is one program you can't afford to miss.

Presenters: The Hon. William H. Goodridge, Supreme Court of Newfoundland & Labrador - Trial Division (*Corner Brook, NL*), The Hon. John A. Menzies, Court of Queen's Bench of Manitoba (*Brandon, MB*), James L. Lebo, Q.C., McLennan Ross LLP (*Calgary, AB*)

Drafting Pitfalls: Most Litigated Business Clauses

This very interesting session will review the types of corporate and commercial law clauses that most often find their way in front of the courts. Our expert speakers will help you refine your contract drafting skills and provide you with the practical advice you need to avoid costly mistakes.

Presenters: Geoff R. Hall, *McCarthy Tétrault LLP*, Angela Swan, *Aird & Berlis LLP*