



# PRACTICE MANAGEMENT FOR PARALEGALS

**Chair: Michelle Haigh, Paralegal**  
*Precision Paralegal Services LLP*

**June 6, 2019**

**9:00 a.m. to 12:00 p.m.**

**CPD Hours = 2 h 30 m Professionalism<sup>P</sup> + 30 m EDI Professionalism<sup>E</sup>**

**Law Society of Ontario  
Lamont Learning Centre  
130 Queen St. W.  
Toronto, ON**

**SKU CLE19-00604**

## **Agenda**

**9:00 a.m. – 9:10 a.m.**

**Welcome and Opening Remarks**

Michelle Haigh, Paralegal, *Precision Paralegal Services LLP*

**9:10 a.m. – 9:25 a.m.**

**File Management- Opening, Closing, Conflict Checking  
and Limitation Periods**

Suneal Khemraj, *Dolden Wallace Folick LLP*

**9:25 a.m. – 9:40 a.m.**

**Client Service and Communication-How to Provide Excellent Service and Avoid Complaints**

*Cathy Corsetti, Corsetti Paralegal Professional Corporation & Associates*

**9:40 a.m. – 9:55 a.m.**

**Bookkeeping Best Practices**

*Sara Feldstein, CPA, CA, Mark Feldstein and Associates Chartered Accountants*

**9:55 a.m. – 10:10 a.m.**

**Unbundling of Services**

*Michelle Haigh, Paralegal, Precision Paralegal Services LLP*

*Robert Burd, Not Guilty Plea Professional Corporation*

**10:10 a.m. – 10:30 a.m.**

**Best Practices for Modelling, Teaching, Training and Delegating to Staff**

*Michelle Haigh, Paralegal, Precision Paralegal Services LLP*

**10:30 a.m. – 10:35 a.m.**

**Question and Answer Session**

**10:35 a.m. – 10:50 a.m.**

**Coffee and Networking Break**

**10:50 a.m. – 11:20 a.m.**

**Equality and Diversity Obligations and Best Practices (30 m EDI Professionalism) **

**Moderator:** *Michelle Haigh, Paralegal, Precision Paralegal Services LLP*

**Panellists:** *Robert Burd, Not Guilty Plea Professional Corporation*

*Avvy Go, Metro Toronto Chinese & Southeast Asian Legal Clinic*

**11:20 a.m. – 11:50 a.m.      Workplace Harassment Issues (30 m Professionalism) **

**Moderator:** Michelle Haigh, Paralegal, *Precision Paralegal Services LLP*

**Panellists:** Katharine Montpetit, *Rubin Thomlinson LLP*

Lai-King Hum, *Hum Law Firm*

**11:50 a.m. – 12:00 p.m.      Question and Answer Session**

**12:00 p.m.                      Program Ends**