

Enhancing Your Client Experience: Reducing Your Risks

CHAIR: **Juda Strawczynski**, Director, practicePRO,
Lawyers' Professional Indemnity Company (LAWPRO®)

September 17, 2020
9:00 a.m. to 12:00 p.m.
Total CPD Hours = 3 h Professionalism 

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

SKU CLE20-00903



Agenda

9:00 a.m. – 9:05 a.m.

Welcome and Opening Remarks

Juda Strawczynski, Director, practicePRO,
Lawyers' Professional Indemnity Company (LAWPRO®)

9:05 a.m. – 10:00 a.m.

**The Most Common Complaints and Claims: How to Avoid
Them and Set Up for Success**

Part 1-Presentation of Most Common Complaints

Juda Strawczynski, Director, practicePRO,
Lawyers' Professional Indemnity Company (LAWPRO®)

Naomi Bussin, Director, Intake & Resolution
Law Society of Ontario

Part 2-Fireside Chat

Juda Strawczynski, Director, practicePRO,
Lawyers' Professional Indemnity Company (LAWPRO®)

Naomi Bussin, Director, Intake & Resolution
Law Society of Ontario

10:00 a.m. – 10:05 a.m.

Question & Answer Session

10:05 a.m. – 10:20 a.m.

Coffee and Networking Break

10:20 a.m. – 11:35 a.m.

Innovating to Enhance the Client Experience

Moderator: Juda Strawczynski, Director, practicePRO,
Lawyers' Professional Indemnity Company (LAWPRO®)

Panelists: Lisa Feldstein, *Lisa Feldstein Law Office Professional Corporation*

Ellen Low, *Ellen Low Employment Law*

Kirsti Mathers McHenry, *Mathers McHenry & Co*

Priya Somascanthan, *Lisa Feldstein Law Office Professional Corporation*

11:35 a.m. – 11:55 a.m.

If it Happens: How to Handle Complaints and Claims

Martine M. Morin, Unit Director & Counsel, *Lawyers' Professional Indemnity Company (LAWPRO®)*

Naomi Bussin, Director, Intake & Resolution
Law Society of Ontario

11:55 a.m. – 12:00 p.m.

Question and Answer Period

12:00 p.m.

Program Ends