The Client-Centred Practice for Lawyers and Paralegals

CHAIR: **Melissa McWilliam,** Counsel, Practice Review, *Law Society of Ontario*

February 25, 2022
1:30 p.m. to 4:30 p.m.
Total CPD Hours = 2 h + 30 m Professionalism Ⓟ
+ 30 m EDI Professionalism ⓔ

Law Society of Ontario
Webcast Only

SKU CLE22-00202

Agenda

1:30 p.m. – 1:35 p.m.   **Welcome**

Melissa McWilliam, Counsel, Practice Review, *Law Society of Ontario*

1:35 p.m. – 2:05 p.m.   **The Client-Centred Practice for Lawyers and Paralegals**

Jack Newton, CEO & Founder, *Clio*

2:05 p.m. – 2:45 p.m.   **Benefits of a Client-Centred Practice for Lawyers and Paralegals**

Michelle Kemper, Counsel, Practice Review*, Law Society of Ontario*

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

Dwight Williams, Counsel, Practice Review, *Law Society of Ontario*

2:45 p.m. – 2:50 p.m.   **Question and Answer Session**

2:50 p.m. – 3:05 p.m.   **Break**

3:05 p.m. – 3:50 p.m.   **Putting Client-Centredness into Your Practice: Practitioner Experiences and Tips** (5 min**e**)

Brenell Dean, *Dean's Paralegal Services*

Mohamed Elbassiouni, *Goodman Elbassiouni LLP*

Daniel Heath, *Heath Legal*

Amy Johnson, *Howie Johnson*

3:50 p.m. – 4:15 p.m.   **Equality, Diversity, and Inclusion at the Heart of the Client-Centred Practice** (25 min**e**)

Rinku Deswal, *RD Law Professional Corporation- Barristers & Solicitors*

4:15 p.m. – 4:25 p.m.   **Client-Centredness and Practitioner Wellness**

Jacqueline Swaisland*, Landings LLP*

4:25 p.m. – 4:30 p.m.   **Question and Answer Session**

4:30 p.m.   **Program Ends**