

Take Your Legal Writing Skills to the Next Level: Effective Client Communications



CHAIR: **Ryan Standil**, *Write To Excite*

SPEAKERS: Jessica Allen, CPA, CA, CFF, *PwC Canada*

Emma Carver, General Counsel, *Torstar Corporation*

Brendan MacArthur-Stevens, *Blake, Cassels & Graydon LLP*

Total CPD Hours = 1 h Professionalism **P**

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Agenda

Welcome

Tailoring Your Advice to the Mandate and the Client

Chapter 3 of the Rules of Professional Conduct

Setting Expectations “Early and Often”

Choosing Between Written and Oral Communication

Legalese: Handling Jargon and Terms of Art

The Appropriateness of Showing Your “Human Side” in Written Communications

Giving Advice About Legal Risk

Common Pitfalls in Lawyer-Client Communication

End of Program