

# Client Management for Paralegals 2025

CHAIR: **Kristen Jarvis, *Legacy Legal Services LLP***

**March 21, 2025**

**9:00 a.m. to 11:00 a.m.**

**Total CPD Hours = 2 h Professionalism**

**Webcast Only**

**Law Society of Ontario**

**SKU CLE25-00306**

## **Agenda**

**9:00 a.m.- 9:05 a.m.**

**Welcome**

*Kristen Jarvis, Legacy Legal Services LLP*

**9:05 a.m. – 9:15 a.m.**

**Mastering the Basics of Client Management**

*Mark Cardy, Cardy Legal Services*

**9:15 a.m. – 9:30 a.m.**

**Understanding the Client's Needs and Expectations**

*Jody Thrift, Fight My Ticket Professional Corporation*

**9:30 a.m. – 9:50 a.m.**

**Strengthening Client Relationships for Long-Term Success**

*Edmond Veliu, Legacy Legal Services LLP*

**9:50 a.m. – 10:15 a.m.**

**Communicating with Confidence and Clarity**

Kristen Jarvis, *Legacy Legal Services LLP*

**10:15 a.m. – 10:30 a.m.**

**Navigating Challenging Client Situations**

Justin Rochester, Professor, *Centennial College*  
and of *CorRoc Law Professional Corporation*

**10:30 a.m. – 10:50 a.m.**

**Ethics and Compliance**

Lai-King Hum, Deputy Judge, *Small Claims Court* (Toronto),  
*Ontario Superior Court of Justice*, and of *Hum Law Firm PC*

**10:50 a.m. – 11:00 a.m.**

**Questions and Answers**

**11:00 a.m.**

**Program Ends**