

Enhancing Your Client Experience: Reducing Your Risks

September 17, 2020

SKU CLE20-0090300

Table of Contents

TAB 1	Common Complaints and Setting Up for Success 1 - 1 to 1 - 7
	Juda Strawczynski, Director, practicePRO, <i>Lawyers' Professional Indemnity Company (LAWPRO®)</i>
	Naomi Bussin, Director, Intake & Resolution, <i>Law Society of Ontario</i>
TAB 2A	Enhancing Your Client Experience: Reducing Your Risks Innovating to Enhance the Client Experience 2A - 1 to 2A - 11
	Lisa Feldstein, <i>Lisa Feldstein Law Office Professional Corporation</i>
	Priya Somascanthan, <i>Lisa Feldstein Law Office Professional Corporation</i>
TAB 2B	Re: Checklist For Consideration 2B - 1 to 2B - 4
	Ellen Low, <i>Ellen Low Employment Law</i>
TAB 2C	Enhancing Your Client Experience 2C - 1 to 2C - 10
	Kirsti Mathers McHenry, <i>Mathers McHenry & Co</i>
	Cereise Ross, <i>Mathers McHenry & Co</i>

TAB 3A **Putting the Fire Out:
Dealing With the Stress of a Malpractice Claim 3A - 1 to 3A - 2**

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

TAB 3B **This is not a ClaimBut, 3B - 1 to 3B - 4**

Katie James, Claims Counsel, *Lawyers' Professional
Indemnity Company (LAWPRO®)*

TAB 4 **LawPRO Communication Tips 4 - 1 to 4 - 1**