

A Guide to Interviews for Paralegals



CHAIR: **Ellisif Harris, Spark LLP**

September 15, 2022

9:00 a.m. to 12:00 p.m.

Total CPD Hours = 2 h + 30 m Substantive + 30 m EDI Professionalism 

Law Society of Ontario

SKU CLE22-0090300

Agenda

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| 9:00 a.m. – 9:05 a.m. | Welcome

<i>Ellisif Harris, Spark LLP</i> |
| 9:05 a.m. – 9:10 a.m. | Setting Up the Meeting: Letting the Potential Client Know What to Expect

<i>Ellisif Harris, Spark LLP</i> |
| 9:10 a.m. – 9:25 a.m. | Regulatory and Good Practice Protocol (Client ID, File Opening and Retainer Documents)

<i>Michelle Lomazzo, Lomazzo Worker's Compensation Appeals Professional Corporation</i> |

9:25 a.m. – 10:00 a.m.	Strategies for Listening and Questioning: The Art of Hearing What the Client Really Wants Paula Callaghan, <i>Callaghan Paralegal</i> Ellisif Harris, <i>Spark LLP</i>
10:00 a.m. – 10:10 a.m.	Question and Answer Session
10:10 a.m. – 10:30 a.m.	Coffee Break
10:30 a.m. – 11:00 a.m.	Diagnosing the Issues and Setting to Work on the Research David Sundin, County Solicitor, <i>Corporation of the County of Essex</i>
11:00 a.m. – 11:15 a.m.	Providing an Opinion and Plan for Next Steps Noelle Sorrell, <i>Sorrell Paralegal Services</i>
11:15 a.m. – 11:45 a.m.	Important Diversity Training and Cultural Sensitivity Considerations (30 m 🕒) Deputy Judge Lai-King Hum, <i>Small Claims Court of the Superior Court of Justice, Toronto / Hum Law Firm</i>
11:45 a.m. – 12:00 p.m.	Question and Answer Session
12:00 p.m.	Program Ends