



**11:00 a.m. – 11:10 a.m.**

**Break**

**11:10 a.m. – 12:00 p.m.**

**Effective Client Relations and Resolving Attorney-Client Disputes**

- Choosing the client carefully
- Client's expectations
- Informative and truthful communications
- Statement of Client's Rights and Responsibilities
- Importance of the clear, unambiguous written letter of engagement
- Standardization of engagement, non-engagement & disengagement letters
- Informed consent
- Preserving the secrets and confidences of a client
- Limiting liability to a client
- How to avoid suits for fees – Fee Arbitration Rules
- Escrow requirements
- Importance of documenting a file
- Resolving attorney-client disputes – Mediation of Attorney-Client Disputes
- Proper withdrawal from employment

*(1.0 MCLE Credit in Ethics)*

**12:00 p.m. – 12:50 p.m.**

**Relations with Others, Including Partners and Nonclients**

- Integrity in dealing with non-clients – Standards of Civility
- Intra-firm relationships and dealing with partners
- Supervisory responsibilities of law firms and attorneys
- Scope of supervisory responsibility of lawyers
- Ethical issues facing newly admitted attorneys
- Stress management and Lawyers' Assistance Programs
- The "innocent" partner
- Lawyer advertising and marketing

*(1.0 MCLE Credit in Ethics)*

**12:50 p.m. – 1:00 p.m.**

**Questions and Answers**

**1:00 p.m.**

**Adjournment**

**4.0 MCLE; 4.0 Ethics Credits**