

2015 CPD Training Programme

Managing Client Expectations for Harrogate Law Society 29th January 2015

Thursday, 29 January 2015 - Registration at 4:15 p.m. with talk at 4:30pm – 6:30pm
At Restaurant Bar & Grill, Parliament Street, Harrogate
Cost – **£20.00 members / £30.00 non-members**

[2] HOUR CPD - accredited - DER/BEBL

Outline of the 2-hour's evening presentation:

- Welcome and Introductions
- 60 second exercise on what clients want.
- 2 essential communication techniques to managing expectations.
- Body language tips and exercise
- An Assertive technique be able to handle difficult behaviour successfully
- Action Plan

Speaker Biography:

Ann Page is the founder of Beyond the Brief, a specialist business delivering strategic coaching, leadership, management and interpersonal skills training for the senior members (and those aspiring to be) of the legal profession. A Top 100 Lawyer of the Year, with an impressive CV over a 30-year career as a senior in-house lawyer delivering first class legal services. She holds an HNLP certificate in coaching as well as being a certified NLP Master Practitioner. Ann has delivered leadership, performance management training for the last 11 years to over 6500 lawyers.

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I/We should like to reserve places at the above seminar and enclose a cheque for £.....
made payable to **Harrogate & District Law Society**.

Please complete all sections:

Name(s)

Firm/Organisation

Address

E-mail address

Print and return this form to:-

Kate Maybury, Education & Training Officer, Harrogate & District Law Society, c/o Raworths LLP
Solicitors, Eton House, 89 Station Parade, Harrogate, North Yorkshire, HG1 1HF (DX: 11960
Harrogate) no later than one week prior to the event.

If you have any queries about the course, please contact Kate Maybury or Ervin Shakaj at Raworths
LLP on 01423 566666 or by email kate.maybury@raworths.co.uk or ervin.shakaj@raworths.co.uk .

Please direct any membership enquiries to Katherine Swinn at Hutchinson and Buchanan on
01765 602156