



Harrogate & District
Law Society

2016 CPD Training Programme

Crucial Communications: Communicating Skills you should not be without

13 October 2016 - Registration at 4:15 p.m. with talk at 4:30pm – 6:30pm
At Restaurant Bar & Grill, Parliament Street, Harrogate
Cost – **£15.00 members / £30.00 non-members**

2 HOUR CPD

Seminar Summary:

What? Are you a clear communicator? Join us and find out..

How? A 2-hour practical, challenging and fast-moving Workshop-style session

Why? Supports the SRA Statement of Solicitor Competence (Competence C 1), but may also help COLPs to reduce complaints and increase client satisfaction. Twilight training slot reduces time out of the office! (2 hours CPD)

Here's a taste of what's being covered...

1. **How to speak client**
2. **How to win costs arguments**
3. **What clients really want...**
4. **Giving bad news**
5. **And much more!**

This introductory/update level seminar will cover essential knowledge for all solicitors, from newly qualified to senior managers. Participants can expect a fast-paced, informative session, with workshop-style discussion, examples and practical tips. The content is directly relevant to the "Working with other people" requirement (Competencies C 1 and C 2 of the SRA's Statement of Solicitor Competence).

Speaker's Biography:

Fiona Gillam qualified as a solicitor in 1988 and spent over 20 years in private practice. She now runs her own risk and compliance consultancy for lawyers, with clients from sole practitioners to large multi-site firms, and is a Lexcel Assessor, Trainer and Consultant.



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I/We should like to reserve place(s) 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