

CPD

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Risk Management Seminar Programme 2024/2025



The Law Mutual (WA) Risk Management Seminar Programme
is delivered by the Law Society of Western Australia

lawmutualwa.com.au



Risk Management Seminar Programme 2024/2025

The Law Mutual (WA) Risk Management Seminar Programme 2024/2025 has been developed to focus on the needs of different categories of practitioners and law practices, prioritising topics identified in claims, risk profiling and feedback from previous programmes.

Risk Management Discount

There is no requirement to attend Law Mutual (WA) risk management training. However, law practices will be able to obtain a 5% discount on their total Annual Contribution Amount for the 2025/2026 insurance year, if all of the partners or practitioner directors, and at least 80% of the employed practitioners of the law practice have attended at least two (2) hours of Law Mutual (WA) approved risk management training in the period 1 March 2024 to 28 February 2025, subject to certain requirements of declaration and documentary evidence of attendance being produced upon request.

Please note that some training is only available to certain categories of Practitioners.

The approved training for the purpose of the Risk Management Discount is set out below:

- Risk management seminars and in-house workshops held by Law Mutual (WA)
- CPD seminars held by the Law Society of Western Australia that are specifically approved by Law Mutual (WA) for that purpose
- In-house training approved by Law Mutual (WA)
- External training by third party providers that is approved by Law Mutual (WA) on application by an insured law practice or practitioner prior to the training taking place.

Law Mutual (WA) may be able to arrange an in-house workshop for your law practice, depending on the number of practitioners in your firm (minimum 15 attendees required) and the availability of presenters.



Seminars delivered via webinar

Webinars are delivered live via the zoom platform. After registering for a webinar you will receive an email confirming your booking and then, closer to the date of the seminar (often the day prior to the event), you will receive an email with the web-link required to attend the webinar.



2024 Calendar of Risk Management Seminars

September

The Whys and Wherefores of Conflicts

03 September 2024 | 9.00am - 10.00am

Screening for Success – Selecting the Right Client and Matter. Is the Matter Right for Your Firm? High Risk Clients and Effective Screening Techniques

10 September 2024 | 3.00pm - 4.00pm

Social Media and Risk Management

17 September 2024 | 9.00am - 11.00am

Professional Liability Risk Management 101 - Pitfalls and Opportunities in Delivering Legal Services

24 September 2024 | 1.00pm - 2.00pm

October

Client Engagement - Planning for Success

01 October 2024 | 3.00pm - 4.00pm

I Just Can't Believe What isn't Happening to Me

08 October 2024 | 9.00am - 10.00am

Knowing When to Let Go

15 October 2024 | 9.00am - 10.00am

Introducing Matter Management Guidelines – Good Practice in Delivering Legal Service

15 October 2024 | 2.00pm - 4.00pm

Risk Management is Time Management

22 October 2024 | 9.00am - 11.00am

Delivering Legal Services – The Fundamentals for Managing a Matter

29 October 2024 | 2.00pm - 4.00pm

November

Introducing Practice Management Guidelines – Building and Maintaining the Foundations for Firm Success

05 November 2024 | 1.00pm - 2.00pm

Marketing for Growth – The Market You Want, The Services You Provide

12 November 2024 | 3.00pm - 4.00pm

Ten Self-Supervision Strategies That Every Sole Practitioner Should Know and Practice

19 November 2024 | 9.00am - 11.00am

Missing Deadlines – Ongoing and Preventable Claims

19 November 2024 | 2.00pm - 4.00pm

For Practice Leaders and Supervisors: AI in Legal Practice – Friend or Foe?

26 November 2024 | 3.00pm - 4.00pm

2025 Calendar of Risk Management Seminars

February

Supervision Essentials and Delegation

04 February 2025 | 9.00am - 11.00am

Navigating Cyber Threats – Safeguarding the Firm and its Clients

04 February 2025 | 3.00pm - 4.00pm

Setting the Legal Strategy – Understanding the Client's Goals and Determining How to Best Achieve Them

11 February 2025 | 3.00pm - 4.00pm


The Client Service Mindset – What Great Service Looks Like to the Client and to Your Practice


18 February 2025 | 9.00am - 10.00am

Harnessing the Power of AI in the Practice – Improving Service Quality While Managing Risk

25 February 2025 | 1.00pm - 2.00pm

Seminar Information

The Whys and Wherefores of Conflicts		Webinar	
Presenter: Ashley Macknay, Director, MDS Legal CPD Points:  1 Point Competency Area 1 - Practice Management	1 hour	Free for Law Mutual WA Insureds* \$125 Law Society WA Member \$200 Non-Member or Non-Insured	
<p>Conflicts of interest are a common source of both professional indemnity claims and disciplinary investigations involving lawyers.</p> <p>There are at least two principal reasons for this. First, it is because the law relating to conflicts is often not well understood, with the result that the conflict is not identified until it is too late. Second, even after the conflict is identified, there is often the belief (or perhaps more accurately, the hope) that the conflict can be managed, and that the client's apparent wish that the solicitor continue to act will overcome any difficulties.</p> <p>This belief can be dangerous, often leading to the solicitor-client relationship ending in tears. In this seminar, Ashley Macknay will first identify the principles and applicable rules concerning conflicts. He will then explain a four-step process to help identify conflicts, outline circumstances which give rise to a heightened risk of conflicts and, finally, offer some applicable case studies.</p>			
Date: 03 September 2024 9.00am - 10.00am		Location: Online via Zoom	



Screening for Success – Selecting the Right Client and Matter		Webinar	
Presenter: Will Bargmann, Senior Consultant, MYR Consulting CPD Points:  1 Point Competency Area 1 - Practice Management	1 hour	\$49 Law Mutual WA Insureds* \$125 Law Society WA Member \$200 Non-Member or Non-Insured	
<p>Deciding whether to act, and under what circumstances, is a fundamental consideration that is often overlooked in favour of simply taking on a new matter.</p> <p>Introducing the new Law Mutual Screening Phase Assistance and Toolkit. This seminar considers the pitfalls in understanding the client - who the client is, potential attitudes and behaviour as well as the nature and complexity of the matter and the capability of the firm to deliver.</p>			
Date: 10 September 2024 3.00pm - 4.00pm		Location: Online via Zoom	



Social Media and Risk Management		Webinar	
Presenter: Cathryn Urquhart, Professional Skills Trainer CPD Points:   2 Point Competency Area 1 - Practice Management	2 hours	\$98 Law Mutual WA Insureds* \$230 Law Society WA Member \$315 Non-Member or Non-Insured	
<p>How do lawyers and legal practices use social media? Key themes include:</p> <ul style="list-style-type: none"> • What legislation and guidelines are applicable? • What are the risk management issues? • Engagement management issues, impact on record keeping and communication • Use of social media for advertising /networking /marketing • "Specialists" and "Experts" • Interaction with clients, third parties and the judiciary • Interaction with staff and employment issues • Use of social media for investigation and evidence gathering • LinkedIn-specific issues • Political opinion, awards, dating apps and emojis • Social Media policies in law firms 			
Date: 17 September 2024 9.00am - 11.00am		Location: Online via Zoom	



Note: All prices are inclusive of GST.

*If you are a Law Mutual (WA) insured, you are entitled to attend subsidised risk management seminars to a total of two hours. If you attend any additional seminars in excess of the subsidised risk management two hours you will be required to pay the member or non-member fee, depending on the seminar you attend and your Law Society membership status.

Seminar Information

Professional Liability Risk Management 101 - Pitfalls and Opportunities in Delivering Legal Services		 Webinar
Presenter: Will Bargmann, Senior Consultant, MYR Consulting	1 hour	Free for Law Mutual WA Insureds* \$125 Law Society WA Member \$200 Non-Member or Non-Insured
CPD Points:  1 Point Competency Area 1 - Practice Management		
<p>The professional liability pitfalls in delivering legal services can be categorised under a number of headings, including capability, communication, process and checking.</p> <p>This seminar explores the nature of professional liability risk, the history of PI claims against Law Mutual Insureds, and the fundamentals of professional liability risk management. This presentation is primarily for newly admitted practitioners.</p>		
Date: 24 September 2024 1.00pm - 2.00pm	Location: Online via Zoom	


Client Engagement - Planning for Success		 Webinar
Presenter: Deborah Templeman, Gilchrist Connell	1 hour	Free for Law Mutual WA Insureds* \$125 Law Society WA Member \$200 Non-Member or Non-Insured
CPD Points:  1 Points Competency Area 1 - Practice Management		
<p>This seminar looks at some practical examples of where an inadequate plan or documentation at the beginning of a matter - or failure to change the plan as circumstances change - has been the root cause of claims.</p> <p>It will be presented with reference to the Law Society's template client engagement agreement, which covers scoping the work, confirming assumptions and recording key details at the outset.</p> <p>With the use of this tool, you can literally be on the same page as your client.</p>		
Date: 01 October 2024 3.00pm - 4.00pm	Location: Online via Zoom	



I Just Can't Believe What Isn't Happening to Me		 Webinar
Presenter: Sean Popperwell, Director, Popperwell & Co	1 hour	Free for Law Mutual WA Insureds* \$125 Law Society WA Member \$200 Non-Member or Non-Insured
CPD Points:  1 Points Competency Area 1 - Practice Management		
<p>All clients have an objective, or an outcome expectation, that leads them to engage a legal practitioner.</p> <p>The failure of the legal practitioner to understand and manage the client's expectations creates claims.</p> <p>This seminar seeks to identify the processes the legal practitioner ought to employ in the course of the retainer to reduce the risk of a claim arising when the client's expectations are, or become, elusive - most often in defeat, but also following success.</p>		
Date: 08 October 2024 9.00am - 10.00am	Location: Online via Zoom	



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Seminar Information

Knowing When to Let Go		Webinar	
Presenter: Phillip Lovatt, Partner, Jackson McDonald CPD Points:  1 Points Competency Area 1 - Practice Management	1 hour	Free for Law Mutual WA Insureds* \$125 Law Society WA Member \$200 Non-Member or Non-Insured	
A conversation about when to let go of a file, matter or client – viewed through the prism of our legal and ethical obligations as legal practitioners. It can be hard to let go, even when we should. It is easier in hindsight, or when it is happening to someone else. This seminar explores a variety of topics that surround 'letting go' - including early identification and dealing with conflict, expertise or time limitations - and will suggest strategies for dealing with handover.			
Date: 15 October 2024 9.00am - 10.00am		Location: Online via Zoom	




Introducing Matter Management Guidelines – Good Practice in Delivering Legal Service		Webinar	
Presenter: Will Bargmann, Senior Consultant, MYR Consulting CPD Points:   2 Points Competency Area 1 - Practice Management	2 hours	\$98 Law Mutual WA Insureds* \$230 Law Society WA Member \$315 Non-Member or Non-Insured	
Over the past six years, Law Mutual's Matter Management Guidelines have been presented to the profession in many seminars, challenged, analysed, reviewed and refined. They represent good practice guidance on the fundamentals for managing risk in the conduct of any matter. This seminar provides an overview of these fundamentals and challenges participants to consider whether their firm meets these requirements.			
Date: 15 October 2024 2.00pm - 4.00pm		Location: Online via Zoom	


Risk Management is Time Management		Webinar	
Presenter: Cathryn Urquhart, Professional Skills Trainer CPD Points:   2 Points Competency Area 1 - Practice Management	2 hours	\$98 Law Mutual WA Insureds* \$230 Law Society WA Member \$315 Non-Member or Non-Insured	
The importance of time management in the legal profession and techniques on how to prioritise – such as using the 80/20 rule and the Steve Covey time quadrant. Key themes include: <ul style="list-style-type: none"> • How to minimise distraction and be fully engaged • How to reduce procrastination, improve focus and brief importance of effective delegation • Managing client expectations and clearly communicating turn-around times and deliverables • Learning to say 'NO' and learning to ask for help 			
Date: 22 October 2024 9.00am - 11.00am		Location: Online via Zoom	


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Seminar Information

Delivering Legal Services – The Fundamentals for Managing a Matter		 Webinar
Presenter: Will Bargmann, Senior Consultant, MYR Consulting	2 hours	\$98 Law Mutual WA Insureds* \$230 Law Society WA Member \$315 Non-Member or Non-Insured
CPD Points:   2 Points Competency Area 1 - Practice Management		
<p>The provision of legal services is inherently risky. In risk management terms, that means several uncertainties can impact on a lawyer's objective to deliver high quality legal services that meet, or exceed, the expectations of the client.</p> <p>Introducing Law Mutual's new Delivery Phase Assistance document. This seminar will look at the data surrounding the key risks in the delivery of legal services and suggest ways to manage those risks.</p>		
Date: 29 October 2024 2.00pm - 4.00pm	Location: Online via Zoom	



Introducing Practice Management Guidelines – Building and Maintaining the Foundations for Firm Success		 Webinar
Presenter: Will Bargmann, Senior Consultant, MYR Consulting	1 hour	\$49 Law Mutual WA Insureds* \$125 Law Society WA Member \$200 Non-Member or Non-Insured
CPD Points:  1 Points Competency Area 1 - Practice Management		
<p>Law Mutual's Practice Management Guidelines have been designed to provide the organisational framework for firm success and, through this, to support practitioners to manage risk in the conduct of all legal matters.</p> <p>This seminar focuses on the critical aspects of practice management and the controls needed to ensure effective leadership, organisation, management of people, information and communication, processes and practices - as well as assurance that firm requirements are being met in the management of the practice and the conduct of a matter. This presentation is for Principals (Partners and Directors) of legal practices.</p>		
Date: 05 November 2024 1.00pm - 2.00pm	Location: Online via Zoom	



Marketing for Growth – The Market You Want, The Services You Provide		 Webinar
Presenter: Will Bargmann, Senior Consultant, MYR Consulting	1 hour	\$49 Law Mutual WA Insureds* \$125 Law Society WA Member \$200 Non-Member or Non-Insured
CPD Points:  1 Points Competency Area 1 - Practice Management		
<p>A key element of practice management is how effectively the firm, and its practitioners, target and market legal services and capability to prospective clients. A key firm focus is to pursue new clients to achieve financial goals.</p> <p>Practitioners are heavily incentivised to market, but there are inherent risks in pursuing the wrong opportunities.</p> <p>This seminar explores concepts of risk appetite - where the firm wants to take more risk in pursuing new business opportunities, and where it should be cautious.</p> <p>This involves consideration of marketing risks, and how to structure the firm to target clients effectively and sell legal services.</p>		
Date: 12 November 2024 3.00pm - 4.00pm	Location: Online via Zoom	


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Seminar Information

Ten Self-Supervision Strategies That Every Sole Practitioner Should Know and Practice		Webinar	
Presenter: Ronwyn North, Managing Director, Streeton Consulting Pty Ltd CPD Points:   2 Points Competency Area 1 - Practice Management	2 hours	\$98 Law Mutual WA Insureds* \$230 Law Society WA Member \$315 Non-Member or Non-Insured	
<p>Whether you work alone or have staff, a challenge for sole practitioners is how to check your own work.</p> <p>This seminar considers the concept of 'self-supervision' and provide (ten) practical strategies for assuring the quality of your own work, that will reduce your exposure to potentially costly mistakes and client dissatisfaction.</p> <p>This presentation is for Sole Practitioners.</p>			
Date: 19 November 2024 9.00am - 11.00am		Location: Online via Zoom	



Missing Deadlines – Ongoing and Preventable Claims		Webinar	
Presenter: Will Bargmann, Senior Consultant, MYR Consulting CPD Points:   2 Points Competency Area 1 - Practice Management	2 hours	\$98 Law Mutual WA Insureds* \$230 Law Society WA Member \$315 Non-Member or Non-Insured	
<p>An ongoing major cause of claims is missed deadlines.</p> <p>Managing deadlines is a core legal discipline, and totally within the control of the firm.</p> <p>This seminar explores the types of deadlines the firm must manage, why deadlines are commonly missed and the fundamental practices the firm should adopt to manage the risk of a missed deadline.</p>			
Date: 19 November 2024 2.00pm - 4.00pm		Location: Online via Zoom	


For Practice Leaders and Supervisors: AI in Legal Practice – Friend or Foe?		Webinar	
Presenter: Justine Siavelis, Principal, Gilchrist Connell CPD Points:  1 Point Competency Area 1 - Practice Management	1 hour	Free for Law Mutual WA Insureds* \$125 Law Society WA Member \$200 Non-Member or Non-Insured	
<p>Every day we are confronted with new uses for artificial intelligence, whether it is publicly available chatbots or bespoke legal AI products. By now, we have learnt about the unreliability of the early AI products for use in legal practice.</p> <p>Has that changed? To what extent should lawyers be relying on AI and what risk does this new technology present?</p> <p>Join Justine Siavelis, Gilchrist Connell and an industry expert to discuss developments in the area of AI and risk management in this new world.</p> <p>This seminar is for supervisors and practice leaders for an introductory discussion of pitfalls and opportunities.</p>			
Date: 26 November 2024 3.00pm - 4.00pm		Location: Online via Zoom	


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Seminar Information

Supervision Essentials and Delegation		Webinar	
Presenter: Cathryn Urquhart , Professional Skills Trainer or MYR	2 hours	\$98 Law Mutual WA Insureds* \$230 Law Society WA Member \$315 Non-Member or Non-Insured	
CPD Points:   2 Point Competency Area 1 - Practice Management			
<p>Delegation is essential in the law office, to ensure the distribution of work amongst staff, so that the complexity of the task matches the skill of the lawyer. Not only does this maximise efficiency and profitability, but it enables junior lawyers to learn and improve their skills while being supervised properly. Other topics covered include:</p> <ul style="list-style-type: none"> Remote and hybrid work Communication over multiple channels/devices Practice management software GenAI supervision Psychological safety Setting up methods to supervise How to be a better delegator/supervisor How to be a better delegate, given these issues 			
Date: 04 February 2025 9.00am - 11.00am		Location: Online via Zoom	


Navigating Cyber Threats – Safeguarding the Firm and its Clients		Webinar	
Presenter: Will Bargmann , Senior Consultant - MYR Consulting	1 hour	\$49 Law Mutual WA Insureds* \$125 Law Society WA Member \$200 Non-Member or Non-Insured	
CPD Points:  1 Point Competency Area 1 - Practice Management			
<p>Law firms are a significant target for cyber criminals because they transact large amounts of money and possess confidential - and potentially very valuable - information.</p> <p>Managing cyber risk is not just an IT issue, it's the responsibility of everyone in the firm.</p> <p>This seminar will review the key elements of cyber risk management, how your technology is secured, which practices you should adopt, and how you should ensure that your people consider cyber risk in their day-to-day activities.</p>			
Date: 04 February 2025 3.00pm - 4.00pm		Location: Online via Zoom	


Setting the Legal Strategy – Understanding the Client's Goals and Determining How to Best Achieve Them		Webinar	
Presenter: Will Bargmann , Senior Consultant - MYR Consulting	1 hour	\$49 Law Mutual WA Insureds* \$125 Law Society WA Member \$200 Non-Member or Non-Insured	
CPD Points:  1 Point Competency Area 1 - Practice Management			
<p>The strategy for the conduct of a legal matter is the process by which the client's goals and priorities are established. The practitioner determines the specific steps and timeline to best achieve these goals.</p> <p>This is an important early step in the conduct of the matter, which must be revisited periodically.</p> <p>This seminar focuses on the key questions to ask in developing the legal strategy, how to interact with clients to understand their goals - and risks in failure to do so.</p>			
Date: 11 February 2025 3.00pm - 4.00pm		Location: Online via Zoom	

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Seminar Information

The Client Service Mindset – What Great Service Looks Like to The Client and to Your Practice		Webinar	
Presenter: Will Bargmann, Senior Consultant, MYR Consulting CPD Points:  1 Point Competency Area 1 - Practice Management	1 hour	\$49 Law Mutual WA Insureds* \$125 Law Society WA Member \$200 Non-Member or Non-Insured	
<p>Every firm seeks to ensure it has a highly satisfied client in every matter.</p> <p>There are a multitude of challenges and issues outside the firm's control, which impact client satisfaction.</p> <p>The firm should maintain a service-orientated mindset which places client needs first and provides practitioners who are skilled in delivering legal requirements, while effectively managing client expectations. This includes managing the bad news and open engagement when things go wrong.</p> <p>This seminar will challenge practitioners to consider values, commitments and behaviours required to deliver excellent client service.</p>			
Date: 18 February 2025 9.00am - 10.00am		Location: Online via Zoom	

Harnessing the Power of AI in the Practice – Improving Service Quality While Managing Risk		Webinar	
Presenter: Will Bargmann, Senior Consultant, MYR Consulting CPD Points:  1 Point Competency Area 1 - Practice Management	1 hour	\$49 Law Mutual WA Insureds* \$125 Law Society WA Member \$200 Non-Member or Non-Insured	
<p>Artificial Intelligence (AI) has the capability to collect and rapidly evaluate large volumes of data.</p> <p>In the legal profession, this translates to automated organisation and evaluation of large volumes of client information in the conduct of a matter - for efficiency, improved capture of relevant facts and even predicting the outcome of a matter.</p> <p>A key challenge for the firm is managing this emerging technology to capture the best parts, while mitigating threats.</p>			
Date: 25 February 2025 1.00pm - 2.00pm		Location: Online via Zoom	

Note: All prices are inclusive of GST.

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Frequently Asked Questions

What is the cost of the seminars*?

If you are a Law Mutual (WA) insured practitioner, you are entitled to attend subsidised risk management seminars to a total of two hours. If you attend any additional seminars in excess of the subsidised risk management two hours you will be required to pay the member or non-member rate, depending on the seminar you attend and your Law Society membership status.

Your law practice may also be entitled to a Risk Management Discount on its Annual Contribution for insurance if sufficient numbers of its practitioners attend seminars.

Can I attend any training, regardless of my law practice's category?

The seminars are targeted at priority risk management areas, law practices and practitioners. Priority is given to the targeted practitioners, however, if the seminar is not fully booked by targeted practitioners, we may release places to other practitioners. Some seminars are only available to certain categories of practitioners. Please register your interest by email to cpd@lawsocietywa.asn.au.

How do I register to attend a Risk Management seminar?

Please return your signed registration form to the Law Society. We need to confirm practitioners are registered for suitable seminars, as we are unable to facilitate this online. Registrations are manually entered.

I sent through my registration, do I get confirmation?

Yes, an automatic email confirmation will be sent to the email address we have on record once registration has been processed.

What if I am not insured with Law Mutual (WA)?

You will have to pay non-subsidised rates to attend Law Mutual (WA) seminars. However, at its sole discretion, Law Mutual (WA) may allow non-insured practitioners to attend at no charge or at a subsidised rate provided the seminar is not fully booked.

Law Mutual (WA) Insureds will be given priority enrolment in seminars.

Can a Law Society member who is not insured with Law Mutual attend Risk Management seminars?

You can still attend the Risk Management seminars but you will have to pay non-subsidised rates. Law Mutual (WA) Insureds will be given priority enrolment in seminars.

The Law Mutual Risk Management Seminar programme is not included as part of CPD Freedom.

When do I need to complete my training to qualify for the Risk Management Discount?

To qualify for the Risk Management Discount for the 2025/2026 insurance year, all partners and directors and at least 80% of the employed practitioners of the law practice must have attended at least two hours of Law Mutual (WA) approved risk management training in the period 1 March 2024 to 29 February 2025.

How are my CPD points issued?

In order for us to issue your CPD points and record them on the Legal Practice Board database, please provide us with your Legal Practice Board Practitioner ID prior to the Seminar.

Please note this is separate to your practising certificate number.

*Seminars include online webinars.

Please refer to the Law Mutual (WA) website for further frequently asked questions - lawmutualwa.com.au.

Risk Management Seminar Programme 2024/2025

Registration Form

The Programme is delivered by the Law Society for Law Mutual (WA).

HOW TO REGISTER

ABN 41 434 516 549

MAIL: The Law Society of Western Australia
PO Box Z5345, Perth WA 6831

IN PERSON: The Law Society of Western Australia
Level 4, 160 St Georges Terrace
Perth WA 6000

EMAIL: cpd@lawsocietywa.asn.au

ENQUIRIES: (08) 9324 8640

PERSONAL DETAILS

Title:	Mr	Mrs	Ms	Miss	Other (please specify)
Legal Practice Board ID Number:					Law Society Member Number:
First Name:					Family Name:
Postal Address:					
Suburb:				State:	Postcode:
Phone Number:				Mobile Number:	
Email Address:					

WEBINARS

Topic	Date/Time	Webinar 	Law Mutual Insureds*	Law Society Member	Non-member
The Whys and Wherefores of Conflicts	03 Sep SOLD OUT 10am		FREE	\$125	\$200
Screening for Success – Selecting the Right Client and Matter	10 September 2024 3.00pm - 4.00pm		\$49	\$125	\$200
Social Media and Risk Management	17 September 2024 9.00am - 11.00am		\$98	\$230	\$315
Professional Liability Risk Management 101 - Pitfalls and Opportunities in Delivering Legal Services	24 Sep SOLD OUT 10pm		FREE	\$125	\$200
Client Engagement - Planning for Success	01 Oct SOLD OUT 10am		FREE	\$125	\$200
I just Can't Believe What isn't Happening to Me	08 Oct SOLD OUT 10am		FREE	\$125	\$200
Knowing When to Let Go	15 Oct SOLD OUT 10am		FREE	\$125	\$200
Introducing Matter Management Guidelines – Good Practice in Delivering Legal Service	15 October 2024 2.00pm - 4.00pm		\$98	\$230	\$315
Risk Management is Time Management	22 October 2024 9.00am - 11.00am		\$98	\$230	\$315
Delivering Legal Services – The Fundamentals for Managing a Matter	29 October 2024 2.00pm - 4.00pm		\$98	\$230	\$315
Introducing Practice Management Guidelines – Building and Maintaining the Foundations for Firm Success	05 November 2024 1.00pm - 2.00pm		\$49	\$125	\$200
Marketing for Growth – The Market You Want, The Services You Provide	12 November 2024 3.00pm - 4.00pm		\$49	\$125	\$200
Ten Self-Supervision Strategies That Every Sole Practitioner Should Know and Practice	19 November 2024 9.00am - 11.00am		\$98	\$230	\$315
Missing Deadlines – Ongoing and Preventable Claims	19 November 2024 2.00pm - 4.00pm		\$98	\$230	\$315
For Practice Leaders and Supervisors: AI in Legal Practice – Friend or Foe?	26 Nov SOLD OUT 10pm		FREE	\$125	\$200
Supervision Essentials and Delegation	04 February 2025 9.00am - 11.00am		\$98	\$230	\$315
Navigating Cyber Threats – Safeguarding the Firm and its Clients	04 February 2025 3.00pm - 4.00pm		\$49	\$125	\$200
Setting the Legal Strategy – Understanding the Client's Goals and Determining How to Best Achieve Them	11 February 2025 3.00pm - 4.00pm		\$49	\$125	\$200
The Client Service Mindset – What Great Service Looks Like to the Client and to Your Practice	18 February 2025 9.00am - 10.00am		\$49	\$125	\$200
Harnessing the Power of AI in the Practice – Improving Service Quality While Managing Risk	25 February 2025 1.00pm - 2.00pm		\$49	\$125	\$200

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WHAT HAPPENS NEXT? *(Please note – payment must be received prior to the event)*

Submit this completed application form to our team via any of the nominated methods indicated in the **'How to Register'** section at the top of this page and our Risk Management Team will confirm your booking and provide an Invoice for payment.

LAW SOCIETY OF WA (INC) COLLECTION NOTICE: The Law Society collects the personal information contained in this form pursuant to the provisions of the *Privacy Act, 1988* and the Australian Privacy Principles. The information is collected by the Law Society to enable it to deal with the matters the subject of this form and to provide its services and benefits (and the benefits and services of the Law Council of Australia) to its members and the public. Those services and benefits are set out on the Law Society's website (lawsocietywa.asn.au). If the information collected in this form is not provided, the Law Society may not be able to provide its services as effectively. Individuals who wish to access information held about them, who wish to make any complaints or who wish to obtain details about information which is disclosed by the Law Society to overseas recipients may do so by accessing the Privacy Collection Notice located on the Law Society's website or may contact the Law Society's Privacy Officer. **TERMS AND CONDITIONS:** The Law Society of Western Australia (the Law Society) reserves the right to alter this programme or presenter(s) without further notice, however the programme is intended to run as advertised. The Law Society reserves the right to cancel this activity due to insufficient numbers – registrants will be notified if this occurs and credit (seminar value) will be carried forward to a seminar of the participants choice. Cancellations will incur a \$50 fee per person. Cancellations or transfers must be advised at least 10 working days prior to the event. Refunds will not be granted if a registrant fails to attend an event or cancels within 10 working days of the activity. Your name and organisation may be included in the conference delegate list available to speakers and delegates. **USE OF PHOTOGRAPHY:** The Law Society reserves the right to use photography and filming from its events for future promotional use. Please advise a Law Society staff member at each event if you wish to opt out. The Law Society endorses moderation and a responsible attitude towards alcohol at all functions.



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The voice of the legal profession in Western Australia