

THE LORAIN COUNTY BAR ASSOCIATION
Presents
**2019 PROFESSIONAL CONDUCT
SEMINAR**

Thursday, December 12, 2019
9:00 a.m. – 11:30 a.m.

Includes All of Your Professional Conduct Requirements (2.5 hours)

8:45 a.m. Registration and Breakfast (Courtesy of Smith.ai)

9:00 - 10:30 a.m. **Are You Lawyering or Laboring? 7 Steps to Ethically Reduce Interruptions & Chores for a Highly Productive Law Firm**

Maddy Martin, Head of Growth & Education, Smith.ai

Many small-firm and solo attorneys are spread thin, yet hesitate to filter out distractions and hand off time-consuming tasks, often due to ethics concerns. But it's actually the *inaction* in delegating and automating work that is much more likely to result in professional conduct issues. You'll learn 7 techniques for incorporating tools that promote professionalism and productivity into your operations with minimal investment of time, energy, and money:

1. Route inbound phone & email communications
2. Limit calls & emails with web chat & texting apps
3. Automate lead capture & qualification
4. Hand-off new client intake
5. Streamline appointment scheduling & reminders
6. Integrate payment collection into workflows
7. Systematically refer "bad" leads & generate high-quality referrals

10:30 -11:30 a.m. **Taking Care of Clients Starts with Taking Care of Yourself**

Rita Abdallah, Clinical Social Worker/Therapist, LISW-S, LCSWC-C, ACSW

This presentation is intended to introduce you to mindfulness concepts and strategies so that you can live up to your ethical obligations as an attorney and enhance your practice and your life.

Second Harvest Food Bank
5510 Baumhart Road
Lorain, OH 44053

Mail Completed Registration to: LCBA
627 Broad Street
Elyria, Ohio 44035
Or Call for credit cards**: 440-323-8416

Cost: LCBA Member: \$100 (pre-register)
\$110 (walk in)
Non-member: \$145 (pre-register)
\$155 (walk in)

Questions? Call the LCBA at 440-323-8416

**There will be a \$5 surcharge for all credit card payments

Cancellation Policy: Individuals canceling up to 24 hours prior to the date of the seminar will be issued a credit for attending a future seminar. Those not attending or those leaving early will receive the course materials in full consideration of the seminar fee paid.



2019 Professional Conduct Seminar

NAME: _____

COMPANY: _____ Phone: _____