



## **YOUNG PRACTITIONER SERIES – CLIENT CARE & LEGAL ETHICS**

In this interactive workshop, participants will be taught the essentials of client care, as well as how to address common ethical issues in legal practice. Topics covered include:

- The 3 aspects of client care – commencing, maintaining, and terminating the solicitor-client relationship
- Conducting focused and purposeful client meetings
- Managing difficult or emotional clients
- Dealing with client complaints
- The 4 categories of ethical duties
- Resolving common ethical dilemmas
- The disciplinary process



### **Details of Workshop**

<b>Date:</b>	Thursday, 11 April 2019
<b>Time:</b>	9.00am to 1.00pm (½ day, with 1 tea break)
<b>Venue:</b>	<b>Singapore Management University (SMU) School of Law Classroom 1.02</b> 55 Armenian Street Singapore 179943
<b>Fees:</b>	<b>S\$150.00 per person</b> (inclusive of welcome pack, training materials, and refreshments)
<b>Registration:</b>	Please register via our corporate website at the following link: <a href="https://www.lacuna.com.sg/public-cpd-workshops">https://www.lacuna.com.sg/public-cpd-workshops</a>

### **Public CPD Points**

#### **3 Public CPD Points**

Participants who wish to obtain CPD Points are reminded that they must comply strictly with the Attendance Policy set out in the CPD Guidelines.

For this activity, this includes signing in on arrival and signing out at the conclusion of the activity in the manner required by the organiser, and not being absent from the entire activity for more than 15 minutes. Participants who do not comply with the Attendance Policy will not be able to obtain CPD Points for attending the activity. Please refer to <http://www.sileCPDcentre.sg> for more information.



### **Practice Area**

Ethics and Professional Responsibility

### **Training Level**

General

### **Who Should Attend**

Legal practitioners with less than 5 years PQE who wish to develop and improve their client care skills and learn to resolve ethical issues effectively, or any other legal practitioners who wish to attend a refresher on client care and legal ethics.

## **TRAINER PROFILE**



**MS SIM KHADIJAH BINTE MOHAMMED** (affectionately known as 'Ms J' by her students) is the Founder of Lacuna Training Solutions, a dedicated legal skills training firm with a special focus on developing young lawyers. She is the author of the first comprehensive textbook on legal skills written from the Singapore perspective, entitled *Legal Skills: A Complete Guide* (Sweet & Maxwell, 2019), to be published in March to April 2019.

Khadijah was a commercial litigation lawyer with Rajah & Tann LLP from 2008 to 2013. She joined the Singapore Legal Service in 2013 and served as an Assistant Registrar of the Supreme Court. In 2014, Khadijah became one of the youngest persons to be appointed as a District Judge of the Family Justice Courts, where she served as a District Judge, Assistant Registrar, and Judge-Mediator from 2014 to 2016.

Khadijah has been actively involved in training for 10 years. As Principal Legal Skills Trainer for Lacuna, Khadijah customises and delivers legal skills training programmes to law firms, aimed at developing competencies in young practitioners and providing refreshers for more senior practitioners. Khadijah is also a Legal Skills Instructor for the NUS Faculty of Law and a Mediation Trainer for the SMC. She previously served as an Advocacy Trainer for The Law Society, and as a Negotiation Tutor for the Singapore Institute of Legal Education Part B Course.

A full write-up of Khadijah's qualifications, publications, and testimonials by her former students can be found at: <https://www.lacuna.com.sg/trainer>.

## **LACUNA TRAINING SOLUTIONS**

LACUNA TRAINING SOLUTIONS is a 'one-stop shop' for assessing your law firm's training needs and providing a customised legal skills Training Programme. Our Trainer also conducts one-on-one Coaching Sessions for your lawyers. To find out more about our services, please visit our website at <https://www.lacuna.com.sg> or contact us with your enquiries at [enquiry@lacuna.com.sg](mailto:enquiry@lacuna.com.sg).