



## **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
- 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

### **Duration of Workshop**

½ day

### **Who Should Attend**

Legal practitioners of any level of seniority who wish to develop and improve their client care skills and learn to resolve ethical issues effectively.

### **About 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 [www.lacuna.com.sg](http://www.lacuna.com.sg) or contact us with your enquiries at [enquiry@lacuna.com.sg](mailto:enquiry@lacuna.com.sg).

## **TRAINER PROFILE**

MS SIM KHADIJAH BINTE MOHAMMED (affectionately known as 'Ms J' by her students) graduated from the National University of Singapore (NUS) Faculty of Law in 2007, and was the winner of the Advocacy Cup in 2005. In 2008, while undertaking the Singapore Bar Course, Khadijah was awarded The Law Society's Prize for Best Student in Advocacy. Khadijah was also awarded the Kwa Geok Choo Graduate Scholarship to pursue her LLM in 2017, and graduated in 2018 with distinctions in all 7 legal subjects undertaken, specialising in international law and international disputes.



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 (FJC), where she served as a District Judge, Assistant Registrar, and Judge-Mediator from 2014 to 2016.

Khadijah is a Certified Mediator with the Singapore Mediation Centre (SMC) and the Singapore International Mediation Institute, and has mediated over 100 cases, ranging from commercial to family disputes.

Khadijah has been actively involved in training for 10 years. Other than her full-time training with Lacuna Training Solutions, she is a Legal Skills Instructor for the NUS Faculty of Law and a Mediation Trainer for the SMC. She also served as an Advocacy Trainer for The Law Society, and as a Negotiation Tutor for the Singapore Institute of Legal Education Part B Course.

Khadijah has published several legal articles, and was a contributor to the *Singapore Civil Procedure* (Sweet & Maxwell, 2015) and *Law and Practice of Family Law in Singapore* (Sweet & Maxwell, 2016). Her first full-length textbook entitled *Legal Skills: A Complete Guide* (Sweet & Maxwell, 2019) is slated to be published in April 2019. A full write-up of Khadijah's qualifications, publications, and testimonials by her former students can be found at: [www.lacuna.com.sg/trainer](http://www.lacuna.com.sg/trainer).