

Client Relationship Management: Briefings Bundle

4 webcast programs = core fluency

Do you have questions about managing your client relationships? This curated bundle of 4 hours of content-rich webcast programming gives you a solid foundation in dealing with the issues that can arise. Set your own schedule, expand your skill set, and advance your practice with confidence.

Webcast Briefings

- **When, Why & How of Client Engagement & Conclusion of Representation Letters:** Purposes of engagement agreement and disengagement and nonengagement letters; When a written fee agreement is required; Types of fee agreements; Mechanics of drafting fee agreements; Sample clauses; How client engagement fits into intake
- **Managing Client Expectations to Create Raving Fans:** Why is managing client expectations important and what type of impact will it make on your firm; What makes doing this consistently difficult and how can you avoid that; What specific topics and areas can you focus on to ensure you keep clients happy; What are the limitations to setting client expectations; What tools can you use to consistently and systematically keep client expectations in check so you can have happier clients and generate more business
- **Parsing Out the Line Between Counseling Your Client & Being a Co-Conspirator:** Review of the responsibilities and prohibitions on lawyers in Massachusetts; Examination of how these responsibilities and prohibitions interplay and play out in “ripped from the headlines” cases; Practical tips for ensuring lawyers provide zealous, client-directed guidance within the scope of representation while avoiding ethical pitfalls
- **Best Practices & Pitfalls in Attorney Fee Structures:** Types of fee structures; Pros and cons of each type of fee structure; Best practices and ethical considerations; Pitfalls and mistakes to avoid

Unparalleled Expertise—Speakers

- **Top-notch Guidance—from the Best in the Practice**
- **Practical Insight You Can Trust**

Dates & Location

Register at www.mcle.org

LIVE WEBCAST

Tuesday, July 16, 2024

12:00 pm–4:00 pm

Program # 2240206RB1

REBROADCAST

Wednesday, July 21, 2024

10:00 am–2:00 pm

Program # 2240206RB2

REBROADCAST

Thursday, August 8, 2024

12:00 pm–4:00 pm

Program # 2240206RBC

Tuition *(includes written materials)*

- \$145
- \$130.50 MCLE Members
- \$72.50 New Lawyers admitted to law practice within 5 years, Pending Admittees, Law Students, and Paralegals
- **FREE** for MCLE OnlinePass Subscribers

To apply for a need-based scholarship, email scholarships@mcle.org.

Materials

- E-materials link, transcript & videorecordings emailed upon registration

CLE Credits

Earn up to 4 CLE credits

Including up to 1.5 ethics credits



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