

Keeping Your Client's Trust
Even When Things Go Wrong
Lunch & Learn CLE
December 14, 2017
12 noon to 1:00 p.m.
1 Hour CLE Ethics Credit

Francine Tone, Esq., will cover the Rules of Professional Responsibility that set out the minimum attorney conduct relating to client communications. She will explain that meeting these minimum requirements is insufficient to deal with clients who become angry, frustrated and anxious when events don't unfold the way a client desired or expected. She will further explain that when clients experience such anger and frustration, often the client's reaction will result in a stripping away of the trust that an attorney has built with the client. Francine will offer different strategies to deal with these clients.

Each attendee will receive a pdf of Francine's new book "*What Every Good Lawyer Wants You to Know: An Insider's Guide on How to Reduce Stress, Reduce Costs and Get the Most From Your Lawyer*".