

RISK MANAGEMENT FOR LEGAL SUPPORT STAFF



Objectives

It is inevitable that legal support staff will participate in client matters. However, these critical staff are sometimes ignored in training ~ leaving a considerable 'risk gap' that makes your practice more vulnerable. It is, therefore, essential that these important team members are grounded in specific risk management principles and techniques.

After this course, your support staff will be able to present you with practical ideas to minimise risk in the firm with an action plan.

Risk management for support staff will bring the following individual and organisational benefits:

- Identify the key risk management challenges for support staff
- Protect the firm from allegations of negligence
- Increase business efficiency and profitability
- Increase client satisfaction
- Increase staff motivation and teamwork

Who will benefit

Legal support staff who work on client matters and who regularly interact with clients.

Duration – 1 day (this can be divided into shorter sessions if required)

Content

- Analysing how clients understand legal service providers
- Understanding specific roles in a legal practice (partner, solicitor, paralegal, support staff)
- Identifying the key pressures on partners and solicitors
- Defining the 'risk gap' between support staff and clients
- Examining the key communication techniques used by support staff, evaluating risk
- Using protective communication with clients and intra-firm – specific techniques (file notes, not giving advice, diary systems, effective delegation and supervision)
- How to implement an action plan for managing risk

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