

Part III: Work and case management

Synopsis

As the pressures from colleagues and clients increase, this course helps trainees with key disciplines for coping with working in commercial practice.

We can deliver parts I, II and III of the PSC Client Care & Professional Standards separately, or all together over 2 days. Just let us know and we'll fit in to suit you!

Duration

3 hours

Format

Workshop with in-tray and group exercises and video reconstructions. Role play as partner and trainee.

Delegates

Trainee solicitors
Maximum 20 per course

Outcomes

As a result of this course, you will:

- understand your personal exposure to risk
- use better influencing skills and assertiveness skills
- make better decisions when multiple tasking
- deliver on time
- understand key monitoring and performance-measuring techniques
- contribute effectively as a team member when working under pressure

Content

1. Common causes of complaints and claims in commercial practice
2. Systems and procedures for managing professional and personal risk
3. Why bother with time management skills?
4. Taking control as a trainee
5. Prioritising the tasks that matter
6. Daily and weekly planning techniques
7. Behaviour at meetings
8. Working as a team member – your role in effective delegation
9. Transaction management skills