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Thursday, May 3, 2012
Toronto

2012 Conference Series

5th edition
Leadership
for Women Lawyers
Practicing law with confidence

WITH THE PARTICIPATION OF:

Bennett Jones LLP
Blake, Cassels & Graydon LLP
CIBC Legal Department
Delee Fromm Consulting Inc.
Fraser Milner Casgrain LLP
Heenan Blakie LLP
Law Society of Upper Canada
McMillan LLP
Ministry of the Attorney General, Ontario
Norton Rose Canada Inc.
Stikeman Elliott LLP
WeirFoulds LLP

KEYNOTE SPEAKER:

JANET E. MINOR
Bencher, Law Society of Upper Canada

"It was a class event and from the feedback, it certainly seemed to have a high impact on the audience."
– JUSTINE HENDRICKS, Vice President, Export Development Canada

WHY PARTICIPATE?

- Learn the best practices for effective communication with clients and other lawyers
- Examine the unique challenges of managing a staff of lawyers who are also young parents
- Understand why persuasion is a critical skill for every lawyer
- Hear an expert negotiator's insights in respect of four key negotiating challenges
- Understand the perceptions and expectations of clients and how clients define great service
- Get to know why Knowledge Management has become "mission critical" for any law firm that intends to survive
- Explore the ways that a mentor can assist her mentee to develop a successful and fulfilling legal career
- Examine how we can engage our leaders to champion women's advancement
- Hear the perspective of someone who has divided her career equally between private practice and in-house
- Network! Network! Network!

WHO SHOULD ATTEND?

Partners, associates, counsels in legal firms; in-house counsels in the business and government sectors.

PARTIAL LIST OF ATTENDEES FROM PAST CWI EVENTS

ACOA • Air Canada • Allstream • Astra Zeneca • BDC • BMO • Bank of America • Bell • Bombardier • CATSA • CGI • CIBC • CMHC • Cirque du Soleil • Cogeco • Concentra Financial • Connexus Credit Union • Dalhousie University • Davies • Deloitte • EDC • Ericsson • Ernst & Young • FCC • Fraser River Port Authority • Government of BC • Harvard Developments • KPMG • Laurentian Bank • MLT • MNP • McMillan • Medisys • Memorial University • Molson • NSLC • National Bank of Canada • Norton Rose • Ontario Power Generation • Ordre des ingénieurs du Québec • Osler, Hoskin & Harcourt • PwC • Pfizer • Phenomenome Discoveries • Port of Halifax • Pratt & Whitney • RBC • Radio Canada • Red River College • Royal BC Museum • SNC-Lavalin • Scotiabank • SaskEnergy • Shell • Sobeys School of Business • Standard Life • Sun Life • TD • TELUS • Terasen • UNB • Vancouver Community College • WCB • XEROX

TESTIMONIALS FROM ATTENDEES OF PAST CWI CONFERENCES

"I learned a lot and met interesting people – the event brought together really active motivated women – a great experience."
– **DEBORAH BUSZARD, Professor, Dalhousie University**

"Time to stop and think about the issues. Time to reflect, refocus and recharge. The discussions were inspirational. Thank you."
– **DEBORAH I. CONRAD, Partner, Boyne Clark**

"This conference was an excellent opportunity to take a step back, to take a look at where I'm at in my career and what my goals are, and to appreciate my current situation, my firm, and the mentors in my life."
– **DEBORAH HOLBROOK, Aird & Berlis LLP**

"I found the conference to be extremely useful. It gave me fresh insights into how women can continue to flourish as leaders."
– **MALLIHA WILSON, Assistant Deputy Attorney General, Ontario Ministry of the Attorney General**

ABOUT CAREER WOMEN INTERACTION (CWI)

CWI provides opportunities for career-minded women to network and learn from one another. With an interactive format that appeals to speakers and participants, CWI conferences present high-caliber speakers from cities across Canada.

5th edition

Leadership for Women Lawyers

Practicing law with confidence

7:30 Registration and networking breakfast

SESSION 1

Chair: DANIELLE ROYAL, Stikeman Elliott LLP

8:00 Opening remarks of Chair

8:05 – 8:40 Communicating clearly

MAUREEN WARD, Partner, Bennett Jones LLP

The manner by which information or advice is communicated to the recipient is just as important as the message itself. Misunderstandings or misinterpretations are minimized when careful thought is given to how information is conveyed. This presentation will offer advice and general rules to follow for communicating clearly, concisely and effectively with clients and other lawyers.

- Best practices for effective communication
- Common pitfalls that lead to misinterpretation
- Practice tips for effective e-mail communication
- Making clear communication a habit

Register today at: registration@fci-cwi.com

8:40 – 9:15 Building successful teams

ANNE MARIE PREDKO, Director, Family Policy and Programs Branch, Ministry of the Attorney General, Ontario

Your team is a reflection of you. But sometimes the skills and management style that define a great lawyer can impede effective team building. This presentation will explore the challenging balance between building a great team and being supportive of young lawyers as they rise through the organization. This presentation will:

- Give you tips and techniques to attract diverse talent
- Discuss non-monetary incentives to bring out the best in staff
- Emphasize the need to coach and mentor staff
- Examine the unique challenges of managing a staff of lawyers who are also young parents

9:15 – 9:50 Legal persuasion: A critical skill for every lawyer

DANIELLE ROYAL, Partner, Stikeman Elliott LLP
SAMANEH HOSSEINI, Associate, Stikeman Elliott LLP

The ability to persuade your audience, whether it is a judge, a client or opposing counsel, is a critical skill for every lawyer. This presentation offers practical tips on how to structure logically sound positions and arguments, credibly advance those positions and avoid persuasion “pitfalls” that can undercut authority or otherwise undermine your position.

- Establishing credibility
- Understanding the motivation of your target audience
- Developing well-reasoned arguments
- The power of the written word
- Setting the right tone
- Avoiding persuasion pitfalls

9:50 – 10:10 Networking break

10:10 – 10:45 Resolving conflicts

DELEE FROMM, Lawyer & Psychologist, Delee Fromm Consulting Inc.

A sign of good leadership is how easily disputes are resolved with clients and colleagues. This presentation focuses on five different responses to conflict, with gender and personality aspects being highlighted. The validity of each approach when used appropriately will be discussed with regard to good practice management and professionalism in law. A questionnaire will help participants determine their preferred responses and the ones they most likely overuse.

- Your preferred response to conflict
- Using all five appropriately
- Factors in strategy selection

Register today at: registration@fci-cwi.com

10:45– 11:20 Negotiating effectively: An art and a science

ANNE K. GALLOP, Partner, Norton Rose Canada LLP

Successful negotiators understand that negotiation is both an art and a science, applying proven academic principles while understanding that intuition and experience are integral to a positive outcome. Anne Gallop has extensive experience conducting negotiations on behalf of clients and as a member of various committees within and outside Norton Rose Canada, Ms. Gallop will share her insights in respect of four key negotiating challenges:

- Negotiating against peers: effectively asserting your position without damaging valuable work relationships
- Negotiating against influencers: obtaining a positive outcome from persons who have the power to influence your career or goals
- Negotiating against "ghosts": how to handle the unknown opponent or the opponent who will not reveal the desired outcome
- Negotiating alone: how to handle individuals who view negotiation as a zero-sum game

11:20 – 11:55 Client care best practices

LAURIE MacFARLANE, Senior Counsel, Litigation, CIBC Legal Department

Strong client relationships are established when lawyers focus on the “service” aspect of legal services. Hear one in-house counsel's perspective on establishing and maintaining robust relationships between lawyers and their in-house counsel clients. It is critical for lawyers to understand the perceptions and expectations of their clients and how clients define great service.

- Explore a framework for dealing with clients
- What practices to adopt and what practices to avoid
- Marketing tips for dealing with sophisticated clients

11:55 – 12:30 Knowledge Management in the legal profession

RHONDA B. LEVY, National Knowledge Management Partner, Heenan Blaikie LLP

In recent years, sensitivity to the cost of legal services and frustration with the billable hour has resulted in client demand for hyper-efficiency and value-based billing. As a result, Knowledge Management has become “mission critical” for any law firm that intends to survive. In this session, Rhonda Levy will answer the following questions:

- What is Knowledge Management?
- Why has it become so vital to a law firm's ability to compete in the legal marketplace?
- What does it take for a law firm's Knowledge Management program to succeed?
- What benefits will law firms that have a Knowledge Management focus enjoy?
- How is life better for lawyers who work within law firms that take Knowledge Management seriously?

12:30 – 1:30 Networking lunch

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SESSION 2

Chair: **SHARON E. GROOM, McMillan LLP**

1:30 – 2:05 Ethics and professionalism: Obligations of lawyers in preventing harassment and discrimination

Keynote Speaker:

JANET E. MINOR

**Bencher, Law Society of Upper Canada
General Counsel, Ministry of the Attorney General, Ontario**

This presentation will address sexual harassment and discrimination in the workplace. It will focus on the obligations of lawyers and the courses open to those who experience or become aware of harassment and discrimination in their workplace. Scenarios will be discussed.

- The Discrimination and Harassment Counsel receives each year complaints about harassment and discrimination by lawyers or paralegals
- More women than men complain about harassment and discrimination
- Rules 5.03 and 5.04 of the Lawyers Rules of Professional Conduct and Rule 2.03 of the Paralegal Rules of Conduct prohibit harassment and discrimination
- What are the legal obligations and rights of lawyers and paralegals in addressing harassment and discrimination in the workplace and in the provision of services

Janet E. Minor has over 30 years experience in analyzing public policy, both as a litigator and advisor to six different provincial governments. She understands firsthand that the public interest is served only after careful consideration of the many interests, often competing, that relate to even a single issue. She is confident that she has the judgment to balance these interests in a way that serves the public and the profession. Janet's experience at the Ontario Lawyers' Assistance Plan has reinforced her commitment to expanded and accessible support programs to assist lawyers in meeting the many challenges and demands of the legal profession. She believes the Law Society should strengthen its leadership role in this area.

2:05 –2:40 Delegating well: An essential to stop sweating the small stuff

LISA A. BORSOOK, Managing Partner, WeirFoulds LLP

As the managing partner of a downtown Toronto law firm, one of the most difficult tasks that Lisa Borsook had to learn to do, and had to learn to do well, was delegate. Responsible delegation is a most important and fundamental management skill because it saves you time, promotes development, assures succession, and generally, is helpful to your clients and colleagues. Without delegation, Lisa would not be able to keep her clients happy, manage the firm, take care of her family, and take care of herself. But successful delegation is not just a skill; it is an art requiring you to:

- Prioritize
- Team build
- Communicate
- Motivate

Register today at: registration@fci-cwi.com

2:40 – 3:15 The art of mentoring

JILLIAN SWARTZ, Partner, Blake, Cassels & Graydon LLP

One of the best things that a law firm or a corporation can do to retain top talent is to develop and implement an effective mentoring program for its lawyers. This presentation will focus on the ways that a mentor can assist her mentee to develop a successful and fulfilling career. Jillian Swartz will also examine the mentee's role in the mentor/mentee relationship and what the mentee can do to assist in the development of that relationship.

- What can a mentor do to support the career development of her mentee?
- Why is it important to have a sponsor?
- How do I become a good mentee?

3:15 – 3:30 Networking break

3:30 – 4:05 Retention and advancement of women lawyers

KRISTIN TAYLOR, Partner, Fraser Milner Casgrain LLP

The difficulty in retaining women in private practice is well known. Programs and initiatives to address the problem have been in place for years, but we haven't made much real progress as a profession. We need to focus on the larger conversation and look at the issue through the lens of what we are, a business.

- How do we engage our leaders to champion women's advancement?
- How do we re-define the discussion in the current market?
- What can individuals do to maximize their success and demonstrate their unique value in a business context?

4:05 – 4:40 Private practice versus in-house

SHARON E. GROOM, Partner, McMillan LLP

Have you ever wondered if the grass is greener on the other side? Whether you are currently in private practice, or an in-house counsel, this presentation will highlight some of the key benefits and downsides to each, told from the perspective of someone who has divided her career equally between the two. Sharon Groom will discuss:

- The upside associated with being in-house counsel
- The benefits of private practice (an they are not just monetary!)
- The downsides to each
- Some key personal/career factors that might influence when you make the jump from one to another
- Which one is better for a female lawyer?

4:40 Closing remarks of Chair and end of conference

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LEADERSHIP FOR WOMEN LAWYERS
Thursday, May 3, 2012 – Albany Club, 91 King Street East, Toronto

REGISTRATION FORM

Please print clearly.

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Check applicable rate:

Early-bird rate 1: Register and pay before March 24, 2012

\$799 + HST \$103.87 = \$902.87

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\$899 + HST \$116.87 = \$1,015.87

Regular rate: Register and pay before April 21, 2012

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SPECIAL RATE!

If you register 3 people at the same time,
you will obtain a free registration for a 4th person.
Payment must be made in one cheque.

Submit your registration form to: registration@fci-cwi.com

Make your cheque or money order payable to **CAREER WOMEN INTERACTION** and mail it to:

FCI-CWI
925 de Maisonneuve West #312
Montreal (Quebec) H3A 0A5

In case of cancellation:

- (1) Send a substitute in your place, or
- (2) Confirm your cancellation by e-mail to registration@fci-cwi.com before April 21, 2012 to receive a refund less \$200 administration charge + HST; if you have not paid the registration fee, you will be invoiced for the administration charge of \$200 + HST. Cancellations are valid once acknowledged by FCI-CWI via return e-mail. No refund will be issued for cancellations received after April 20, 2012; if you have not paid the registration fee, you will be invoiced for the full amount + HST.
- (3) FCI-CWI may cancel the event if deemed necessary and will provide a full refund. No liability is assumed by FCI-CWI for changes in program date, content or venue.

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