

# CONTINUING LEGAL EDUCATION

## THE BAR ASSOCIATION OF SAN FRANCISCO



The Paralegal Section presents

### Civility and Communication in a Hybrid World

Practical tips for effective communication between lawyers, paralegals, staff, court reporters, and others

**Wednesday**

**September 15, 2021**

MCLE Registration: 11:30 a.m.- 12:00 p.m.

Virtual Program: 12:00 - 1:15 p.m.

#### Speakers

**Joanna Storey, Esq.**

Hinshaw & Culbertson LLP

**Ana Fatima Costa**

Costa Coaching & Consulting

As we approach a hybrid workplace, this is a good time to pause and reflect on civility and communication. All too often we jump to conclusions and communicate with others based on assumptions, which result in misperceptions, misunderstandings, and conflict. At the beginning of a deposition, examining counsel on Zoom may make a facial expression that suggests anger about the answer the witness just gave. Defending counsel may respond with an accusation that examining counsel is threatening the witness. In reality, examining counsel's facial expression was a reaction to a sharp abdominal pain from having recent surgery, which is why they are appearing through Zoom. But they do not want to appear weak, so they deny the facial expression was made, and the dispute escalates. The court reporter and witness are caught in the middle. In this session, we explore how to reframe your mind to listen, observe, and communicate civilly and effectively

#### Topics

- What civility and ethics guidelines apply to lawyers, paralegals, and court reporters
- How to use civility as a sword and shield
- Minimizing stress, frustration, and disappointment through clear communication
- How to make observations instead of judgments
- Law firm and management's role in the supervision of lawyers and staff
- How to be a strong advocate for your client and yourself, while maintaining civility

Paralegal Chair: Karin Buckley, Van Voorhis & Sosna

#### MCLE: 1 Hour

To receive MCLE credit, you must sign in during the designated MCLE registration period. This activity is approved for Minimum Continuing Legal Education credit by the State Bar of California. BASF is a certified provider.

Provider #103

#### Pre- Registration is required.

#### Cost

\$35.00 Section Members

\$45.00 BASF Members

\$65.00 All Others

Free for BASF Student Members

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