



SANTA CLARA COUNTY LEGAL PROFESSIONALS ASSOCIATION
presents

DELIVERING POSITIVE CLIENT EXPERIENCES STARTS BEHIND-THE-SCENES

Delivering a positive client experience starts long before any pleadings are filed or an attorney appears at a hearing. Similar to producing a film, creating a positive client experience requires clear communication and the coordination of many moving parts. From the first client contact, to subsequent phone calls and meetings—the behind-the-scenes elements are ever-evolving and all-important to maintaining strong client relationships and delivering favorable results. And just like the production assistant facilitates a well-run set, much of a law firm's success rests on the ability of legal professionals to foster and maintain smooth communications between everyone involved, including the case team, the client, and the external participants.

Join us on May 11, 2022 to learn more about client relations and the communication tools and techniques that will help you and your firm achieve Top Ratings in Client Reviews.

Guest Speaker

Michelle Brunson
Attorney
McManis + Faulkner



**Wednesday,
May 11, 2022**



**6:00 pm: Registration &
Networking
6:30: Dinner & Program**



**Location:
Flames Eatery & Bar
88 S. Fourth St., San Jose**



\$ 30.00 (Dinner, CLE credit)
\$ Free (Zoom viewing only)

Register and pay via credit card at www.scolpa.org/events.
No refunds if reservation is canceled within 24 hours of the event

This activity has been approved for minimum continuing legal education credit by the State Bar of California in the amount of 0.75 hours, of which 0.00 hours will apply to legal ethics, law practice management, prevention, detection, and treatment of substance abuse and emotional distress, or elimination of bias