

# [Webinar] Challenging Clients, Challenged Lawyers



13 August 2021, Friday  
2.30pm – 4.45pm



*This programme is conducted as a live  
webinar.*



No. of Public  
CPD Points:  
**To be  
confirmed**

Practice Area:  
**Professional  
Skills**

Training Level:  
**General**

## About the Programme

Managing clients in a professional services practice is never easy, particularly when confronted by a challenging client, be it a client who is overly aggressive or demanding, secretive, hostile, vengeful, mentally ill or one who is unwilling to accept advice rendered. How do you go about identifying and understanding their motivations? What practical steps can you take to protect your practice and neutralise their behaviour towards you?

Our speakers will share tips from their personal experiences on identifying potentially challenging clients, techniques to manage their behaviour and minimise client complaints, incorporating scenarios that would be frequently encountered by practitioners. Our speakers will also share tips and techniques on what is involved and what to do when the angry client lodges a complaint against the practitioner.

## Who should Attend

This webinar is particularly useful for practitioners who wish to gain a better understanding on how to improve relationships with clients and also those who want to develop their skills in this area.

## Programme Outline

Time	Programme
2.00pm – 2.30pm	<b>Registrants to log on</b>
2.30pm – 3.30pm	<p><b>Identifying Challenging Clients &amp; The Trigger Points – The Law Society’s Perspective / The Complaint Process &amp; Some Complaint Scenarios</b></p> <p>Anamika Bagchi – Assistant Director (Regulatory Department), The Law Society of Singapore</p>
3.30pm – 3.40pm	<b>Break</b>
3.40pm – 4.30pm	<p><b>Minimising Client Complaints, Creating Enduring Client Relationships – A Practitioner’s Perspective</b></p> <p>Wong Meng Meng, SC – Founder-Consultant, WongPartnership LLP</p>
4.30pm – 4.45pm	<b>Question &amp; Answer</b>
4.45pm	<b>End</b>

## Speakers' Profile



**Anamika Bagchi – Assistant Director (Regulatory Department), The Law Society of Singapore**

Ms Bagchi graduated from the University of Warwick, UK in 2006 and was admitted to the Honourable Society of Lincoln's Inn as a Barrister in 2007. She graduated from the National University of Singapore with a Graduate Diploma in Singapore Law in 2009 and undertook a Postgraduate Practical Course in Law from the Board of Legal Education (Singapore) in 2010.

She was formerly a Legal Service Officer with the Singapore Legal Service where she served as a Deputy Public Prosecutor/ State Counsel with the Attorney General's Chambers for 8 years and is experienced in criminal litigation matters and in advising across a broad spectrum of criminal prosecutions and ministry advisory matters. She joined the Law Society in 2019 and currently serves as co - head of the Regulatory Department, where she deals with various disciplinary processes and complaints against lawyers.



**Wong Meng Meng, SC – Founder-Consultant, WongPartnership LLP**

Wong Meng Meng, Senior Counsel, is the Founder-Consultant of WongPartnership LLP. Meng Meng is an accredited arbitrator with various professional and jurisdictional institutions.

Meng Meng is a Past President of The Law Society of Singapore and had served previously as Vice-President of the Singapore Academy of Law.

Meng Meng has had extensive experience as a court lawyer, and has also extensive experience in dealing with clients, in his more than 40 years of practice.

**Admin Note to Singapore Practitioners and s36B Foreign Lawyers in relation to the Mandatory CPD Scheme:**

No of Public CPD Points: To be confirmed  
Practice Area: Professional Skills  
Training Level: General

Participants who wish to obtain CPD Points are reminded that they must comply strictly with the Attendance Policy set out in the CPD Guidelines. For this activity, this includes logging in at the start of the webinar and logging out at the conclusion of the webinar in the manner required by the organiser, and not being away from any part of the webinar for more than 15 minutes. Participants who do not comply with the Attendance Policy will not be able to obtain CPD Points for attending the activity. Please refer to <http://www.sileCPDcentre.sg> for more information.

Note: In the course of the event, photographs/videos/interviews of participants could be taken/conducted by the Law Society or parties appointed by the Law Society for the purpose of post event publicity, either in the Law Society's official publication/website, social media platforms or any third party's publication/website/social media platforms approved by the Law Society.

## Registration Fees

Membership Category	Fees (Inclusive of 7% GST and course materials)
Law Society Member	\$32.10
SCCA Member	\$57.78
Non-Member	\$64.20

To register, please visit our website at: <https://www.lawsociety.org.sg/CPD-Portal/Law-Society-Events>. For enquiries, please contact us at [cpd@lawsoc.org.sg](mailto:cpd@lawsoc.org.sg) or 6530-0225.

### 1. Terms and Conditions

- 1.1 Registration closes on the date as stipulated on the registration page or when all seats are filled.
- 1.2 The registration fee is due and payable upon registration and must be received prior to the programme.
- 1.3 Payment must be made by the closing date stated. Registration will only be confirmed upon receipt of full payment.
- 1.4 The Law Society reserves the right to refuse to register or admit any participant, and to cancel or postpone the programme.
- 1.5 If you are unable to attend, a substitute delegate is welcomed, provided that the Law Society is notified in writing of the name and particulars of the substitute delegate at least 3 working days before the programme.

### 2. Cancellation and Refund of Fees

- 2.1 Allocation of seats is on a first-come-first-served basis and limited seats for each programme.
- 2.2 Participant who cancels their registration before the commencement date shall be liable to pay the percentage of the registration fee set out as follows:
  - i. 20 calendar days before commencement date: 25% of registration fee.
  - ii. 8 to 19 calendar days before commencement date: 50% of registration fee.
  - iii. 7 calendar days or less before commencement date: 100% of registration fee.
- 2.3 Participants who cancel their registration without prior payment made shall also be liable to the cancellation fee set out in 2.2. In the event that the payment for cancellation fee is not received despite multiple chasers, a tax invoice will be issued and mailed to your law practice/organisation.
- 2.4 Participant who is unable to attend the programme due to medical exigencies will be subject to a cancellation fee of 50% of registration fee.