

[Webinar] Challenging Clients, Challenged Lawyers



26 July 2022, Tuesday
2.30pm – 4.45pm



*This programme is conducted as a live
webinar.*



No. of Public
CPD Points:
2.0

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

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: 2.0
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.

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Membership Category	Fees (Inclusive of 7% GST and course materials)
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Law Society Member / Employee from mid or large law firm (i.e. 6 or more lawyers)	\$96.30
SCCA Member	\$144.00
Non-Member	\$160.00

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