



# SYMPOSIUM

## Program

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**60 mins**    **Lingo and the law: Bridging the generational gap and speaking each other's language**

In this engaging recording from the Queensland Law Society Symposium 2026, presenters explore how generational differences in language, tone and communication preferences are reshaping the legal profession. The session examines the practical realities of communicating across generations—from Boomers through to Gen Z—and the impact this has on client relationships, workplace culture, legal advocacy and policy development.

Drawing on real-world examples and contemporary communication trends, the discussion highlights how evolving language and digitally driven interactions can create both barriers and opportunities for lawyers. The presenters consider how misunderstandings arise, how expectations differ between generations, and what lawyers can do to adapt their communication approaches to remain effective, professional and inclusive.

This session is ideal for practitioners, leaders and educators seeking to strengthen intergenerational communication, improve client engagement, and support clearer, more accessible legal practice in an evolving professional landscape.

Presenters:

**Georgia Coen**, Lawyer, Travis Schultz & Partners

**Shelby Bennett**, Lawyer, Travis Schultz & Partners

Chair: **Ann-Maree David**, National Executive Director, College of Law





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## Presenters

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### **Shelby Bennett**

Shelby is an early-career lawyer at Travis Schultz & Partners and an up-and-comer in the legal space.

Shelby graduated from the University of the Sunshine Coast with a Bachelor of Laws in 2024. While studying, she worked as a paralegal for Travis Schultz, before gaining her admission to the legal profession in June 2024.

Since being admitted as a lawyer, Shelby has been working closely with managing partner Travis Schultz on a range of complex claims including motor vehicle accidents, workers' compensation, public liability and professional negligence claims. She finds it rewarding to help injured people navigate the legal process and receive a fair outcome. She also has an interest in legal research and has provided research contributions to numerous papers.

Shelby was drawn to TSP after seeing the firm's dedication to community initiatives and is keen to continue giving back.

Outside of the office, Shelby loves going to the beach, attempting to improve her surf skills, and spending quality time with her friends and family.

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### **Georgia Coen**

As an early career lawyer, Georgia brings a sense of enthusiasm and positivity to the legal profession. Beginning her career in the legal industry in 2020, Georgia experienced a variety of practice areas while studying for her dual degree of Bachelor of Laws (with Honours) and Bachelor of Criminology and Justice. After working with Barristers and alongside a Judge of the District Court, she has chosen to go down the path of personal injury law with Travis Schultz & Partners after witnessing first-hand how lawyers in this field provide vital legal assistance while helping people feel heard and empowered during some of the most challenging times of their lives. She is keen to pursue fair outcomes for all clients with compassion and kindness. Ever the optimist, even in the face of complex situations, her willingness to achieve resolution makes her an asset in the Travis Schultz & Partners team of expert lawyers.

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## **Ann-Maree David**

Ann-Maree David is an Executive Director of The College of Law, the largest provider of practice- focused legal education in Australasia. She has worked across public and corporate sectors, in private practice as a solicitor and as a non-executive director. Ann-Maree has a passion for empowering others to see and achieve their potential so they might lead the life they really want (not just the one they've trained for). While she no longer practises law, she has dedicated her career to helping those who do. Ann-Maree volunteers her time advocating for greater equity, diversity and inclusion. Her work has been recognized through the conferral of awards and honors.