

New Lawyer Program – Overview

The New Lawyer Program is a series of three modules designed to support new graduates entering the legal workforce.

From ethics and expectations to connecting with colleagues and clients, this comprehensive, self-paced program will equip you with tools and resources to help you navigate the transition into the workplace and the day-to-day realities of legal practice.

The program combines expert presentations, interactive learning activities, and real-world case studies to provide you with the essential knowledge and practical skills you need to thrive in your role and lay the foundations for building a successful legal career.

Module 1

1. Work and case management

Develop foundational skills and strategies for workload and time management to enhance productivity, establish sustainable work practices, and foster collaborative teamwork.

- Understand the different tools and techniques for effective time management
- Use the resources/services available to help assist with work organisation
- Understand the implications of professional risk in your work
- Work effectively in your team
- Work effectively with your secretary

Presenter: **Denise Marshall**, Legal Workplace & Culture Consultant, Queensland Law Society

2. Productivity and time capture

Learn the art of productivity and time recording so you can best manage your caseload and record time confidently, efficiently and ethically.

- Understand time capture – where, why and how time is lost
- Ethical, assertive time capture – issues, discussions and your ethical obligations
- Costs communication and time capture – communicating value in narratives and beyond
- Practical tips for effective time recording and narrations

Presenter: **Giles Watson**, Legal Practice Director

3. Becoming a legal research expert

Your essential guide to the Supreme Court Library Queensland and legal research resources.

Presenter: **Katherine Lee**, Legal Research and Customer Support Librarian (Training), Supreme Court Library Queensland

4. Legal professional privilege and confidentiality

- Fundamental duties of solicitors
- What is client legal privilege?
- Confidentiality compared to legal professional privilege

Presenter: **Stafford Shepherd**, Principal Ethics and Practice Counsel, QLS Ethics and Practice Centre; Legal Practitioner Director, QLS Solicitor Support Pty Ltd

5. Ethical decision-making

Compliance, behaviour and culture – getting them right:

- Causes for unethical decisions
- Individual and organisational decision-making
- Reflecting on your thinking process
- Key considerations for getting it right

Presenter: **Stafford Shepherd**, Principal Ethics and Practice Counsel, QLS Ethics and Practice Centre; Legal Practitioner Director, QLS Solicitor Support Pty Ltd

Module 2

1. Managing conflicts of interest

Understand how and where conflicts of interest can arise and learn how to navigate them through a series of case scenarios.

Presenter: **Stafford Shepherd**, Principal Ethics and Practice Counsel, QLS Ethics and Practice Centre; Legal Practitioner Director, QLS Solicitor Support Pty Ltd

2. Costs fundamentals

Understanding how to manage costs and get your retainer right is key to creating a positive client relationship. Explore the relationship between cost management and client satisfaction:

- The distinction between the client retainer and costs agreement – what is critical?
- Costs disclosure requirements and ongoing disclosure – when and how should it be provided?
- Shaping the client journey – why is this important?
- Dealing with common issues such as third-party payers, charging and disputes

Presenters:

Adam Bloom, Principal, Bloom Costs: Costs Lawyer and Court Appointed Costs Assessor

Liz Harris, Director, Ovid Consulting; Board Member, Victorian Legal Services Board; Member Legal Service Council

Grace van Baarle, Manager, QLS Ethics and Practice Centre and Solicitor, Queensland Law Society

3. Ethical risks of using social media

Cleaning up our act on social media – key considerations, guidelines and case studies on managing your online presence as a legal practitioner.

Presenter: **Shane Budden**, Special Counsel, QLS Ethics and Practice Centre, Queensland Law Society

4. Establish and build your personal brand

Discover the keys to crafting a compelling personal brand that reflects your unique strengths, values, and aspirations. Learn how to align your brand with your career goals for maximum impact.

- Understand what a personal brand is
- Know the importance of your personal brand in the legal profession and your career
- Develop the ability to articulate your personal brand

Presenters:

Denise Marshall, Legal Workplace & Culture Consultant, Queensland Law Society

Jesse Hill, Legal Professional Development Executive, Queensland Law Society

Georgina Peereboom, Queensland Law Society Future Leaders Committee, Queensland Law Society

5. Your career – how to plan for a month a year and a lifetime

Craft a solid career plan with achievable goalposts along the way and gain practical advice on how to get to your next step, no matter what your ideal professional pathway looks like.

- Develop tools to set achievable career goals and objectives
- Identify your strengths, skills and values
- Consider a clear roadmap to reach your career destination
- See how your unique talents and expertise could distinguish yourself from your peers.

Presenters:

Lisa Stockwell, Principal, Camben HR Consulting

Jessica Lambert, Coronial Registrar, Coroners Court of Queensland; Member, Queensland Law Society Government Lawyers Committee

Sarah Plasto, A/Principal Lawyer – Team Leader, Legal Services, Queensland Building and Construction Commission; President, Queensland Law Society Future Leaders Committee

6. Networking in action

Discover the art of networking and cultivating valuable connections for personal and professional growth.

- Networking objectives
- Mapping your network
- Reviewing your network
- Network action plans
- Building your network through working the room effectively

Presenter: **Denise Marshall**, Legal Workplace & Culture Consultant, Queensland Law Society

Module 3

1. How to create rapport virtually

Learn essential strategies for fostering meaningful connections and building rapport in virtual environments. Discover practical tips and techniques to engage effectively and cultivate authentic relationships online.

- Defining the concept of rapport
- Top tips for rapport in any online situation
- Expert tips for building rapport authentically remotely

Presenter: **Denise Marshall**, Legal Workplace & Culture Consultant, Queensland Law Society

2. Leading or chairing hybrid meetings

Develop leadership skills to navigate the unique dynamics of hybrid environments to run a seamless meeting and facilitate productive discussions. Explore practical strategies to ensure effective communication and engagement across virtual and in-person attendees.

- Your role as chair
- Purpose of meetings
- Preparing for the meeting
- During the meeting
- After the meeting

Presenter: **Denise Marshall**, Legal Workplace & Culture Consultant, Queensland Law Society

3. Delegating successfully

Learn how to delegate work effectively for personal and professional success. Explore behavioural motivation, giving constructive feedback and building relationships through delegation.

- The value of delegation to the business and the individual
- Roles and responsibilities of delegating work
- Using a range of delegation styles and techniques
- Structuring and delivering constructive feedback, maintaining confidence and motivation

Presenter: **Denise Marshall**, Legal Workplace & Culture Consultant, Queensland Law Society

4. Briefing the expert: strategies and techniques

Master the art of creating expert witness briefs to succinctly and convincingly present complex technical information. Learn how to present your client's case to your expert through understanding:

- The role of an expert and expert evidence
- The difference between a consultant and an expert
- Strategies and techniques of briefing and engaging with your expert
- Tactics to protect or attack an expert
- How to apply these principles to some case studies

Presenter: **Peter Travers**, Barrister, Queensland Bar

5. Guide to trust accounting

The essential guide to the compliant management of trust accounts, providing you with the confidence to avoid common mistakes and handle current issues.

- Current trust accounting issues facing practitioners
- What to look out for when managing a trust account
- How to avoid common mistakes
- How to resolve any existing issues
- What to expect if your practice ever gets audited

Presenter: **Michael Drinkall**, Trust Account Investigations Manager, Queensland Law Society