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Attorney

CHRISTELLE MONGIS
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Hogan Lovells

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continuing education

LAW FIRM

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WWW.JOBERWOCKY.COM

Thank you to JONATHAN TOBOLSKI - Partner TJ Avocats, MARION CHAZEAU - Attorney, CHRISTELLE MONGIS - Training Officer Hogan Lovells, FABIENNE SOJO-ROUMAT - Office Manager KL Gates, AURÉLIEN GAZEL - Attorney, for their participation.

THANK YOU FOR YOUR TRUST

« If, I were to define Joberwocky in a few words, I would state :
- The capacity to conceive a training program in total adequacy with our needs, which are often very specific.
- The professionalism of its instructors, who must adapt to our requirements and which do it without any difficulty.
- Great organizational flexibility (time slots, short sessions for attorneys...). »

Agnès Béné - Administrative Director
Sullivan & Cromwell LLP

« With Joberwocky, we provide our candidates with updated skills, our clients appreciate this proactive approach for better performance starting on the first day at the firm. »

Stéphane Actis - Managing Director
Groupe GR

« During the training, I noticed the great professionalism of our instructor and discovered that it was possible and relatively easy to improve our client relationships. To better understand the client's position, its point of view, its expectations, and difficulties, independently from the substance of the case at hand, is key to establishing an ongoing relationship. Furthermore, anticipating situations and following a marked path, based on a methodology explained by our instructor and tested directly on a practical case, allows to reassure the client and to build with him a partnership, while working on the matter at hand. »

Brigitte Bezard de Rougé
Attorney/Project Director
Cabinet Racine

« We participated in a training on the oral and written pitch at our firm. It was, for us, an enriching external perspective on the development of our firm and a good occasion to share our experiences, point of views, our vision. »

Bruno Pichard - Partner
Pichard & Associés

« I attended a one-on-one training on "time management : support staff." This workshop taught me how to better plan my work day by leaving some room for unplanned events, by anticipating them. »

Pauline Djerbi - Reference Librarian
Coblence & Associés

AB Initio,
Allen & Overy,
Alta Juris,
Aramis,
Armand & Associés,
Bénédicte Papin,
Bersay & associés,
BRL Avocats,
Bredin Prat,
Capstan,
Châtain & Associés,
Clifford Chance,
CMS Francis Lefebvre,
Cohen Amir Aslani,
Curtis Mallet Prevost & Mosle,

David & Héron,
Davis Polk,
Dentons,
DS Avocats,
Earth,
Econocom Osiatis,
EFB,
Flichy Grangé,
FriedFrank,
Fromont Briens,
Foley Hoag,
FTPA,
Guizard & Associés,
Grall & Associés,
GR International,

Hogan Lovells,
Hollman Fenwick Willan,
HPML,
Jones Day,
Juris Défi,
KL Gates,
Kramer Levin,
Lamon & Associés,
Lexington,
Linklaters,
Marceau Avocats,
Ngo Jung & Partners,
Norton Rose Fulbright,
Oxynomia,
Pourrinet,

Praeferentia,
Racine,
Rouxel Chapalain,
Sea avocats,
Scotto & Associés,
SEH Legal,
Sevestre & Associés,
Stephenson & Harwood,
Sullivan & Cromwell,
Vatier,
Vivien & Associés,
White & Case,
Willkie Far & Gallagher,
Winston & Strawn...



JOBERWOCKY

The continuing education provider
dedicated to law firms
and legal professions

AN INNOVATIVE APPROACH REQUESTED BY LAW FIRMS

- short and tailored Trainings-Actions between 12h and 14:30 or in half-day
- **at your law firm**
- **for all** actors of the law firm: partners, associates, office managers, support staff and assistants.

About 30 high-level passionate instructors, selected based on their specific expertise, their animation qualities, and their knowledge of the law firm environment accompany you on themes such as :

- Management
- Client acquisition and relationship management
- Finances and management of the law firm
- Professional productivity
- Social networks and office suites
- Legal English and business English

OUR COMMITMENTS

- Concerned by the quality and the productivity of our tailored trainings, our organization owes its success to the ongoing search of new themes “the Entrepreneur Attorney” responding to the specific needs of law firms.
- Our organization thus guarantees its clients trainings of unique quality on the market and daily proximity allowing for the implementation of personalized solutions.

BEARING OF THE COSTS

- Training hours valid for Bar continuing education mandatory requirements – 20h.
- Reimbursement possible via Actalians, FIF PL.
- All our trainings can be provided in English.



Joberwocky is “ISQ-OPQF” qualified in Management Techniques and methods, and professional languages.



Our instructors are paid within 2 days



ATTORNEYS AND PARTNERS

CLIENT RELATIONS

Attorney-client relations

- Harmonizing the commercial speech: firm presentation, practices...
- Having ascendant on the client
- Setting key phases during a meeting
- Dare to ask questions
- Dare to speak of fees
- Steer efficiently the client – establish a durable relationship

Optimizing communication with the client

- Knowing how to acknowledge the different levels of communication
- Acting at the adequate level to avoid resistance
- Make the client more “client”
- Knowing how to be ahead of the client
- Enlarging the inter-reactive pallet of possibilities

Knowing how to use questioning for strategic purposes

- Knowing how to search for the right information
- Using questions to position the interlocutor
- Using questions to change a situation
- Knowing how to open and close at the right time
- Knowing how not to be overwhelmed by too much information

To better communicate with the client, limits and alertness issues

- Real life situations, role games based on concrete cases
- Limits between personal and professional life
- The client who intrudes on the attorney time management
- Psychological “racketeering”

Knowing how to discuss money

- Price or value for the client?
- Knowing how to sell an intellectual service
- Speaking about money with the client: when and how?
- To differentiate through service and client relationship

Client relationship: conflict management

- Elements of a conflict
- Knowing the working principles
- To be able to anticipate conflict and knowing how to defuse it for a win-win relationship

Accompanying the client in mediation

- The relevance of proposing a conflict resolution clause for attorney services
- Pre-mediation
- Methodology
- The mediation process
- Rules of engagement
- The outcome of mediation

Working with anglophones

- Transforming differences in wealth
- Establishing trust
- Developing active listening and empathy
- Giving and receiving feedback
- Managing conflict

LAW FIRM DEVELOPMENT

The Partner, the Developer

- Organize the commercial strategy based on the firm’s global strategy
- Establish a commercial diagnosis of the firm
- Draft a commercial business plan
- Steer your client
- Implement and follow-up on your development



THE PARTNER MANAGER

The managing partner, a true profession

- To identify the role and the mission of the manager
- To accept the required time for management
- Understanding the expectations, the aspirations and the motivations of associates
- Prevent and resolve psycho-social risks of the team

Knowing yourself as a manager

- Identify your style of management and evaluate your practices
- Acquire knowledge of your personal recurring scenarios

The different management styles

- Situational management, definition, stages, styles and functions
- To integrate key points of the management of different generations at work : Generation Y, Z, Seniors
- Knowing your associates and elaborating a managerial strategy

Delegating

- Reflecting on your associates' autonomy
- Key actions to implement delegation
- Define the rules of the game and foresee arbitration

Using communication tools in management key situations

- Implement the conditions required for a successful communication
- Identify the communication obstacles or errors
- Dosing the signs of professional recognition
- Steer professional reviews towards progress

The Partner, the Digital Manager

- Identify the challenges brought on by digitalization
- Measure de managerial impact of digitalization
- Develop individual and collective efficiency with new technologies

PROFESSIONAL EFFICIENCY

Knowing how to manage your times in a stressful environment

- Analyze your relationship with time
- Plan and organize essential tasks
- Face daily pressure

Successful public speaking

- Master all key elements of public speaking to increase one's power of conviction, create agreement and develop charisma
- Self-assertiveness and managing stress

Knowing how to prepare a pitch

- Knowing how to introduce yourself efficiently, in writing and orally

Successful business lunches

- To give associates and attorneys the ability and the desire to make their business lunches a success
- How to implicate yourself in a client relationship
- Eradicate the fear of having poor table manners

Taking advantage of a client event

- Knowing how to introduce one's self and the law firm
- Knowing how to invest one's self in the client relationship
- Integrating manners and breeding in the professional sphere

Law firms : Appropriate the codes

- Knowing what to say to introduce one's self efficiently
- Master the codes
- Acquire the rules of law firm etiquette

FINANCES AND ATTORNEYS

The Law Firm's Balance Sheet

- What it says and what it does not say
- The analytical balance sheet
- Variable and fixed expenses

Tools for managing the law firm

- Impact of daily decision making on the firm's finances
- Costs effectiveness of cases
- Break-even-point of the firm
- Simple budget and steering

What to read in annual accounts of a company

- Reading the balance sheet
- Economic profitability
- Capacity to distribute dividends
- Ratios to follow
- Economic profitability does not automatically translate into financial solvability
- The perverted effect of the working capital requirements and the necessity to finance it
- Essential indicators
- Working case : financial analysis of French individual company and of an international group

Interpreting annual accounts, third party point of view

- The notion of cash flow, normative cash flow, future cash flow
- Bankers' favorite ratios
- Buyers' point of view

SENIORS, Y, Z...

Managing all generations

- The various generations present in law firms nowadays
- Characteristics and motivation
- Importance of integration for new associates and employees

Managing and building GY associate loyalty

- Get the best of them
- The keys to loyalty building

Intergenerational cohabitation

- A different attitude toward work
- 7 keys to success

INDIVIDUAL COACHING

- Professional coaching is a training activity, which aim is :
 - To better understand the practices
 - To identify and develop a style of management
 - To enhance the communication and organization techniques
 - To focus on elements at stake
 - To develop the creativity

SUPPORT STAFF

The attorney-assistant duo

- Establishing an attorney-assistant duo
- Knowing how to be self-assertive in the relationship with attorneys
- Defining together rules

Team Work

- Developing autonomy and involvement in professional relationships
- Accessing a more authentic communication with the team
- Positioning one's self as a professional to increase the efficiency of the collaboration

Quality of Service In-house

- Managing internal and external clients
- Improving service quality
- Knowing how to manage time
- Being creative and proactive

Communicating with internal and external clients

- Understanding your communication profile
- Understanding the interlocutor's communication profile
- Adapting your communication style

Working in shared workspace

- Discovering the specifics of shared workspace
- Working efficiently with negotiated organizational rules
- Improving interpersonal communication

The reception desk in a law firm

- Inspiration from the luxury industry
- Telephone and personal welcoming
- Verbal and physical elegance

Reception and relational elegance

- Capitalizing on soft skills
- Knowing how to stand-out within the first few minutes
- Adopting open non-verbal postures
- Becoming aware of your voice

Managing stress and self-assertiveness

- Understanding stress mechanisms and their effect
- Facing conflictual situations
- Self-asserting positively to reinforce collaboration



Office manager « Firm linchpin »

- Role, missions, positioning
- Knowing yourself better
- Improving your Emotional IQ
- Facing difficult situations

Transverse management

- Office Manager, a unique status, the interface between attorneys and employees
- Knowing how to coordinate and develop cooperation without a hierarchy
- Motivating stakeholders by understanding their point of view, their interests and the law firm's strategy

Finances and law firm management

- Basic concepts and vocabulary
- Impact of daily decision making on the firm's finances
- Firm's balance sheet
- Working as a duo with the accountant

Human resources in law firms

- Understanding and integrating labor law in management
- Managing the specificity of the firm/associate relationship
- Acquiring the right reflexes and avoiding risks linked to labor law

Business development

- Strategy
- How to develop clients
- How to gain a new case
- Communicating to serve the strategy

Quality work life

- Nutrition and energy
- Sleep and regeneration
- Memory and concentration
- Posture and visual fatigue
- Stress management
- Psycho-social risks

**TAILORED
TRAININGS**

**between 12H and 14:30
or in half-day**



THE FUNDAMENTALS

*Personalized one-on-one program
or in group at your firm.*

English

- Business English
- Legal English
- Individual or group courses
- Conference, client trainings, business lunches preparation
- Preparation for ILEC, BULATS, TOEIC

FFL - French as a foreign language

- Review and perfecting for Anglophones

French

- Mastering professional writing
- Coaching in spelling and grammar
- Voltaire Certificate



Office suites

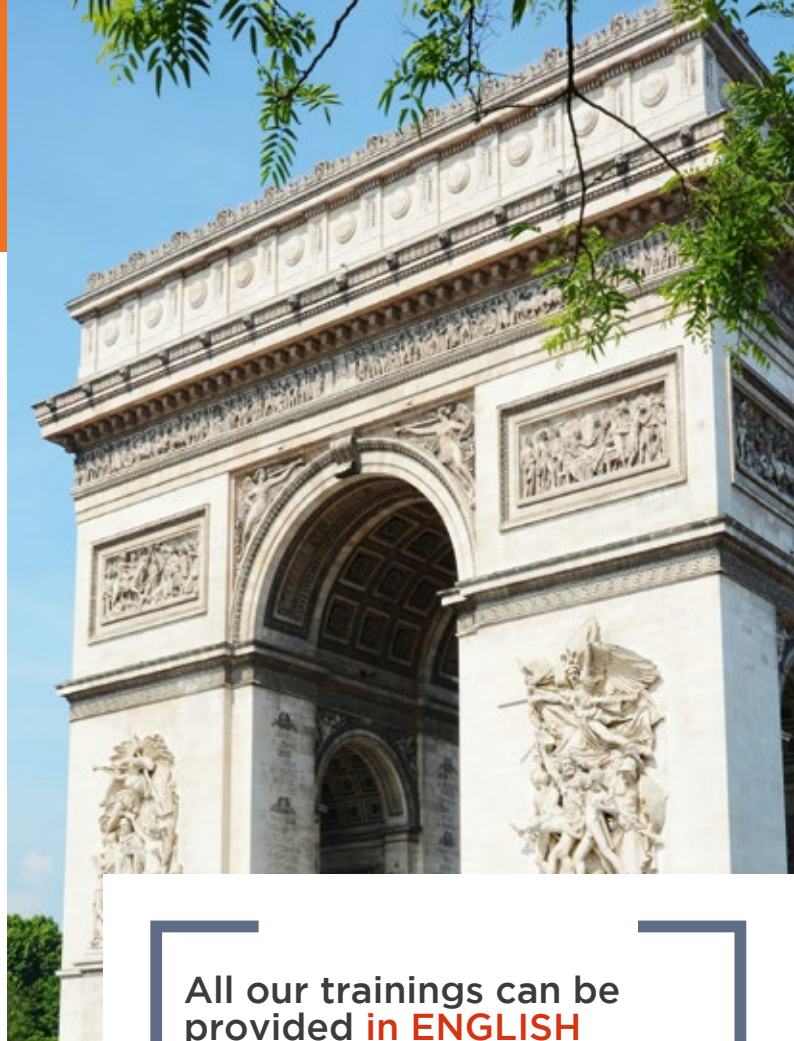
- Office Pack: Word, Excel, VBA, PowerPoint, Outlook, Access
- Project management Gestion de projet : Microsoft Project, GANTT et PERT
- DTP, InDesign, Illustrator

Programing

- Fundamentals for attorneys and support staff
- Initiation and perfecting coding

Social networks

- Digital identity, footprint and influence strategy
- Building and controlling your digital identity
- Harmonizing digital practices at the firm
- Knowing how to recruit using social networks
- Acquiring client with LinkedIn



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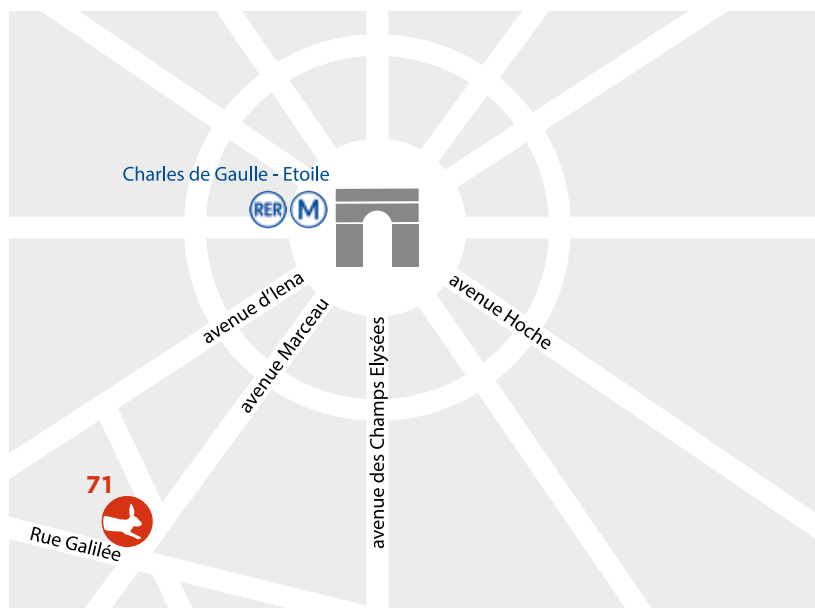
THE COURSES

OFFICE MANAGER

Office manager « Firm linchpin »	Transverse management	Finance & Law firm management	Human resources	Business development
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ATTORNEY

JUNIOR 1 - Time management	JUNIOR 2 - Time management	JUNIOR Communication level 1	JUNIOR Feed-back
SENIOR Communication level 2	SENIOR Time management	SENIOR Delegate	SENIOR Attorney-client relations
MANAGING PARTNER Self-Leadership	MANAGING PARTNER The fundamentals	MANAGING PARTNER Motivate & Delegate	MANAGING PARTNER Communication & Professional efficiency
PARTNER, DEVELOPER 1 - Attorney-client relations	PARTNER, DEVELOPER 2 - Attorney-client relations	PARTNER, DEVELOPER Commercial strategy & Business plan	PARTNER, DEVELOPER Communication, Conflict & Mediation




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