Effective Communication is an Art Form

Program

How you communicate with clients, judges, juries and your own partners and associates can make a critical difference in the success of your law practice. Yet most lawyers believe that they have mastered communication skills by the time they get to middle school and their patterns of communication never radically change. This six (6) hour course, which includes one (1) ethics hour emphasizes the importance of communication to the effective practice of law.

In Effective Communication, you will learn:

• The most sought-after skill-set
• Speaker behaviors that promote effective persuasion results
• When communication actually begins – it’s earlier than you think
• The importance of tonal quality, up-speak, race and natural origin, gestures in communicating with others
• Listening as an essential part of communicating

Did you know that:

• People remember what they see more readily than what they hear?

Agenda

8:30 – 9:00 a.m. Registration
9:00 – 10:00 a.m. The Whole Communication Package
Understanding the pieces that contribute to the whole communication package

10:00 – 10:15 a.m. Break

10:15 – 11:15 a.m. When Does Communication Begin?
An analysis of the discouraging concept that you have already shared your poor communication skills with people that matter. But it’s not too late. People can change their habits!

11:15 a.m. – 12:15 p.m. Communication Ethics
What you say, what you write, what you infer with your body language. Be careful!

12:15 – 1:30 p.m. Lunch on your own

1:30 – 2:30 p.m. Package Piece #1: Listening
You can’t communicate effectively unless you listen to others – and who wants to do that?

2:30 – 2:45 p.m. Package Piece #2: Speaking
Not content – just style...

2:45 – 3:45 p.m. Package Piece #3: Writing
Considering your audience and posterity for writing in the 21st Century. Adjourn

67% of researchers at the Wharton School of Business believed that presenters who combined visual and verbal components were more persuasive than presenters who presented only verbally.

If you must choose, purely visual communication is more effective than solely verbal communication.

People remember 10% of what they hear, 20% of what they read, and 80% of what they see and do.

Color accounts for 60% of acceptance or rejection of any object, be it the color of a sofa or a man’s tie.

The elements of face-to-face communication – visual, vocal and verbal – determine how much the receiver “likes” the speaker. Visual (body, gestures, facial expression) account for 55% of liking, vocal (tone of voice) accounts for 38% of the liking and verbal (words) account for 7% of the liking.

If the three elements do not work “in tandem” – in other work – do not appear consistent, the receiver will tune out within the first 30 seconds of the presentation.

Speaker

Lydia Quarles is a Senior Policy Analyst at the John C. Stennis Institute of Government, Mississippi State University. She joined the Stennis Institute in 2006, following 13 years of service to the Mississippi Workers’ Compensation Commission, including five years as the Commissioner of the Mississippi Workers’ Compensation Commission and eight years as an Administrative Judge. Prior to her tenure on the Workers’ Compensation Commission, she spent more than a dozen years in private practice in Alabama and Mississippi. She is recognized by the Mississippi Supreme Court as an approved civil trial mediator and is qualified by the United States District Courts for the Northern and Southern Districts of Mississippi as a mediator. She is also recognized as a licensed arbitrator for the Financial Industry Regulatory Authority (FINRA).

Quarles has been honored by the American Bar Association’s Administrative Law and Regulatory Practice Section, receiving the Mary C. Lawson Award for lasting contributions to the Mississippi Workers’ Compensation Commission in the areas of alternative dispute resolution and access for Hispanic workers. Quarles is a Graduate of the National Judicial College, Reno, Nevada (administrative hearings curriculum). She received her Juris Doctorate in 1975 from Cumberland School of Law, Sanford University, and her MA and BA from Mississippi University for Women.

Additional Information

Open Enrollment: Registration is open to all interested parties including attorneys, judges, legal assistants, and law office staff.

Walk-ins will be accepted on a space-available basis. If you plan to attend and do not pre-register, please call the UM-CLE office at (662) 915-7283 to determine space availability. Written materials will be given on the day of the seminar. Pre-registration is encouraged.

Registration by Mail, Fax, or Internet: Register online, by mail or by fax. Try our secure online registration system at www.outreach.olemiss.edu/cle or use the form provided in this brochure. To ensure enrollment for a seminar, please complete the registration process and submit your payment online or to the address listed on the form. To register by fax, please complete the form, include your Visa or MasterCard number and expiration date. The fax number is (662) 915-5138. You may also scan the form and email it to moore@olemiss.edu. Registrants will receive additional information with their confirmation notice from UM-CLE.

CLE Credit: This course offered by UM-CLE has been approved by the Mississippi Commission on Continuing Legal Education for 6 CLE credits including 1 hour of Ethics. Registrants seeking mandatory CLE credit from another state should contact UM-CLE in advance of the seminar.

Registration Form

Name

Firm or Business

Mailing Address

City State ZIP

Daytime Telephone Bar Number

E-mail (needed to send an electronic confirmation letter)

Fees

• Early Registration (postmarked by October 28) $225
• Late Registration (postmarked after October 28) $250
• Staff member if accompanied by attorney $175
• I am unable to attend. Please send materials. $75

Two Methods of Payment:

• Check enclosed in the amount of $ made payable to UM-CLE, or
• Charge $ _____ to my Visa or MasterCard

Account Number

Expiration Date

Signature of Cardholder

Please return the completed form to:
The University of Mississippi Center for Continuing Legal Education
P.O. Box 839
University, MS 38677-0839
Telephone: (662) 915-7283 Fax: (662) 915-5138
UM-CLE is on the World Wide Web: www.outreach.olemiss.edu/cle