



### **Communication and Organizational Management**

Leading and Influencing Others: What Works and Why?  
Facilitating Effective Meetings  
The Art of Active Listening  
Resolving Conflict  
From Trainer to Performance Consultant  
Career Development: Resume Writing and Interview Skills  
Write Better, Right Now  
Online Professional Networking  
Leading and Managing Change and Alignment in the Law Firm  
Personal Wellness  
Work Like Your Dog: Make it Fun!  
Moving Beyond the Addiction to Firefighting

### **Financial Management**

Retirement Planning: Options, Trends, and Compliance  
Client Intake & Analysis: How to Assess and Control Credit Risk  
Explore the Options to Remain Competitive with Health Benefits  
Financially Ethical  
The Declining Economy is Changing the Legal Profession  
Law Firm Succession Planning: Maximizing Productive Seniors and Financial Considerations  
Legal Information: Globalization, Conglomerates, and Competition — Monopoly or Free Market?  
Effective Financial Reports and Tools  
Office Space: Buying vs. Leasing  
Law Firm Economics 101: How Does a Law Firm Make Money?  
Best Practices in Designing Disability Leave Programs  
Internal Controls: Even for Small Firms  
Budgeting and Reporting for Contingency-Based Income  
When Disaster Strikes: Anticipating the Unknown Expenses

### **Human Resources Management**

HR for New Managers  
The New Support Paradigm: Bridging the Gap  
Spandex is a Privilege, Not a Right: Law Office Dress Policies  
Professional Development Programs: Help Associates Hit the Ground Running  
Substance Abuse  
Alternate Work Arrangements

Employment Law Update

Generational Challenges: Find Common Ground and Respect Differences

Harassment Prevention and Correction

Cross-Functional Mentoring: Inclusion and Succession

Workplace Diversity Initiatives

Motivating Employees to Go Above and Beyond

Create a Culture of Health

Eight Deadly Sins of Law Firm Management

### **Legal Industry/Business Management**

Preventing Injuries in the Workplace with Regard to Workers' Compensation Claims

Law Firm Retreats

From Strategy to Swag: Marketing Your Message and the Challenge of Tchotchkes

Today's International Legal Trends

Going Paperless: Why, When, and How?

Mergers and Acquisitions: A Survival Guide

Rules of Professional Conduct: Administrators' Areas of Responsibility

Marketing Strategically in a Changing Environment

Has Anyone Got a Handle on Records Yet?

Ethics: Conflicts of Interest

When Disaster Strikes: Preparing for the Worst

Strategic Public Relations for Law Firms

### **Operations Management**

Electronic Client Service: Extranets

Space Design That's Safe, Healthy — and Super Cool

Electronic Document Management: Getting What's Best for Your Firm

Electronic Marketing

Electronic Document Management: Getting Buy-In from the Top

Data Security: Keep Firm Information Safe

Excel®: Best Features for Administrators

Subleasing: The Right Fit for Choppy Economic Times?

Going Green: What Does it Take? What Does it Mean?

E-Mail Best Practices

Adobe PDFs: Help for Law Firms

Modern Telephone Systems