

#NALP ANNUAL ANNUAL EDUCATION CONFERENCE April 18 – 22, 2017 SAN FRANCISCO, CA

From Down the Hall to On the Screen: Remote Work Best Practices for Legal Educators and Legal Employers

Jennifer Lau – Director, Career Services, Peter A. Allard School of Law at the University of British Columbia
Gina Alexandris – Senior Program Director, Ryerson Law Practice Program
Jessica Natkin – Director, Attorney Career Development, Fenwick & West LLP
J. Joan Hon – Partner, FisherBroyles LLP

 APRIL 18 – 22, 2017 • SAN FRANCISCO, CA

Videoconferencing: The New Normal

Meet with anyone....anywhere....

in your home



MODERN FAMILY Season 5 Episode 12 #ModernFamily

Image credit: <https://cdn1.edgedata.com/awslv2/abc/ModernFamily/video/1902568/w0k02106a407d1738a49b3d06d99579c325-0100.jpg>

2017 NALP ANNUAL EDUCATION CONFERENCE APRIL 18 – 22, 2017 • SAN FRANCISCO, CA

at the office



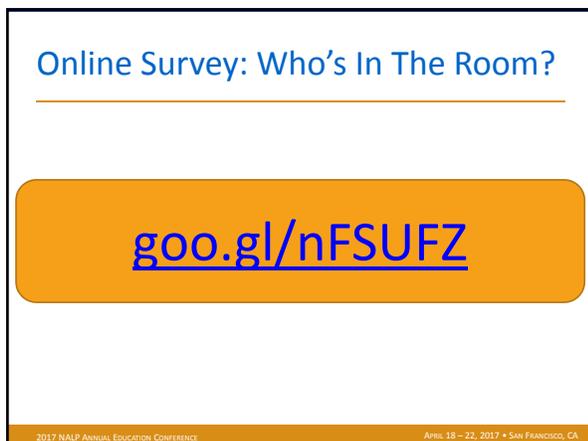
Mashal

Image credit: <http://www.thepageflow.com/wp-content/uploads/2013/07/01-Telepresence-robot.jpg>

2017 NALP ANNUAL EDUCATION CONFERENCE APRIL 18 – 22, 2017 • SAN FRANCISCO, CA







Survey Responses

- Do you use technology beyond email in your work?
- **Legal Educator:**
 - Does your program provide online counseling appointments?
 - Does your program hold virtual OCIs?
- **Legal Employer:**
 - Does your organization have a formal telecommuting policy?
 - Does your organization conduct OCIs or other job interviews virtually?

2017 NALP ANNUAL EDUCATION CONFERENCE

APRIL 18 – 22, 2017 • SAN FRANCISCO, CA

Remote Services in Law School Career Services



Image credit: <https://www.dell.com/en/video-conferencing/product/unitycom-cs5100590>

2017 NALP ANNUAL EDUCATION CONFERENCE

APRIL 18 – 22, 2017 • SAN FRANCISCO, CA

Remote Options for Law School Career Services

1. Individual career advising sessions by Skype
2. Videoconference OCIs
3. Career panels with panelists appearing by Skype
4. Skype mock interviews with employers

What other remote career services are you offering?

2017 NALP ANNUAL EDUCATION CONFERENCE

APRIL 18 – 22, 2017 • SAN FRANCISCO, CA

Making the Case: Remote Career Services

- **Career Advising**
 - Students can still access career advising if off-campus
 - Online counseling may be more comfortable for user
- **Videoconference OCIs**
 - Increased opportunities for your students to meet with employers in far-flung geographic markets or employers who would not normally travel to your campus/city for OCIs
 - Cost-effective solution for employers
 - Employers know that students have access to reliable videoconference technology and support

2017 NALP ANNUAL EDUCATION CONFERENCE

APRIL 18 – 22, 2017 • SAN FRANCISCO, CA

Considerations for Skype Career Advising

1. Technology
2. Messaging to students and employers
3. What to do when things don't go according to plan

Handouts

- *Considerations for Skype Career Advising*

2017 NALP ANNUAL EDUCATION CONFERENCE

APRIL 18 – 22, 2017 • SAN FRANCISCO, CA

Considerations for Videoconference OCIs

1. Logistics: scheduling, costs, technology
2. Preparing your students for VC OCIs

Handouts

- *Considerations for VC OCIs*
- *Sample VC OCI invitation*
- *Sample VC OCI schedule-at-a-glance*
- *Sample VC OCI schedule and list of students*
- *Sample VC OCI reminder email to employer*

2017 NALP ANNUAL EDUCATION CONFERENCE

APRIL 18 – 22, 2017 • SAN FRANCISCO, CA

The Technology Bridge Between Law School and Legal Practice



2017 NALP ANNUAL EDUCATION CONFERENCE

APRIL 18 – 22, 2017 • SAN FRANCISCO, CA

Methods of Learning

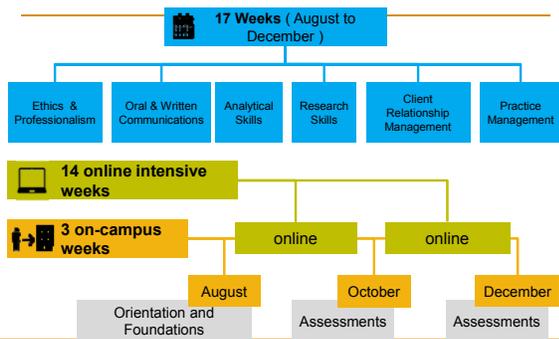


We retain approximately 10 percent of what we see; 30 to 40 percent of what we see and hear; and 90 percent of what we see, hear, and do.

2017 NALP ANNUAL EDUCATION CONFERENCE

APRIL 18 – 22, 2017 • SAN FRANCISCO, CA

Ryerson Law Practice Program: The Concept



2017 NALP ANNUAL EDUCATION CONFERENCE

APRIL 18 – 22, 2017 • SAN FRANCISCO, CA



Pros and Cons

Pros

- Creative, disruptive, future-oriented
- Reflects and focuses on consumer
- Problem-solver
- Can reach larger audience
- Real-time / Same-time work
- Some flexibility
- Greater consistency

Cons

- Initial set-up
- Initial cost outlay
- Resistance to change
- Digital fluency / comfort
- Group dynamics / belief in need for "facetime"

Image credit: <https://slideurler.com/powerpoint-templates/36-pros-cons-powerpoint-templates/>

2017 NALP ANNUAL EDUCATION CONFERENCE April 18 – 22, 2017 • SAN FRANCISCO, CA

**The Law Student Becomes a Lawyer...and Life Sets In:
Examining Telecommuting in the Legal Profession**

© Randy Glasbergen / glasbergen.com

"My boss says I can start working from home two days a week...Saturday and Sunday."

GLASBERGEN

2017 NALP ANNUAL EDUCATION CONFERENCE April 18 – 22, 2017 • SAN FRANCISCO, CA

Why are traditional law firms embracing telecommuting?

- **The Truth**
- **Making the Case:**
 - Benefits to Firm
 - Benefits to the Individual
 - Global Benefits



2017 NALP ANNUAL EDUCATION CONFERENCE APRIL 18 – 22, 2017 • SAN FRANCISCO, CA

Types of Telecommuting

- **Occasional (“Ad Hoc”) Telecommuting**
- **Recurring Telecommuting**
- **Long-Distance Telecommuting**



2017 NALP ANNUAL EDUCATION CONFERENCE APRIL 18 – 22, 2017 • SAN FRANCISCO, CA

Individual Obligations

- Presence
- Flexibility
- Remain in contact
- Core hours
- Not a substitute for childcare

2017 NALP ANNUAL EDUCATION CONFERENCE APRIL 18 – 22, 2017 • SAN FRANCISCO, CA

What should the firm supply?

- Sticky issue
- The Bar
- Telecommuting Agreement



2017 NALP ANNUAL EDUCATION CONFERENCE

APRIL 18 – 22, 2017 • SAN FRANCISCO, CA

Coaching for Success



2017 NALP ANNUAL EDUCATION CONFERENCE

APRIL 18 – 22, 2017 • SAN FRANCISCO, CA

Bye Bye Bricks and Mortar... ...Hello NewLaw



2017 NALP ANNUAL EDUCATION CONFERENCE

APRIL 18 – 22, 2017 • SAN FRANCISCO, CA

BigLaw

SmallLaw

newlaw

2017 NALP ANNUAL EDUCATION CONFERENCE APRIL 18 – 22, 2017 • SAN FRANCISCO, CA

FISHERBROYLES[®]
A LIMITED LIABILITY PARTNERSHIP

Our Law Firm 2.0[®] business model prioritizes the highest quality of legal services by partners who have the most relevant expertise, while our structure maximizes efficiency, responsiveness, and value. We simply align the interests of clients and attorneys by identifying and eliminating the inefficiencies of the traditional law firm model. It's the Next Generation Law Firm.[®]

2017 NALP ANNUAL EDUCATION CONFERENCE APRIL 18 – 22, 2017 • SAN FRANCISCO, CA

Pros and Cons

Pros	Cons
<ul style="list-style-type: none">Focus is on your practice and client – not the firm!More money AND fewer hoursExposure to more types of clientsTrue flexibility without judgmentBe a part of something new and innovative	<ul style="list-style-type: none">No salary – feast or famine!Limited benefits and limited supportSelf-starting/Self-motivatingNo official training or mentoring

image credit: <https://slidehunter.com/powerpoint-templates/3d-pros-cons-powerpoint-template/>

2017 NALP ANNUAL EDUCATION CONFERENCE APRIL 18 – 22, 2017 • SAN FRANCISCO, CA



How do you know your partners?

How do you get clients?

How do you deal with big projects?

2017 NALP ANNUAL EDUCATION CONFERENCE APRIL 18 – 22, 2017 • SAN FRANCISCO, CA

SAME SAME



BUT DIFFERENT

Image credit: <https://www.slideshare.net/ident/same-same-but-different-22419563>

2017 NALP ANNUAL EDUCATION CONFERENCE APRIL 18 – 22, 2017 • SAN FRANCISCO, CA

(c) J. Joan Hon 2013, taken at Cebu, Philippines

Questions?



2017 NALP ANNUAL EDUCATION CONFERENCE APRIL 18 – 22, 2017 • SAN FRANCISCO, CA

Contact Information

Gina Alexandris
Senior Program Director
Ryerson Law Practice Program
(416) 979-5000 ext 7983
gina.alexandris@ryerson.ca

J. Joan Hon
Partner
FisherBroyles LLP
(646) 820-5589
joan.hon@fisherbroyles.com

Jennifer Lau
Director, Career Services
Peter A. Allard School of Law at
University of British Columbia
(604) 827-5052
lau@allard.ubc.ca

Jessica Natkin
Director, Attorney Career
Development
Fenwick & West LLP
(650) 335-7202
inatkin@fenwick.com

2017 NALP ANNUAL EDUCATION CONFERENCE

APRIL 18 – 22, 2017 • SAN FRANCISCO, CA

Bibliography

Remote Career Advising

- M. Dowling and D. Ricwood. (2014). *Experiences of Counsellors Providing Online Chat Counselling to Young People*. Australian Journal of Guidance and Counselling, 24 (2), 183-196. [<https://www.cambridge.org/core/journals/journal-of-psychologists-and-counsellors-in-schools/article/experiences-of-counsellors-providing-online-chat-counselling-to-young-people/8723088849F55081F5242388368A4908>]
- K. Dunn. (2012). *A Qualitative Investigation into the Online Counselling Relationship: To Meet or Not to Meet, That is the Question*. Counselling and Psychotherapy Research, 12(4), 316-326. [<http://onlinelibrary.wiley.com/doi/10.1080/14733145.2012.669772/abstract>]
- Maxine Rosenfield. *Telephone Counseling: A Handbook for Practitioners* (2013, Palgrave Macmillan)
- The Relaxed Therapist. *My client is crying*. [<http://relaxedtherapist.com/whatifmy-client-is-crying/>]
- Canadian Counselling and Psychotherapy Association. *Standards of Practice, 5th Edition* (April 2015): [https://www.ccpa-acpp.ca/wp-content/uploads/2015/07/StandardsOfPractice_en_June2015.pdf] (pp. 34-37).

Video Interviewing Software

- HireVue: <https://www.hirevue.com/>
- InterviewStream: <https://interviewstream.com/>
- Kira Talent: <https://www.kiratalent.com/>

2017 NALP ANNUAL EDUCATION CONFERENCE

APRIL 18 – 22, 2017 • SAN FRANCISCO, CA

Bibliography

Lawyer Professional Development

- Ryerson's Law Practice Program [<http://www.lpp.ryerson.ca/>]
- *Training Lawyers Online: The Development and Launch of Ryerson University's Law Practice Program* (October, 2016): [<http://law-tech-42.org/training/training-lawyers-online-the-development-and-launch-of-ryerson-university-law-practice-program>]
- Gina Alexandris, Dr. Marie Bountrogianni and Naza Djafarova. *Groundbreaking Programme for Ontario's Law School Graduates: Virtual Law Firms* (for OEB 2015 Conference) [http://www.icwe-secretariat.com/news_web/projects_sms/uploads/practice/OEB-1514446835989_lawpracticeprogram_berlinconferenceresource_final2015.pdf]
- Tony Bates. *An example of online experiential learning: Ryerson University's Law Practice Program* (January 29, 2016) [<http://www.tonybates.ca/2016/01/29/an-example-of-online-experiential-learning-ryerson-university-law-practice-program/>]

NewLaw

- Joan C. Williams, Aaron Platt and Jessica Lee, "Disruptive Innovation: New Models of Legal Practice", September 2015 [<http://worklifelaw.org/wp-content/uploads/2015/09/Disruptive-Innovations-New-Models-of-Legal-Practice-webNEW.pdf>]
- Susan Beck, "Whatever Happened to 'Virtual Lawyering,'" *The American Lawyer*, October 31, 2016 [<http://www.americanlawyer.com/151202770189123/Whatever-Happened-to-Virtual-Lawyering?relum=20170206155704>]
- Marcus McCarthy, "NewLaw: What is it and why is it?," *Lawyers Weekly*, March 27, 2015 [<http://www.lawyerweekly.com.au/blog/16322-newlaw-what-is-it-and-why-is-it/>]

2017 NALP ANNUAL EDUCATION CONFERENCE

APRIL 18 – 22, 2017 • SAN FRANCISCO, CA



PETER A. ALLARD SCHOOL OF LAW

CAREER SERVICES

Considerations for Skype Career Advising in Law Schools

ISSUE	SOLUTIONS
Technology	<ul style="list-style-type: none"> • Skype works best – it’s free, easy to navigate, and most students already have a Skype account. • Set up a work-specific Skype account for each of your Skype counsellors, so that they are not using their personal Skype accounts (i.e. sample Skype username: <i>firstname.lastname.lawschoolCSO</i>). • Make use of your law school’s IT team for troubleshooting, hardware/software recommendations, and training. • Ensure that your internet connection is fast enough to handle Skype Video consistently. • If you are new to Skype, conduct a test run with a colleague of your Skype account, webcam, microphone, and headset prior to your first Skype appointment.
Messaging and Procedures	<ul style="list-style-type: none"> • Communicate with students clearly when advisors will be available via Skype and procedures for booking a Skype appointment in all of your law school’s communication channels (i.e. Symplicity, email newsletters, etc). • Include the counsellor’s Skype username in their email signature, and on your law school website. • Explain alternative counselling options with in-person team members if the student prefers not to meet with an advisor via Skype. • Recommended Skype booking procedures: <ul style="list-style-type: none"> ○ Require students to provide their Skype username and a cell phone number when booking an appointment via Skype. ○ Note what time zone all Skype appointments will be booked in. Recommend choosing the time zone that your school is located in. ○ Note that Skype counselling sessions will not be recorded. ○ Note that if the Skype session is interrupted because of technical difficulties, the advisor will call the student back at the phone number they have provided.



Appointment Types	<ul style="list-style-type: none"> • Most advising appointments work well via Skype – not being in the same room is generally not a barrier at all. • Mock interviews & general career counselling will work well over Skype. • Resume & cover letter reviews – best conducted via email first where the advisor will send comments back on the document for the student to review. The advisor and student can then meet via phone or Skype for the student to ask follow-up questions.
What to do with a crying student?	<ul style="list-style-type: none"> • Working with a student who is crying remotely is very similar to working with a student who is crying in person. • Let the student cry. • Ask the student “What is happening in your body right now?” or “What are you feeling physically right now?” • Do a breathing or grounding exercise to assist them in calming their system. • Once the student is calmer, refocus on their strengths and tangible next steps. • Ask them “How will you care for yourself when we finish our session?” • The goal is to have the student think of self-care and self-compassion as an important part of feeling better. If the student can’t come up with any suggestions, suggest an action that is small, manageable, and within their control (i.e. “Can you buy a herbal tea and take a short walk around campus before heading to your next class/commitment?”). • NOTE: If the advisor is Skype-ing into a counselling session where the student is attending in-person in an office in the law school, consider the following: <ul style="list-style-type: none"> ○ Ensure that this office has a box of tissues, a garbage can, and a mirror that is easily accessible and clearly available for the student to use if they cry and need to collect themselves before they emerge into public. ○ Ensure that there is an on-the-ground team member that the Skype advisor can contact, and who can be called upon to speak with the student, in the event that the student needs to speak with someone in person.



PETER A. ALLARD SCHOOL OF LAW

CAREER SERVICES

Considerations for Law Schools Offering Videoconference On-Campus Interviews

ISSUE	SOLUTIONS
Scheduling, Staffing, and Cost Logistics	<ul style="list-style-type: none"> • The number of VC OCI employers that you can realistically schedule in one day will be dependent on the timezone / hours available for interviews, and the number of laptops, rooms, and staff available. • Note that each employer conducting VC OCIs will need a separate room (i.e. you cannot have multiple students participating in VC OCIs in the same room at the same time, due to noise). • Recommend compressing VC OCIs into as few days as possible – i.e. a 1 or 2 day period – to avoid burnout amongst students and staff. • Recommend holding VC OCIs on <u>different</u> days from in-person OCIs. • Communicate the time zone of the OCIs clearly to the employers and students • Have a minimum 1 hour break between each VC OCI employer • Staffing – you need at least 1 staff person to check students in for their VC OCIs and keep track of time, and possibly more staff depending on the location of your VC OCI rooms. • Will you charge your VC OCI employers the same fee as your in-person OCI employers? If so, will they receive the same level of service? • Will your VC OCI employers use the same OCI scheduling system as your in-person OCI employers? If not, ensure that your VC OCI employers have all of the necessary information regarding scheduling, available timeslots, and room locations needed to communicate with their selected OCI candidates. • How will you keep track of time each VC OCI room? Will you have a staff person knock on the door when there are 2 minutes left in the OCI, or will you have an alarm clock in each room?
Technology	<ul style="list-style-type: none"> • Software options <ul style="list-style-type: none"> ○ Skype works best – it’s free, easy to navigate, and most students and employers will already have a Skype account. ○ Set up a CSO-specific Skype account for your office, so that each student does not have to log into their personal Skype



	<p>account in order to conduct the VC OCI.</p> <ul style="list-style-type: none"> ○ If running multiple VC OCIs at the same time via Skype, set up multiple CSO-specific Skype accounts (i.e. <i>lawschoolname.cso.1</i>; <i>lawschoolname.cso.2</i>; etc). ○ Other software options include: BlueJeans, WebEx, Google Hangouts, IP-based videoconferencing technology. ○ Interviewing software: HireVue ○ Have back-up software options available in case of technical difficulties (including firewall issues). <ul style="list-style-type: none"> ● Hardware options <ul style="list-style-type: none"> ○ Recommend using school-provided laptops for VC OCIs (rather than student-provided laptops) ● Make use of your law school’s IT team for troubleshooting, hardware/software recommendations, and training. ● Have an IT person on-call during the entire VC OCI session. ● Trial runs are an absolute necessity. ● Ensure that your internet connection is fast enough to handle Skype Video consistently.
<p>Preparing your students for VC OCIs</p>	<ul style="list-style-type: none"> ● Offer mock interview appointments by Skype. ● Invite upper-year students who have previously participated in VC OCIs to speak at your CSO info sessions for students about to participate in OCI recruitment. ● Prepare your students for “awkward” VC moments. ● Highlight the culture of “videoconferencing as normal” – i.e. consider offering Skype career advising, ask for best practices from law school professors teaching classes via videoconference, emphasize to students that a VC OCI is better than no OCI at all.



Sample Videoconference OCI Invitation to Legal Employer

We are pleased to invite your firm to conduct Videoconference On-Campus Interviews (OCIs) for Out-of-Province Employers as part of the summer student recruitment process. OCIs will provide an opportunity for you to meet with second-year Allard School of Law students who are keen to obtain summer 2017 positions at your firm.

Video Conference OCIs (Toronto employers) – Wednesday, September 29 & 30, 2016

We are pleased to offer video conference OCIs as an alternative and cost-effective screening method for Toronto employers who are not able to travel to Vancouver in person. The Allard School of Law has a classroom with video conference capability that is able to accommodate students for these video conference OCIs.

Allard School of Law students will apply directly to your firm before the **deadline of Monday, August 22, 2016 at 5:00 p.m. EST**, pursuant to the LSUC Recruitment Procedures.

Symplicity will **not** be used to schedule video conference OCIs. Firms who wish to conduct video conference OCIs of Allard School of Law students will be responsible for contacting the students they wish to interview directly in order to schedule their video conference OCIs within the available timeslots provided, and for sending the CSO a copy of their finalized video conference interview schedule.

An Allard School of Law CSO staff member will supervise the video conference OCIs at Allard Hall. Each video conference OCI is exactly 17 minutes in length. This time is strictly enforced and announcements will be made to the lawyer and student providing a 2-minute warning and at the end of the interview. Interviews are scheduled every 20 minutes and the 3-minute gap between the interviews allows for interviewers to make notes on the student and for the student to exit the Allard School of Law video conference room and prepare for any subsequent interviews. Interviewers do not need to leave their video conference room. When the 17-minute interview period begins, the student will be shown into the Allard School of Law video conference room.

Due to limited capacity at Allard Hall, we are only able to accommodate 8 employers for video conference OCIs. Registration will be confirmed on a first-come, first-served basis.

More information about the Allard School of Law video conference system, and our technician's contact information, will be included with confirmation of your firm's registration.



Where: Allard School of Law, Allard Hall, Room 335 (video conference classroom)

Dates/Times: There are 8 available video conference OCI timeslots. Each timeslot will accommodate **9 students** in total (without any breaks).

Thursday, September 29, 2016

- **OPTION 1:** 8:00 a.m. PST to 11:00 a.m. PST (11:00 a.m. EST to 2:00 p.m. EST)
- **OPTION 2:** 12:00 p.m. PST to 3:00 p.m. PST (3:00 p.m. EST to 6:00 p.m. EST)

Friday, September 30, 2016

- **OPTION 3:** 8:00 a.m. PST to 11:00 a.m. PST (11:00 a.m. EST to 2:00 p.m. EST)
- **OPTION 4:** 12:00 p.m. PST to 3:00 p.m. PST (3:00 p.m. EST to 6:00 p.m. EST)

Monday, October 3, 2016

- **OPTION 5:** 8:00 a.m. PST to 11:00 a.m. PST (11:00 a.m. EST to 2:00 p.m. EST)
- **OPTION 6:** 12:00 p.m. PST to 3:00 p.m. PST (3:00 p.m. EST to 6:00 p.m. EST)

Tuesday, October 4, 2016

- **OPTION 7:** 8:00 a.m. PST to 11:00 a.m. PST (11:00 a.m. EST to 2:00 p.m. EST)
- **OPTION 8:** 12:00 p.m. PST to 3:00 p.m. PST (3:00 p.m. EST to 6:00 p.m. EST)

Fees: GST #108161779

Video Conference OCIs

Fee: \$262.50 (\$250.00 + \$12.50 GST)

Registration

Please return the enclosed RSVP form and Scheduling Preferences Form by fax or email to the Allard School of Law Career Services Office at careers@allard.ubc.ca or via fax at 604-822-9486 by **Thursday, June 30, 2016**. Cheques may follow by mail (***to ensure timely delivery please ensure that they are addressed to the Career Services Office***). Cheques should be made payable to "Allard School of Law" and sent to:

Career Services Office, Allard School of Law
 University of British Columbia
 1822 East Mall
 Vancouver, BC V6T 1Z1
 Email: careers@allard.ubc.ca
 Fax: 604-822-9486



PETER A. ALLARD SCHOOL OF LAW

CAREER SERVICES

Sample Reminder Email to Videoconference OCI Employers

Dear [first name],

This is a reminder to contact your videoconference (VC) OCI candidates directly to schedule a VC OCI with them for **Wednesday, October 7, 2015 between 8am PST to 11am PST (11ampm EST to 2pm EST)**.

Each OCI will be 17 minutes in length with a 3 minute break between each interview timeslot. Therefore, you can interview a total of 9 students, using the following schedule and assuming no breaks:

8:00 AM PST / 11:00 AM EST	Student #1
8:20 AM PST / 11:20 AM EST	Student #2
8:40 AM PST / 11:40 AM EST	Student #3
9:00 AM PST / 12:00 PM EST	Student #4
9:20 AM PST / 12:20 PM EST	Student #5
9:40 AM PST / 12:40 PM EST	Student #6
10:00 AM PST / 1:00 PM EST	Student #7
10:20 AM PST / 1:20 PM EST	Student #8
10:40 AM PST / 1:40 PM EST	Student #9

Kindly note that [name of employer] will be responsible for contacting students directly to advise that they have been selected for a VC OCI and to schedule them for this OCI. Employers and students will not use the UBC Law Symplicity website to schedule VC OCIs.

Once you have confirmed the OCI time with each student, you can send them the following confirmation message:

"We have scheduled you for a videoconference on-campus interview at [insert PST / EST time]. Please arrive at [Allard Hall room number as provided by the CSO], 10 minutes prior to the scheduled interview time and check-in with [name of CSO staff person]. [CSO staff person's name] will be managing the videoconference OCIs in Vancouver and will advise when it is time for your interview. [Name of [legal employer] interviewer(s)] will be conducting the interviews from Toronto."

Please provide me with your final list/schedule of interview candidates by **Fri, Sept 25, 2015**.

Please ensure that you provide the students with their interview time in both PST / EST.



You will need to set up a trial run of your VC system with our IT person, who has been copied on this email.

During VC OCIs, [CSO staff person's name] will usher the student into [room number] for the OCI. [First name] will knock on the door when there are 2 minutes remaining in the interview period. She will open the door when the interview period is over. While the student will be able to hear the staff person knock and see her when she opens the door, your interviewers will not be able to hear/see her. Kindly ask your interviewers to also keep track of time on their end and usher people along when their 17 minute OCI is completed.

Please do not hesitate to contact [insert contact info here] if you have any questions. Thank you again for considering our students, and we look forward to hosting you during these videoconference OCIs.

[Signature info]



PETER A. ALLARD SCHOOL OF LAW

CAREER SERVICES

Sample Videoconference OCI Schedule and List of Students

Videoconference OCIs 2015 – List of Students Thursday, October 1, 2015

Allard Law IT Contact Person: [First Name Last Name], [Phone number], [Email address]

[Name of Employer] – 8:30am PST to 11:00am PST

Interviewers: [First Name Last Name], [Phone number], [Email address]

Primary Contact: First Name] [Last Name]

[Name of Employer]

T [Phone number] | [Email address]

IT Contact Person: [First Name Last Name], [Phone number], [Email address]

STUDENT		Start	Knock	End
1.		8:00	8:15	8:17
2.		8:20	8:35	8:37
3.		8:40	8:55	9:57
4.		9:00	9:15	9:17
5.		9:20	9:35	9:37
6.		9:40	9:55	9:57
7.		10:00	10:15	10:17
8.		10:20	10:35	10:37
9.		10:40	10:55	10:57



[Name of Employer] – 12:00pm PST to 3:00pm PST

Interviewers: [First Name Last Name], [Phone number], [Email address]

Primary Contact: First Name] [Last Name]

[Name of Employer]

T [Phone number] | [Email address]

IT Contact Person: [First Name Last Name], [Phone number], [Email address]

STUDENT		Start	Knock	End
1.		12:00	12:15	12:17
2.		12:20	12:35	12:37
3.		12:40	12:55	12:57
4.		1:00	1:15	1:17
5.		1:20	1:35	1:37
6.		1:40	1:55	1:57
7.		2:00	2:15	2:17
8.		2:20	2:35	2:37
9.		2:40	2:55	2:47



PETER A. ALLARD SCHOOL OF LAW

CAREER SERVICES

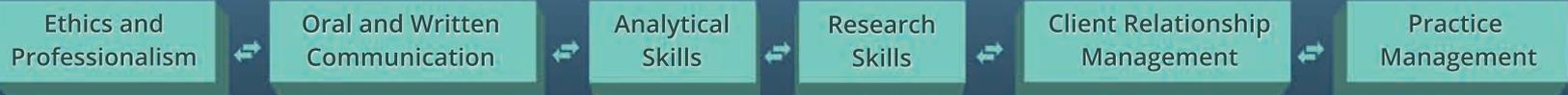
Sample Videoconference OCI Schedule-At-A-Glance

Time Slot	Firm Info	Test Completed?
Thursday, September 29	8:00am-11:00am PST 11:00am-2:00pm EST [Name of Firm] <i>Primary Contact</i> [First Name Last Name] [Phone Number] [Email Address] <i>Tech Contact</i> [First Name Last Name] [Phone Number] [Email Address]	
Thursday, September 29	12:00pm-3:00pm PST 3:00pm-6:00pm EST [Name of Firm] <i>Primary Contact</i> [First Name Last Name] [Phone Number] [Email Address] <i>Tech Contact</i> [First Name Last Name] [Phone Number] [Email Address]	
Friday, September 30	8:00am-11:00am PST 11:00am-2:00pm EST [Name of Firm] <i>Primary Contact</i> [First Name Last Name] [Phone Number] [Email Address] <i>Tech Contact</i> [First Name Last Name] [Phone Number] [Email Address]	
Friday, September 30	12:00pm-3:00pm PST 3:00pm-6:00pm EST [Name of Firm] <i>Primary Contact</i> [First Name Last Name] [Phone Number] [Email Address] <i>Tech Contact</i> [First Name Last Name] [Phone Number] [Email Address]	
Monday, October 3	8:00am-11:00am PST 11:00am-2:00pm EST [Name of Firm] <i>Primary Contact</i> [First Name Last Name] [Phone Number] [Email Address] <i>Tech Contact</i> [First Name Last Name] [Phone Number] [Email Address]	
Monday, October 3	12:00pm-3:00pm PST 3:00pm-6:00pm EST [Name of Firm] <i>Primary Contact</i> [First Name Last Name] [Phone Number] [Email Address] <i>Tech Contact</i> [First Name Last Name] [Phone Number] [Email Address]	



Training Component

17 weeks



AUG

OCT

DEC



ONGOING MEETINGS & EVENTS



GENERAL FILE WORK



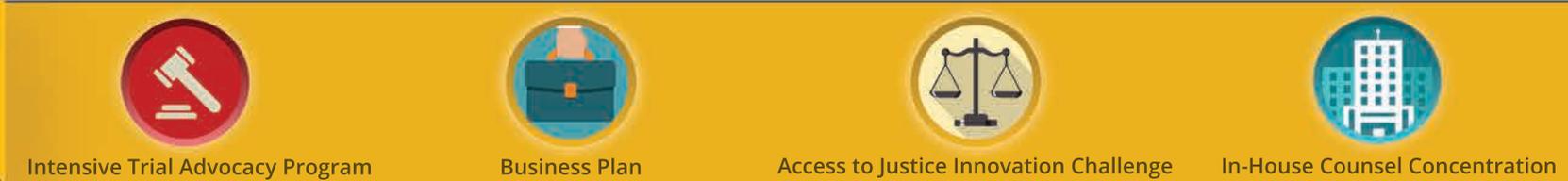
CLIENT MATTERS



A S S I G N M E N T S

- Legal Research and Memorandum ■ Draft Retainer ■ Draft Demand Letter ■ Respond to urgent voice message ■ Draft Opinion Letter
- Draft Designation ■ Draft letter to opposing counsel ■ Draft Agreement of Purchase and Sale ■ Draft Application and Financial Statement
- Draft Statement of Claim ■ Memo – Bail Hearing ■ Search of Title through Teraview ■ Review Pleadings of other side ■ Draft Letter of Intent
- Confirming Representation and Capacity ■ Draft Application ■ Small Claims Research ■ Draft Powers of Attorney for Property and Personal Care
- Draft Requisition Letter ■ Draft Reporting Letter ■ Draft Closing Agenda, Share Purchase and Non-competition Agreements ■ Contract Drafting
- Draft questions for Examination-in-Chief and Cross-Examination ■ Draft Statement of Funds and Statement of Adjustments ■ Discuss file strategy
- Draft Third Party Consents and Promissory Note ■ Prepare Case Conference Materials ■ Guilty Plea and Sentencing ■ Draft Affidavit of Documents
- Draft Will ■ Present submissions to the Landlord & Tenant Board ■ Prepare client for examinations ■ Review and use precedents and checklists

SPECIAL PROJECTS



Using Simulation to develop and practice the following Interpersonal Skills:

Listening skills – attending, acknowledging, re-stating, paraphrasing, interpreting, checking perceptions, silence
Asking direct questions
Asking open-ended questions
Demonstrating empathy
Responding to non-verbal cues
Conveying understanding
Using appropriate body language
Establishing rapport

Can help you accomplish the following objectives:

Set an agenda	Consider options
Assess readiness	Convey support
Conduct an assessment	Encourage dialogue
Conduct an evaluation	Prioritize issues
Develop a plan	Summarize
Develop collaborative goals	Define next steps
Develop collaborative solutions	Identify issues
Mediate between parties	Acknowledge feelings
Provide feedback	Build trust
Facilitate group discussion	Ensure opposing views are respected
Manage conflict	Gain buy-in
Acknowledge underlying interests	Respect diverse viewpoints
Negotiate agreements	Maintain objectivity
Create a safe environment	

By recreating situations that focus on issues such as...

Diversity	Conflict Resolution
Mediation & Negotiation	Employee Skills Training & Development
Job Readiness / Interview Skills	Performance Appraisal
Research & Qualitative Interviewing	Leadership Assessment / Training
Teamwork – Team Building, Problem-Solving	Patient Compliance...



Considerations for Planning To Use Simulations as Part of Your Programming

First and foremost, determine overall learning objectives (why?) and what is relevant to support learning (how?):

Steps	Notes
Conceptual	
Standardized cases and clients	
Assignments and evaluations	
Simulations: live actors, virtual, online, in-person	
Tools and databases	
Multimedia requirements (videos, audio – instruction and demonstration)	
Mentors, assessors from the field	
Planning, implementation and evaluation	
Time, space and budget	
Strategic partnering capitalizing on strengths of others, for most effective results	
Program review (integrating feedback in revisions)	



MODEL TELECOMMUTING AGREEMENT

This agreement between *EMPLOYER* and *EMPLOYEE* specifies the conditions for telecommuting on a regular basis. The agreement begins on *DATE* and continues until *DATE*. It can be withdrawn with *X DAYS* written notice by either party.

1. Days and hours when the employee is normally expected to be in the department are *SPECIFY DAYS AND HOURS*.
2. The alternate work site is *TELECOMMUTING LOCATION*. Days and hours when the employee will normally work at this alternate work site are *SPECIFY DAYS AND HOURS*.
3. Recognizing that effective communication is essential for this arrangement to be successful, the following methods and times of communicating are agreed upon:
 - o [SPECIFY: who (include backup and emergency contacts), when, how often, during what time frames, how (phone, fax, beeper, face-to-face, etc.)]
4. The employee agrees to remain accessible during designated work hours, and understands that management retains the right to modify this agreement on a temporary basis as a result of business necessity.
5. Regarding space and equipment purchase, set-up, and maintenance, the following is agreed upon:
 - o [SPECIFY: purchase, set-up, maintenance, provision of supplies, insurance arrangements (consulting Office of Risk Management as necessary), etc., for each piece of equipment, furniture, phones, etc.]
6. The employee agrees to maintain a safe and secure work environment. The employee agrees to allow the firm access to assess safety and security, upon reasonable notice.
7. The employee agrees to report work-related injuries to the supervisor at the earliest reasonable opportunity. The employee agrees to hold the firm harmless for injury to others at the alternate work site.
8. The employee understands that she/he is responsible for tax consequences, if any, of this arrangement, and for conformance to any local zoning regulations.

9. The employee must take necessary precautions to maintain client confidentiality and protect work product at the telecommuting location.
10. The employee understands that all obligations, responsibilities, terms and conditions of employment with the firm remain unchanged, except those obligations and responsibilities specifically addressed in this agreement.

I hereby affirm by my signature that I have read this Telecommuting Agreement, and understand and agree to all of its provisions.

Employee and Date

Managing Partner and Date

SAMPLE TELECOMMUTING POLICY

In a global environment where technology has enabled us to perform work remotely, telecommuting is an attractive option for many attorneys. It can facilitate increased productivity, reduce commute times, and enable flexibility. Please refer to items (1) through (3) below for descriptions of telecommuting options. In all instances where attorneys telecommute, regardless of the frequency or extent, it is important that they be present in the office on a basis sufficient to provide client service, to receive supervision and mentoring by more senior attorneys, and to fulfill their obligations to the firm by assuming increasingly more substantial roles in matters for which they are responsible and in training, supervising, and mentoring other attorneys, and to build and foster cohesive and collegial relationships with colleagues and teams.

- (1) Occasional (“Ad Hoc”) Telecommuting: Attorneys may work remotely from time-to-time provided that the needs of the practice group are met. Supervising partners should be notified in advance and agree that the proposal is satisfactory.
- (2) Recurring Telecommuting: Attorneys may work remotely and/or in another *FIRM* office one to two days per week on a recurring basis provided that the needs of the practice group are met. Supervising partners and the Practice Group Leader should be notified in advance and agree that the proposal is satisfactory.
- (3) Long-Distance Telecommuting: Attorneys may request to work remotely from any *FIRM* office at all times, whether they are on a standard or reduced-hours schedule. Supervising partners, the Practice Group Leader, and the Managing Partner must approve long-distance telecommuting arrangements. (Note that attorneys who request to telecommute from out-of state locations are expected to take prompt steps to become admitted to the bar of the state from where they will be working remotely.)

Practice Considerations

Full-time or reduced-hours telecommuters may be required to be present occasionally in the *FIRM* office in which their supervising partner(s) reside, with related costs at the firm’s expense. A telecommuting attorney must have an agreed-upon plan with his/her Practice Group Leader as to when he/she will be present in a *FIRM* office.

Telecommuters are responsible for supervision and evaluation of more junior attorneys and support staff with whom they work such as paralegals, patent agents, and secretaries.

Telecommuters must take necessary precautions to maintain client confidentiality and protect work product at the telecommuting location.

Firm Responsibilities

The firm will furnish and maintain the reasonable cost of a laptop, docking station, dual monitors, keyboard and mouse, and a headset for long-distance telecommuters. Requests for technology for occasional and recurring telecommuters will be considered on a case-by-case basis.

Telecommuters are responsible for establishing and maintaining a reliable high speed broadband connection in their primary remote office (likely home office), a router, and a printer/scanner/copier. The firm's Use of Technology, Internet and Social Media policy applies to telecommuters.

The firm will reimburse business-related expenses for telecommuters in accordance with regular expense reimbursement policies and practices.

The firm will not provide paid relocation expenses for telecommuting.

Attorney Responsibilities

Telecommuters are responsible for determining whether they meet zoning requirements and need business licenses, and for meeting such requirements.

Telecommuters are responsible for any personal tax implications of working remotely.

Health insurance will be available under the programs and general terms available to all employees in the *FIRM* office locations. (This may result in more expense to the employee if the telecommuting location results in out-of-network coverage.)

Workers' compensation coverage will extend to the designated telecommuting area only during work time. Telecommuters are responsible for reporting any work injury to the Human Resources/Benefits Department within twenty-four hours.

Telecommuters are responsible for providing a safe, efficient, and ergonomically sound workspace, including appropriate lighting, sufficient work surface to accommodate all equipment, and appropriate chair.

Telecommuters shall allow worksite inspection for worker's compensation or ergonomic purposes upon reasonable notice.