



# Mastery of Client Communication and Litigation Management [Legal Education - Members Only]

ACA International Convention 2024, Hilton San Diego Bayfront, 1 Park Boulevard, San Diego, CA 92101

07.23.2024 | 10:15-11:15 a.m. (PT)

Event Sponsor: ACA International Convention 2024

The Annual Convention & Expo is ACA's flagship event featuring a fabulous lineup of inspiring keynotes on the main stage, as well as industry innovators, wayfinders, and experts who share valuable tips and insights. Moss & Barnett attorney Issa K. Moe will be part of a panel presenting the session, "Mastery of Client Communication and Litigation Management," on July 23, 2024, from 10:15-11:15 a.m. (PT).

Join us for an immersive workshop designed to improve your legal practice through interactive skill-building exercises and collaborative learning experiences. This dynamic session will empower attorneys to enhance their client communication skills, master litigation management strategies, and thrive in the complexities of debt collection practices. Through audience participation and real-world simulations, participants will emerge with practical tools and newfound confidence to navigate these unique industry challenges.

## Learning Objectives:

- Enhance Client Communication Skills:
  - Develop effective communication strategies to engage with clients professionally and empathetically.
  - Understand the importance of clarity, transparency, and active listening in client interactions.
    - Practice techniques for managing client expectations and building trust.
- Navigate Challenging Interactions with Opposing Counsels or Pro Se:
  - Identify common traits and behaviors of difficult opposing counsels.
  - Learn strategies for maintaining professionalism and composure in contentious legal proceedings.
  - Develop negotiation tactics to achieve favorable outcomes while upholding ethical standards.
- Make Informed Decisions About Legal Outsourcing:
  - Evaluate factors influencing the decision to engage external defense counsel, such as cost, expertise, and case complexity.
  - Understand ethical considerations and regulatory requirements when outsourcing legal work. Gain insights into effective collaboration with external counsel to optimize case outcomes.

**Attorneys**

Issa K. Moe

**Practice Areas**

Financial Services

