

## How to Succeed As a Junior Attorney: *Ethics and Excellence*

### Accredited for 2 hours of CLE, including 1 hour of Ethics

This two-hour interactive workshop for new attorneys equips them with the tools to advance at your firm, while teaching them how to avoid common ethical pitfalls. The presenters, both experienced practitioners and educators, provide strategies for:

- Meeting your firm's expectations for providing top quality legal service
- Advancing from "good associate" to "excellent associate"
- Turning long-term career goals into short-term doable action steps
- Complying with the Rules of Professional Conduct

The workshop is customized to your firm's practice and culture.



#### Eve D. Birnbaum, Esq.

A former corporate partner at Winston & Strawn, Eve is an expert in the career advancement of attorneys. Prior to founding EBA, Eve worked for thirteen years in senior director positions at Proskauer Rose, and Milbank, Tweed, Hadley & McCloy. Eve and her team

create and implement programs and initiatives at major law firms and boutique practices in professional and business development. Eve is a graduate of New York University School of Law, where she was an editor of the *Journal of International Law & Politics*. She is a member of the Women in the Profession Committee of the New York City Bar, and alumna of the Professional Development Consortium. She also publishes and blogs on women's career advancement and how to succeed as an associate in Biglaw.



#### Elizabeth A. Joyce, Esq.

Elizabeth is an Associate Professor and Paralegal Studies Program Director at Union County College, an ABA-approved paralegal education program. She has developed the Ethics component of the program's curriculum based on the ABA model

Rules of Professional Conduct – a program she teaches to all the students in the program – and is a frequent panelist at conferences on the subject. Elizabeth practiced law for 20 years as a corporate attorney at a top Denver law firm, a Public Defender, and in solo practice. Elizabeth received a B.A. summa cum laude from Georgetown University and is a graduate of New York University School of Law, where she was an editor of the *Journal of International Law & Politics*.

## PROGRAM OUTLINE

### I. Delivering Top Quality Legal Service

- Firm Expectations:
  - Firm quality standards: how to determine and meet
  - Firm culture: how to be a "good citizen"
  - Personal career goals: how to set and advance
- NYS Ethics Component of Quality
  - Competence and Diligence
  - Standards of legal knowledge, skill, thoroughness
  - When and how to ask for help

### II. Providing Excellent Customer Service

- Identifying your customer
- Customer service checklist
- Communication:
  - Firm standards and client expectations
  - Active listening
  - Ethics component of client communication

### III. Avoiding Common Ethics Pitfalls

- Client confidentiality
- Duty of honesty
- Communications with adversaries, witnesses, and third parties.
- Social media and technology
  - Email
  - Social media
  - Smart phones, iPads, tablets
  - Duty to Google