

– Program description

You have not *mastered* communication—few ever will. Yet, most lawyers believe that they have mastered communication skills by the time they reach middle school, and their patterns of communication never radically change. Lydia Quarles offers a considered, reflective prescription for improving your communication with clients, judges, juries and your own partners and associates—the kind of tonic that will make a critical difference in the success of your law practice.

Whether you are writing, speaking standing still or flailing about, the construction of your delivery is every bit as important as your content. Lydia Quarles has learned from years of trial practice, from her time on the bench, and from focused application in the classroom, teachable methods for getting your point across. She shares them in this tip-packed course with characteristic zeal and practical impact.

- A combination of visual and verbal components is more persuasive than verbal components alone;
- If you must choose, purely visual communication is more effective than solely verbal communication;
- People remember 10 percent of what they hear, 20 percent of what they read, and 80 percent of what they see and do;
- Color accounts for 60 percent of acceptance or rejection of any object, be it the color of a sofa or a man's tie;
- The average adult's attention span is 20 minutes. This is a six-hour course. You'd better believe Lydia has tactics for keeping your attention . . . and you can adopt them!
- The elements of face-to-face communication—visual, vocal and verbal—determine how much the receiver “likes” the speaker. Visual (body, gestures and facial expression) accounts for 55 percent of liking; vocal (tone of voice) accounts for 38 percent of liking; and verbal (words) accounts for 7 percent of liking;
- If the three elements do not work “in tandem,” in other words, do not appear consistent, the receiver will tune out within the first 30 seconds of the presentation.

– Program highlights

- Speaker behaviors that promote effective persuasion results
- How to recognize when communication begins—it's earlier than you think!
- How to use tonal quality, up-speak, race and natural origin, and gestures in communicating with others
- How to incorporate the visual into communication
- Listening skills that form the basis of successful communication



P.O. Box 16562
Columbus, OH 43216-6562

Return Service Requested

Effective Communication is an Art Form:

Putting the Whole Package into Practice

September 21
Cleveland

September 22
Columbus

Live Simulcast to:
Akron Fairfield
Perrysburg

– Unable to attend?

This CLE program is also available in this format:



Live Webcast: You can view this program via the Internet for self-study credit as it takes place at the OSBA. The Supreme Court of Ohio allows you to earn six hours per reporting period through self-study.

Effective Communication is an Art Form:

Putting the Whole Package into Practice

Communication (or the lack thereof) is the most often cited complaint against lawyers. It is the most common culprit in problems with cases, clients and colleagues. Yet, communication problems are fixable! After attending this course, your next memo will be tighter, your next appearance more emphatic, and even your next conversation will lead to more understanding. Join your colleagues, strengthen this critical skill and enhance your value as an advocate and counselor!



National Speaker Series



Featured Speaker:
Lydia Quarles

September 21
Cleveland

September 22
Columbus
(Live and via Webcast)

6.0 total
CLE hours
1.0 Ethics

Live via
simulcast to:
**Akron
Fairfield
Perrysburg**



Ohio State Bar Association

Featured Speaker

Lydia Quarles

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.

Quarles is recognized by the Mississippi Supreme Court as an approved civil trial mediator and is qualified by the U.S. 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.

Quarles has been honored by the American Bar Association's Administrative Law and Regulatory Practice Section, receiving the Mary C. Lawton 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, Samford University, and her M.A. and B.A. from Mississippi University for Women.

Date and Locations

September 21, 2011

Cleveland

The Ritz-Carlton, 1515 W. 3rd St., 44113

September 22, 2011

Akron

John S. Knight Center, 77 E. Mill St., 44308

Columbus

Ohio State Bar Association, 1700 Lake Shore Dr., 43204

Fairfield

Receptions Conference Center North, 5975 Boymel Dr., 45014

Perrysburg

The Hilton Garden Inn, 6165 Levis Commons Blvd., 43551

Cancellation policy: Cancellations received by 5 p.m. the business day prior to the program will be refunded less a \$25 office fee. Those not attending will receive the course materials in full consideration of tuition paid.

8:00 Registration

8:30 The Whole Communication Package

Understanding the pieces that contribute to the whole communication package.

9:30 Break

9:45 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!

10:45 Communication Ethics

Obligations under the Ohio Rules of Professional Conduct.

11:45 Lunch (on your own)

12:45 Listening

You cannot communicate effectively unless you listen to others—and who wants to do that?

1:45 Break

2:00 Speaking

Not content—just style!

3:00 Writing

Consider your audience and your posterity to write in the 21st century.

4:00 Program Concludes

To Register

Mail: OSBA CLE, P.O. Box 16562, Columbus, OH 43216-6562
Phone: (800) 232-7124 or (614) 487-8585
Fax: (614) 487-8808
Online: www.ohiobar.org

Door: Call in advance to confirm date, time, location and space availability. If you require special accommodations, please call OSBA member services at (800) 232-7124.

Payment must accompany registration.

Webcast

Registration online ONLY
www.ohiobar.org/webcasts to register

Sept. 22, 2011

To Save

Group Discount: Three or more from the same firm or office registering for this program receive \$25 off each registration. (Registrations must be submitted at the same time.)

Membership: OSBA members save an average of 25 percent on CLE. If you are a nonmember, join at www.ohiobar.org/join and start saving today!

Member	Nonmember
\$340	\$418

OHIO ATTORNEY NUMBER		ADMISSION DATE
NAME		
FIRM		
ADDRESS		
CITY	STATE	ZIP
PHONE	FAX	
E-MAIL		
<input type="checkbox"/> NEW ADDRESS		

Select Location

September 21 Cleveland

September 22 Akron Columbus
 Fairfield Perrysburg

Select Tuition

	Member	Nonmember
Pre-registration:	<input type="checkbox"/> \$310	<input type="checkbox"/> \$388
Walk-in registration:	<input type="checkbox"/> \$335	<input type="checkbox"/> \$413
Gov't attorneys:	<input type="checkbox"/> \$263	<input type="checkbox"/> \$388

Group Discount

Payment Options

Total Amount: \$ _____

MASTERCARD Check or Credit Card

<input type="checkbox"/> VISA	ACCT. #	EXP DATE
<input type="checkbox"/> AMEX	SIGNATURE	