

LA COMMUNICATION EFFICACE : ÉVITER LES PERCEPTIONS ERRONÉES

(Formerly : *Ce n'est pas ce que vous dites, c'est ce qu'ils entendent...*)

[IN FRENCH]



This online training, recognized by the *Barreau du Québec* and conducted jointly by the Continuing Education Service and the *Fonds d'assurance of the Barreau du Québec*, is available to lawyers who want to avoid the harm caused by words.

This training, formerly called *Ce n'est pas ce que vous dites, c'est ce qu'ils entendent...*, will show you that in professional liability, it is not just what you tell your clients that matters but also what they hear.

You will learn about the source of most of the claims and complaints against lawyers, as well as some practical ways to protect yourself.

For more details and registration, please find hereafter the link to the web-pro training:

<https://webpro.barreau.qc.ca/formations.html>