



## ADMIN & CORPORATE TRAINING

### LEGAL OFFICE MANAGEMENT

#### DURATION

4 Days

#### PURPOSE OF THIS COURSE

Any individuals who are or wish to be involved in management duties in a legal firm will benefit from this course. This course allows students to develop the skills required to enter the arena of the Office Manager also known as the Practice Manager. The course provides general business skills and practical approaches to all aspects of the Practice Manager.

The Legal Office Management course will provide a broad knowledge and skills needed in the industry and to progress along a career path for learners.

A highly **motivated**, confident office manager improves the productivity of the law firm or legal department in which they work. Office managers, also known as practice managers, have the skills and experience to manage office processes and activities smoothly with little supervision.

This course in Legal Office Management provides general business skills and practical approaches to all aspects of the **office manager position**. The course is aimed at producing knowledgeable, skilled managers who are able to contribute to improved productivity and efficiency within the firm

#### CERTIFICATION

On successful completion of the programme, the learner will receive an Attendance Certificate from the Law Society of SA/L.E.A.D





## WHO SHOULD ATTEND

- ❖ Senior Administrative Staff
- ❖ Administrative Secretaries that want to move in a management position
- ❖ Administrative / Office Managers
- ❖ Individuals who want to pursue a career as a Practice Manager
- ❖ Bookkeepers and finance staff

## WHAT PREVIOUS STUDENTS SAID

- ❖ "I enjoyed learning more responsibilities that can take charge of which at first I thought was the Directors responsibilities."
- ❖ "The Financial Management and planning not forgetting Risk Management, were insightful."
- ❖ "The facilitator's translation of a Practice manager really hits home. Practical training will make a person's life easier at the office. I now know what lies on my shoulders and what shouldn't."
- ❖ "Of all the courses that I've attended to date this was one of the courses that I've learned a lot from. The course is based on my daily tasks as an Office Manager / Practice Manager & Bookkeeper."
- ❖ "I will have better organization skills, management implication, delegation, and better management skills."
- ❖ "This course was very important and informative. I've learned more about Management especially in Practice."
- ❖ "The course was presented at a very good time, our firm is growing and I've learned a lot from this course that I would be able to apply within my workplace."

## LEARNING THAT IS ASSUMED TO BE IN PLACE

This is not an entry-level course. Learners need to have a knowledge of English as a written language as well as basic bookkeeping and basic finance skills. Students should at least have 3 years' experience in a legal office environment (whether in a law firm or legal department).





## GENERAL LEARNING OUTCOMES

After completion of this training the learner should be able to:

### ❖ MANAGEMENT (DAY 1 AND 2)

- ✓ Know what skills a Practice Manager need.
- ✓ Know if they are ready to be Legal Practice Managers.
- ✓ Know what the difference between an Office Administrator and a Practice Manager is.
- ✓ Know how to manage with intent.
- ✓ Know what a Practice Manager's functions are.

### ❖ LEGAL PRACTICE MANAGER (DAY 3 AND 4)

- ✓ Know and understands the ethics and rules prescribed by the Law Society.
- ✓ Know how to manage a Legal Practice efficiently.
- ✓ Understand what is required to be compliant.
- ✓ Know what risk management is and how to manage risk in the practice.
- ✓ Understand and know the importance of financial management for a successful business.
- ✓ Know how to manage marketing professionally and within the guidelines of the Law Society.
- ✓ Know how to manage the information technology of the practice.
- ✓ Know how to manage human resources and employment equity.
- ✓ Know and understand the importance of FICA and how to register, report and manage FICA in the practice.
- ✓ Know and understand the importance of PAIA and how to register and submit the practice's PAIA manual.
- ✓ Understand BEE and how to apply for a BEE certificate.
- ✓ Know the workings of the CIPC.






## COURSE OUTLINE

### MANAGEMENT

- ❖ *What skills does a manager need?*
  
- ❖ *Are you ready for management?*
  - ✓ Do you have self-confidence?
  - ✓ Do you have strong planning skills?
  - ✓ Are you good at making sound decisions?
  - ✓ Do you know how to motivate others?
  - ✓ Are you good at following through on what you say you are going to do?
  - ✓ Are you a good communicator?
  - ✓ Would you be able to set a good example?
  
- ❖ *Office Administrator vs Manager*
  - ✓ Nature of work
  - ✓ Function
  - ✓ Authority in the organisation
  - ✓ Status
  - ✓ Competition
  - ✓ Selection of team
  - ✓ Productivity
  - ✓ Human Resources
  - ✓ Skills
  - ✓ Decision making
  - ✓ Conclusion
  
- ❖ *Manage with intent*
  - ✓ Manage people
  - ✓ Manage time
  - ✓ Manage communication





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- ✓ Manage self-motivation
  - ✓ Manage stress
  - ✓ Manage decisions
  - ✓ Manage delegation
  
  - ❖ *Management Functions*
    - ✓ Planning including strategic planning
    - ✓ Organizing
    - ✓ Staffing
    - ✓ Leading
    - ✓ Controlling

## THE LEGAL PRACTICE MANAGER

- ❖ Ethics and relevant rules of the Law Society
  
- ❖ *Practice Management*
  - ✓ Office maintenance
  
- ❖ Compliance Management
  
- ❖ Risk Management
  - ✓ Financial risk
  - ✓ Operational risk
  - ✓ Perimeter risk
  - ✓ Strategic risk
  
- ❖ *Financial Management*
  - ✓ Budgets
  - ✓ Forecasts
  - ✓ Management statements
  - ✓ Financial statements
  - ✓ SARS





- ❖ *Marketing Management*
- ❖ *IT Management*
- ❖ *Human Resources Management*
  - ❖ Recruitment of employees
  - ❖ Planning in the firm
  - ❖ Training
  - ❖ Payroll
  - ❖ Functions
- ❖ Financial Inelegance Centre Act (FICA)
- ❖ Promotion of Access to Information Act (PAIA)
- ❖ Black Empowerment Equity (BEE)
- ❖ The Company's office (*CIPC*)

