

## **Public Interest Boot Camp 2018**

San Francisco, Live Webcast and [www.pli.edu](http://www.pli.edu),\* June 1, 2018

### **Why You Should Attend**

Public interest law students working with low and moderate income communities often lack the experience to address the issues that many clients face when seeking legal services. The Public Interest Boot Camp is a free program designed to prepare law students holding summer internships with public interest law organizations, government agencies, and other legal nonprofits to better serve these clients. All students and public interest advocates are encouraged to view this program to develop new skills for productive and successful client relationships.

### **What You Will Learn**

- How to better serve diverse communities by identifying and addressing personal bias
- The importance of professional responsibility for a successful summer internship
- Client-centered interviewing strategies

### **Who Should Attend**

In addition to summer law students, all pro bono attorneys, legal organization staff, and other advocates seeking tools to better serve low and moderate income client communities would benefit from this program.

*Practising Law Institute is pleased to partner with the State Bar of California, Standing Committee on the Delivery of Legal Services, the Pro Bono Training Institute, and the SoCal Pro Bono Managers, to coordinate and present this program.*

## **AGENDA**

9:00

### **Opening Remarks**

***Salina G. Copeland, Phong S. Wong (via videoconference)***

9:15

### **Serving Diverse Communities: Understanding Personal Bias**

- Recognizing personal bias
- Serving diverse clients – both un-served and underserved and challenges that clients have faced when accessing services
- Combining your skills as a lawyer with cultural competency - #winwin
- Tools for interviewing/working with diverse clients

***Protima Pandey***

10:15

### **Introduction to Professional Responsibility**

- The importance of building and maintaining a professional reputation
- Rules governing legal services representation
  - Unauthorized practice of law
- Ethical responsibilities towards your clients
  - Confidentiality
  - Attorney-client privilege
  - Responsible communication

***Eliza Hersh***

11:15 Networking Break

11:30

### **Client-Centered Interviewing**

- Identify the goals and structure of a client-centered legal interview, with special focus on the initial client intake
- Participate in interactive demonstrations and role play scenarios to gain understanding of interview techniques
- Apply learned best practices of client-centered interviewing to improve the delivery of legal services
- Learn tips for becoming a good lawyer and connecting with your clients - communication, listening and setting expectations

***Nicole M. Perez (via videoconference), Tiffany Tsao (via videoconference)***

12:45 Adjourn

**Faculty:**

**Co-Chairs:**

**Salena G. Copeland**

Executive Director  
Legal Aid Association of California  
Oakland, California

**Phong S. Wong (via videoconference - State Bar of CA, Los Angeles)**

Pro Bono Director  
Legal Aid Foundation of Los Angeles  
Los Angeles, California

---

**Eliza Hersh**

Attorney at Law  
Oakland, California

**Protima Pandey**

Director, Office of Women's Policy, County Executive Office  
County of Santa Clara  
San José, California

**Nicole M. Perez (via videoconference - State Bar of CA, Los Angeles)**

Directing Attorney, Veterans Justice Center  
Legal Aid Foundation of Los Angeles  
Los Angeles, California

**Tiffany Tsao (via videoconference - State Bar of CA, Los Angeles)**

Managing Attorney, Client Intake Workgroup  
Legal Aid Foundation of Los Angeles  
Los Angeles, California

**Senior Pro Bono Program Attorney: Christina Thompson**