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Course Title: Seminar on Challenging Clients, Challenged Lawyers

Speakers: Rajvant Kaur – Assistant Director (Conduct Department), The Law Society of Singapore
Wong Meng Meng, SC – Founder-Consultant, WongPartnership LLP

Duration: 90 minutes

Course description: Managing clients in a professional services practice is never easy, particularly when confronted by a challenging client, be it one who is overly aggressive or demanding, secretive, hostile, vengeful, mentally ill or one who is unwilling to accept advice rendered. How do you go about identifying and understanding their motivations? What practical steps can you take to protect your practice and neutralise their behaviour towards you?

Our speakers will share tips from their personal experiences on identifying potentially challenging clients, techniques to manage their behaviour and minimise client complaints, drawing on scenarios that would be frequently encountered by practitioners. Our speakers will also share tips and techniques on what to do when the angry client lodges a complaint against the practitioner.

About the speakers:



Rajvant Kaur - Assistant Director (Conduct Department), The Law Society of Singapore

Ms Rajvant Kaur is the Assistant Director in the Conduct Department of the Law Society of Singapore.

Rajvant started her legal career in the public trustee's office and soon ventured into private practice and practised as a litigation lawyer for 12 years.

As an Assistant Director of the Conduct department, she handles, amongst other things, complaints of Inadequate Professional Services and in this regard, is closely involved in issues relating to meeting of professional standards by lawyers and disciplinary issues under the Legal Profession Act.

With her mix of experience which includes regulatory compliance as well as in private practice running her own practice, Rajvant has in-depth and valuable insight as to the common pitfalls faced by practicing lawyers.

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Wong Meng Meng, SC – Founder-Consultant, WongPartnership LLP



Wong Meng Meng, Senior Counsel, is the Founder-Consultant of WongPartnership LLP. Meng Meng is an accredited arbitrator with various professional and jurisdictional institutions including the Singapore International Arbitration Centre (SIAC). He now acts mainly as Arbitrator in selected cases.

Meng Meng is a Past President of The Law Society of Singapore and had served previously as Vice-President of the Singapore Academy of Law.

Meng Meng has had extensive experience as a court lawyer, and has also extensive experience in dealing with clients, in his more than 40 years of practice.

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