

# FRESH MC1

## Management

### Course Stage 1

**Duration:**

7 hours

**Format:**

Workshop, including small group practical case study exercises

**Participant no:**

20 maximum, to comply with the requirements of the Solicitors' Regulation Authority (SRA)

**Objectives:**

Management Course Stage 1 (MC1) is a compulsory one day course for all solicitors and must be completed within three years of qualification.

**fresh** MC1 complies with the SRA's training regulations and provides participants with indicative course documentation covering finance, managing people and client relationship management. Participants work on practical case study exercises designed to address the real life situations encountered by solicitors.

**fresh** MC1 can incorporate the procedures and protocols used by your firm in order to meet its exact needs, including the involvement of the firm's management team in the preparation and / or delivery of elements of the course.

**Topics:**

Participants must cover at least three of the following modules:

- **Managing finance**

This module provides a basic understanding of the processes for effective financial management of a law firm. Topics include:

- Working capital and the cash-flow cycle
- Time recording and work in progress
- Billing and debtor days
- Setting and managing budgets
- Understanding and using financial management information
- Enhancing profitability

- **Managing the firm**

This module introduces participants to structures, systems and planning for the effective administration and management of law firms.

- **Managing client relationships**

This module introduces effective client care techniques and explains practical steps for building and strengthening client relationships. Topics covered include:

- The Solicitors' Code of Conduct 2007
- Terms of business and client engagement letters
- Complaints handling

- **Managing people**

This module develops an understanding of the key issues in managing solicitors and support staff. Topics covered include:

- Self development
- Teamwork, delegation, supervision and motivation
- Performance appraisal, coaching and providing effective feedback

**Outcomes:**

The success measures for the course are that participants:

- Gain a clear understanding of the key issues relevant to the operation and management of a law firm
- Are able to review their own performance and objectives
- Are able to put this understanding and knowledge into practice in their day-to-day work

For further information or to make a booking please contact **fresh**: telephone 01273 470 440 or email: [rachelberry@freshpd.com](mailto:rachelberry@freshpd.com)