



Biography

C. Michael Ollier, LLB, BA

Mike received an honours undergraduate degree from Carleton University in political science in 1984. He attended law school at the University of Ottawa and was called to the Ontario bar in 1989. He entered the clinic system in 1991 as a staff lawyer at McQuesten Legal & Community Services in Hamilton. He became the Executive Director in 1993 and remained in that role until becoming the Director of Legal Services at Hamilton Community Legal Clinic in 2010. Mike enjoys combining management duties with providing direct legal service and participating in the full clinic mandate, including CD, PLE and Law Reform activities.

Interviewing Skills: Handling Challenging Situations

A Participatory and Interactive Learning Session

Wednesday, May 16, 2018 • 2:00 pm - 5:00 pm

Presenters:

Michael Ollier - Director of Legal Services, HCLC

Marnie Hayes - Manager Clinic Learning and Development ACLCO

Workshop Summary:

Participants will view 3 short videos produced by Parkdale Community Legal Services, in partnership with Osgoode Hall Law School as discussion starters to assist new clinic caseworkers improve their interviewing skills. In addition, participants will explore how to “de-escalate” and handle stressful situations when they arise. We will also cover appropriate debriefing and “self-care”.

Format:

An interactive, hands-on, 3 hour Workshop, where learners will have an opportunity to view and discuss some common challenges faced by clinic caseworkers in delivering legal services in often challenging situations.

Preference will be given to caseworkers who have worked in the clinic system for 5 years or less. Maximum enrollment is 16 new caseworkers, on a first come-first served basis.

Each video will be played for the group, as a discussion tool, to explore techniques and tips for dealing with clients, and how not to deal with clients.

- 1) What did you like about the interview/what worked?
- 2) What would you say differently if you were the interviewer?
- 3) How would you handle the interview? The same? Differently?

Learning Outcomes:

After participating in this session, learners will be able to:

- (i) Feel more confident in your ability to deal with challenges in interviewing.
- (ii) Explore techniques and tips for dealing with clients, and how not to deal with clients.
- (iii) Develop ethical habits for obtaining clear instructions.
- (iv) Obtain skills to de-escalate stressful encounters.



Biography

Marnie Hayes,

Manager of Clinic Learning and Development, ACLCO

Marnie Hayes is the Manager of Clinic Learning and Development at The Association of Community Legal Clinics of Ontario (ACLCO) where she supports, designs, implements and evaluates innovative and strategic learning and knowledge sharing programs, in collaboration with clinic staff and board members.

Previously Marnie worked as a social justice advocate, educator and program manager at various non-profits- including 14 years as a Community Legal Worker in 2 Toronto legal clinics, in the areas of immigration and tenants' rights, doing casework, public legal education, law reform and systemic advocacy.

She also worked as a Panel Member at the Refugee Protection Division of the Immigration and Refugee Board (IRB).

Marnie has a B.A. in International Development and Drama, and an M.A in Adult Education from McGill University.

Law Society CPD Hours:

TBD

Substantive Hours

Only Professionalism Hours must be accredited by the Law Society. Lawyers and paralegals must determine for themselves whether an activity is an eligible educational activity for CPD and qualifies for Substantive Hours. For more information about Substantive Hours, please see [CPD Requirement](#).