

Name: [redacted] Membership no: [redacted]

1. Competency: 7 Learning Outcome: 7.1

Evaluate your professional skills and legal knowledge.

2. Evidence provided:

Participant's commitment
Email from colleague in relation to dealing with aggressive defendant.

3. Outline how the evidence demonstrates you meet the outcome

Reflect on performance: As a legal assistant dealing with litigated cases on behalf of mortgage lenders and banks, I often have to deal with difficult borrowers/customers or their representatives.

Identify strengths and weaknesses: My strength is that I have the background knowledge to deal with these cases and the complaint or defence being raised by the borrower. I have worked for my clients for long enough to have an insight as to the kind of settlement or resolution it would be looking for. My weakness is that I lack confidence in my ability which has led to me becoming flustered in situations when I am faced with a difficult borrower or solicitor, particularly if the solicitor is more qualified than I am.

Identify objectives: My objective was to improve my assertiveness and confidence. I attended an advanced assertiveness training session and committed to put the training into action by focusing on certain action points when talking to a difficult borrower/solicitor (as set out in the attached commitment sheet).

Plan for improvement: I will continue to improve my assertiveness by taking on more complex cases which gives me the opportunity to deal with issues and situations that are less familiar, including mediations and dealing claimant litigants in person.

4. Reflection and evaluation (what you learnt from the activity you undertook to meet the outcome). Note: you may want to complete this section at a later date once you have had time to reflect on your practice and experience.

I learnt that it is important to set clear, achievable objectives and to keep the plan for meeting the objective under review to ensure the desired skill continues to develop.

5. Completion date: 29 October 2013

6. Signed (applicant) [redacted] Date: 11/5/15

7. Signed (supervisor) [redacted] Date: 11/5/15.

[REDACTED]

From: [REDACTED]
Sent: 07 November 2013 16:40
To: [REDACTED]
Cc: [REDACTED]
Subject: Advacned assertiveness

Attachments: 11b1-rs.tlinternal.com_SMTP_via_LDAP_11-05-2013_11-32-53.pdf

Dear H [REDACTED],

Please find attached your commitments.

Kind regards,
L [REDACTED]

L [REDACTED]
L&D Officer HR Team
Ext: [REDACTED]



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com_SMTP_v...

Participant's Commitment

Participant's name:

H. [REDACTED]

Participant's line manager:

J. [REDACTED]

Workshop title: Advanced Assertiveness

Workshop date: 29/10/2013

Participant's Commitment

- 1.) Prepare for telephone conversations by noting down a couple of discussion points and keep bringing it back to that
- 2.) Remain calm and confident on telephone with breathing techniques, sitting back in chair or standing up.
- 3.) Avoid saying sorry or 'um' during conversations

I agree to the commitments stated on this form.

I will notify my supervisor of any agreed commitments.

Applicant's Signature: [REDACTED]

Date:

29/10/2013

[REDACTED]

From:
Sent:
To:
Cc:
Subject:

[REDACTED]
29 October 2013 16:22
[REDACTED]

J [REDACTED] - you may recall this case, which is one you passed to me a few months ago. H [REDACTED] has been dealing with it and I thought you might like to know that having spent the past few days dealing with incessant calls from a very aggressive and unpleasant Mr [REDACTED] (that threatened her will all sorts) she has today made a full recovery including costs. This is a brilliant result for the [REDACTED]. Well done H [REDACTED].

R [REDACTED]