



YOU CAN'T UN-RING THAT BELL

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HOUSEKEEPING

- ▶ This webinar is being recorded and will be available on the ADRIC YouTube channel
- ▶ We encourage participants to post questions in Q&A
- ▶ Questions will be addressed at the end of each segment and at the end of the webinar
- ▶ We encourage respectful discussion in the CHAT amongst participants
- ▶ The remarks made by the presenters are made in their respective personal capacities

TERRITORIAL ACKNOWLEDGEMENT

We acknowledge the presence and stewardship of Indigenous People, First Nations, Inuit and Metis on this land

We acknowledge the treaties made with the Indigenous People of this land

We acknowledge the practices of Indigenous Peoples in conflict resolution and the contributions made to communal harmony

JOSIE PARISI CPA, CA, CBV, CIRP

- ▶ Partner with BDO
- ▶ Specializes in corporate restructuring and due diligence
- ▶ Joined BDO Canada Limited in January 2010
- ▶ Member of the financial restructuring and transaction service teams in Toronto, Canada
- ▶ Over 15 years of experience providing restructuring, due diligence, divestiture, consulting, and valuation services to middle-market companies
- ▶ ADRIC Director and Treasurer

INTROS

ANNE GOTTLIEB Hons. B.A., LL.B.,LL.M.

- ▶ Online Mediator and Adjudicator
- ▶ ODR Service Provider
- ▶ ADR Trainer & Presenter
- ▶ ADRIO Representative to ADRI Board of Directors
- ▶ Honorary Chair CBAADR Executive
- ▶ Board of Advisors/Advisory Committee Legalline
- ▶ Member of the Condominium Authority of Ontario*

*remarks made by Anne during this webinar, are made in her personal capacity and not on behalf of the Condominium Authority Tribunal

INTROS

POLL Q #1

DID YOU ADAPT YOUR PRACTICE
IN THE LAST 3 MONTHS?

- ▶ Adopt new technology platforms
- ▶ Learn new skills
- ▶ Work remotely
- ▶ All of the above

POLL
Q #2

DO YOU...

- ▶ Have an independent practice?
- ▶ Work as part of a firm?

POLL
Q #3

HAVE YOU...

- ▶ Noticed a positive financial impact on your business in the last 3 months?
- ▶ Noticed a negative financial impact on your business in the last 3 months?



PART ONE

- ▶ CLIENT DRIVEN FOCUS
- ▶ CONFLICTS CAN INTENSIFY DURING TIMES OF STRESS
- ▶ THE UNKNOWN OFTEN DRIVES DECISIONS
- ▶ EMBRACE TECHNOLOGY



PART TWO

- ▶ DIGITAL STRATEGY
- ▶ KEEP EMERGENCY RESERVES
- ▶ BUSINESS CONCENTRATION RISK
- ▶ STRESS TEST FOR CASH FLOW
- ▶ COMMUNICATE WITH STAKEHOLDERS

CLIENT DRIVEN FOCUS

- PUT THE HUMAN ELEMENT INTO THE TECH
- IS THERE A PLAN 'B'?
- CAN YOU RELATE TO THEM?
- CAN THEY RELATE TO YOU?

This infographic features a white background on the left with the title 'CLIENT DRIVEN FOCUS' in bold black text. The right side has a green-to-yellow gradient background with four rounded rectangular boxes containing key points. The boxes are colored in shades of green and yellow, with the bottom-most box being a darker yellow.

CONFLICTS CAN INTENSIFY DURING TIMES OF STRESS

- GOOD BUSINESS RELATIONSHIPS CAN SOUR QUICKLY
- WHAT HAPPENED TO THE BENEFIT OF THE DOUBT?
- PEOPLE WANT TO FEEL SOME CONTROL OVER THEIR LIVES

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THE UNKNOWN CAN DRIVE THE DECISION

A BIRD IN THE HAND IS WORTH TWO...

CASH IS KING

PEOPLE ARE WARY TO TRUST


EMBRACE TECHNOLOGY

CLIENTS WILL DEMAND EFFICIENCY

THERE ARE TOOLS FOR THAT...

ADAPT AND LEARN

PROMOTE ADVANCEMENT



**YOU CAN'T UN-RING
THAT BELL...**

- ▶ You need to be responsive
- ▶ You need to look ahead
- ▶ You need to refocus your energy
- ▶ You need to adapt your skills
- ▶ You need to embrace technology

Thank you

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