

September 14, 2017

Client Feedback: Why and How?

LAURA MEHERG — *Wicker Park Group*

Thursday, September 14, 2017 | Rivers Club

REGISTRATION: 8:00 A.M.–8:30 A.M. | **PROGRAM:** 8:30 A.M.–10:00 A.M.

Free to PSMA members, \$30 for non-members

This session will outline the importance of client feedback and provide tips for how to start the process in your organization. Laura Meherg is a partner and founder of Wicker Park Group and plays a key role in all programs offered by the group. Laura has worked with a variety of firms—both small and large—to help them better understand the needs and wishes of clients.

About the Presenter

Laura is a partner and founder of Wicker Park Group who plays a key role in all programs offered by the Wicker Park Group. Prior to consulting, Laura served as Burr & Forman's Director of Client Services and Marketing where she managed every aspect of law firm's marketing and training. Laura was honored for developing Burr & Forman's client feedback program, which produced measurable results, won leadership's praise and became an industry benchmark. She facilitates GC roundtables for Martindale-Hubbell's Counsel-to-Counsel Forum and other in-house counsel programs.

RSVP by September 11, 2017

Registration and payments can be made online at www.psmaphg.org.

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