

MANAGING AND MITIGATING MISTAKES

Episode 53 with Jennifer McMillan

TELL A SUPERVISOR OR COLLEAGUE YOU'VE MADE A MISTAKE

They can provide advice on how to rectify the situation before significant harm is done



BE HONEST

Do not try to hide the mistake. This can have significant negative impacts on your client.



CALL LAWCOVER

Talk to a Lawcover claims solicitor about what's happened and they will provide advice on the steps you should take



CREATE A GOOD WORK CULTURE

If you are a principal, create a working environment that encourages lawyers to admit they have made a mistake

INFORM THE CLIENT

Let your client know of the issue as soon as possible and, if Lawcover has recommended it, acknowledge liability

