

Frequently asked questions about MSELP

Why is the Bar Society knocking on my door?



"No, you can't come in and I don't really believe you're selling Girl Scout cookies!"

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- 1) ***What is this about?*** Two tools help you reflect and self-assess your management systems. Where do you do well or might you develop - relative to where you'd like to be in your circumstances? We give you the tools and helpful resources. See a [detailed explanation](#).
- 2) ***Why, in a nutshell?*** To help you and everyone else find ways to: (1) be more productive, (2) be less vulnerable to complaints, (3) be less vulnerable to claims, (4) as others do the same, incur less cost over time than would otherwise be the case, (5) be less stressed, (7) be more able to serve your clients through ethical and effective practice, and (8) when the time comes, be more able to leave practice.
- 3) ***Any other benefits?*** Count your time toward your CPD requirement.

- 4) ***What happens?*** Spend a modest amount of time identifying where you want to make changes by completing two tools: a recommended Workbook and a required online Self-assessment. We don't ask that you pick any more than 3 priority areas to work on. Instead of you searching for answers, we bring them to you from the best sources we can find. Decisions and implementation are for you, but so are many of the benefits.
- 5) ***Do I have to travel?*** No. You do it at your desk using online links.
- 6) ***Who has done it already?*** 37 firms of all sizes completed the pilot project in 2016-17; 16 more did testing in early 2019. Starting in the summer of 2019, over three years, all firms are completing the process; a new group every month or so.
- 7) ***Who does it?*** Every law firm, including sole practitioners. If a lawyer practises with a firm of, perhaps, several lawyers, the firm completes it once through its designated lawyer.
- 8) ***Doesn't this stuff just apply to bigger (or smaller) firms?*** No. It is geared to help everybody. Your priorities for development and the scale of your solutions will suit your firm.
- 9) ***Are you picking on small firms?*** Most "big" firms did the pilot and will be up for their second turn. There's a version in development for government and corporate counsel offices. Not only are we not targeting anyone, we really want to make this helpful to you, in whatever size practice. And did we mention it counts as CPD?
- 10) ***Will we have to do it more than once?*** Approximately every three years, which allows you to take a broad view to ensure your management practices are where you want them to be and serving you and your clients well.
- 11) ***How do you pick which firms do it when?*** We will call sometime to invite you to pick a convenient month to complete the program. When we call is determined by a mix of random selection and geographical cluster to facilitate possible follow-up meetings. Or you can call us to schedule.
- 12) ***What about new firms?*** We wait so this will be more useful to them.
- 13) ***What if we can't finish in our chosen time frame?*** Talk to us about it, we will work with you.
- 14) ***How long will it take?*** It doesn't require many hours of work, but you can put in as much time as you feel helps you. Generally, you'll get out what you put in. We suggest doing it at some point(s) within a month. We don't recommend stretching it out beyond that, because it isn't difficult and needn't hang over you.

- 15) ***Will this get me in trouble if I give a wrong answer?*** There are no wrong answers. For this to work, it needs to help you. It won't help if anyone thinks this will somehow expose a flaw that lands them in difficulty. That's why responses you give on the MSELP tool cannot result in a complaint investigation under regulation 9.2.1. See [Reg. 4.9.6](#)
- 16) ***Who is the Legal Services Support team?*** Experienced lawyers and supporting staff. The primary lawyers you will deal with for the self-assessment process are [Jennifer Pink](#) & [Rob McCleave](#). Their job isn't to tell you how to run your practice, but to support you in getting the answers to the questions you have.
- 17) ***What kind of resources are available?*** We assembled useful practice resources, linked on the [Workbook](#). We plan to organize more resources in a convenient way on NSBS' new website, and continue to add to it. We seek other information or help for you. NSBS also provides support for trust account and ethics questions.
- 18) ***Don't we only call the Society when there's a problem?*** No! We want you to feel comfortable calling and to be supported in your practice at all times.
- 19) ***Do we just get help when we do the assessment?*** No. We encourage contact at any time.
- 20) ***Who came up with this stuff?*** Lawyers. Your representatives on Council, committees and staff have been working on this for years, including studying practices elsewhere. Feedback from firms who tested it made it better. New feedback will continue to inform changes as we proceed.
- 21) ***I haven't heard much about it...*** It has been widely written and talked about. Admittedly, both the MSELP program and the availability of Legal Services Support are less headline-grabbing than other issues.
- 22) ***If this works well, what should we see?*** Hopefully, within a few years you will sense improvements in areas mentioned in FAQ #2, above. We will measure outcomes and are wide open to suggestions on how to do so.
- 23) ***What's MSELP mean?*** Management Systems for Ethical Legal Practice. Sorry for the acronym.