



CERTIFIED MASS TORT PROGRAMS FOR PARAPROFESSIONALS

COURSE DESCRIPTION

**MASSTORT
ACADEMY**

***MASS TORT ACADEMY'S MISSION IS TO GIVE MASS TORT
PROFESSIONALS AN INNOVATIVE AND COMPREHENSIVE
VEHICLE FOR BUSINESS GROWTH AND SUCCESS.***

CONTACT US AT ACADEMY@MASSTORTINSTITUTE.COM OR 888-789-TORT

COURSE SUMMARY

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Paraprofessionals can be trained to perform any number of key functions within the law firm setting and can bring great efficiencies to the practice. This 5-course certification program provides students with the knowledge and skills necessary to perform essential tasks at all levels from answering and directing phone calls to case management and trial preparation.

Each course contains 4-6 modules that include written lessons, companion resources, writing workshops and assessments, and interactive media presentations. At the conclusion of the program, students will be able to begin working in the mass tort legal environment in a wide variety of positions.

OUTCOMES & COMPETENCY DEVELOPMENT

Students will be prepared to:

- Perform basic office procedures such as establishing good time management, maintaining a filing system, and using database programs.
- Hold legal positions that require accurate entry of data such as survey results or demographics which can then be used to develop marketing, advertising, and case management plans.
- Achieve customer service excellence and offer the tools and techniques to ensure you build and maintain mutually beneficial relationships with mass tort clients.
- Provide legal support to a law office, perform various administrative tasks for lawyers, and initiate the claim investigation phase.
- Become competent case managers in the mass tort legal industry and develop professional skills to assist in the prosecution of legal claims.

COURSE CONTENTS

ADMINISTRATIVE SUPPORT

- Law Office Procedures & Technology
- Accounting & Billing Procedures
- Time Management
- CRM and Case Management Software

MICROCOMPUTING

- Data Entry
- Common Microsoft Office Tools
- Effective Case Notes and Documentation
- Data, Statistics, and Reporting

CUSTOMER SERVICE

- Interpersonal Communication Skills
- Legal Terminology
- Attorney Grievances
- Calendaring and Appointments

LEGAL SUPPORT

- Client Intake
- Investigation and Interviewing
- OBO and Guardianship Claims
- Professional Responsibility and Ethics
- Medical Record Retrieval
- Court Filing

CASE MANAGEMENT

- Client Management and Communication
- Vendor Management
- Medical Review and Summary
- Plaintiff Fact Sheets
- Discovery Responses

MASS TORT ACADEMY COURSES

The Mass Tort Academy has a number of publications and online courses for mass tort attorneys and support staff.

Mass Tort Secrets: The Playbook for Growing Your Mass Tort Business

Mass Tort Secrets provides a strategy for building a mass tort law firm. From strategic planning to building your budget and beyond, Mass Tort Secrets gives lawyers an in-depth practical guide to the business side of mass torts. Whether new to the game or a seasoned pro, Mass Tort Secrets is a must-read for everyone in the mass tort industry.

The 3 Pillars of Mass Torts

The companion workbook to *Mass Tort Secrets, 3 Pillars* provides a tangible starting point for launching a mass tort practice.

Whether you're in an established mass tort firm seeking a "reset" or starting with a clean slate, *3 Pillars* will take your game to the next level.

Mass Tort Practice Management for Paraprofessionals

In this course you will learn the details for planning and launching a mass tort docket and walk away with the practical skills for operating a successful mass tort firm.

Mass Tort Practice Management for Attorneys

In this course attorneys will learn the foundations they need to build out a successful mass tort practice.