

Event Title:

A Paralegal's Guide to Researching and Investigating

Event Date and Time:

April 24, 2024 -- 11:00 AM EDT - 06:00 PM EDT

Event Agenda:

All times are shown in Eastern time.

- I. **Practical Techniques for Interviewing Witnesses and Clients**
11:00 - 11:45, Rose C. Frink
 - A. Questioning Styles, Techniques, and Problematic Questions
 - B. Spotting Lying
 - C. Checking Qualifications and Assessing Credibility
 - D. Best Practices in Taking Witness and Client Statements
 - E. 5 Worst Interviewing Blunders to Avoid
- II. **Finding Background Information and Locating People**
11:45 - 1:00, Devany Whipple
 - A. Strategies for Locating People Online
 - B. Best Practices for Identifying and Using Primary and Secondary Sources
 - C. Electronic and Social Media Research (Including Helpful Search Term Strategies)
 - D. Key Search Engines, Databases, Websites, and Other Resources to Use
 - E. Verifying Online Information
 - F. Criminal and Arrest Records
 - G. Property Records and Past Residences; Useful Tips for Conducting Property Searches
 - H. Investigating Attorneys, Judges, and Witnesses
 - I. Using Case Law, Regulations, and Statutes in Research: Essential Guidelines
- III. **Using Artificial Intelligence (AI) While Conducting Legal Research: Top Tactics and Legal Risks**
1:15 - 1:45, T. Kevin Knight
- IV. **Paralegal Pointers for Obtaining and Analyzing Employment and Medical Records**
1:45 - 2:15, Kathryn Ziegler
- V. **Top Tips for Requesting Public Agency and Private Business Records**
2:45 - 3:15, Cassie Ware
 - A. Requests for State Agency Records
 - B. FOIA Requests
 - C. Publicly Available Business Records
 - D. Working With the Custodian of Records
 - E. Investigating Businesses
 - F. Subpoenaing Business Records
- VI. **Sifting Through Tax and Financial Records**
3:15 - 4:15, Marjorie E. Crawford
 - A. Locating Income, Assets, and Liabilities
 - B. Deciphering Tax Returns, Paystubs, and Other Records

- Complex Calculations: Key Pointers and Tools
- D. Bankruptcies and Litigation History
- E. Excel Tips and Tricks for Analyzing and Organizing Data
- VII. **Best Practices for Organizing the Results of Your Investigation**
4:30 - 5:00, Kathryn Ziegler
 - A. How to Track Information Requested, Documents Sent Out and Received, etc.
 - B. Useful Legal Research Management Software for Paralegals
 - C. Creating Case Investigation Notebooks
 - D. Organizing Evidence and Files (Small vs. Intensive Investigations)
 - E. Preparing Summaries, Chronologies, and Reports
- VIII. **Ethical Considerations for Paralegals**
5:00 - 6:00, Stephen G. Bresset
 - A. Avoiding and Resolving Conflicts of Interest
 - B. Avoiding the Unauthorized Practice of Law (UPL)
 - C. Safeguarding Confidentiality
 - D. Ensuring Effective Communication With Lawyers
 - E. Legal Ethics of Billing

Event Description:

Whether you're new to the paralegal practice, or you've got years of experience under your belt, this course is for you! In this comprehensive program, you'll learn helpful pointers for conducting social media research, delve into top tactics - and legal risks - of using AI in legal research, analyze best practices for requesting public records, and much more. Build your skills - register today!

- Review best practices for interviewing clients and witnesses.
- Get practical tips for finding background information and locating individuals.
- Adopt best practices for obtaining medical and employment records.
- Discover the legal essentials of combing through financial and tax records.
- Receive tips for organizing your investigation results.

**Any mention of specific products in this program is intended as part of a general overview and does not constitute IPE's endorsement or recommendation of any specific product or provider. This program is not sponsored by any technology or electronics provider.*

Who Should Attend:

This **intermediate level program** is designed to provide attendees with tips and tricks for conducting legal research and investigations. Those who should attend include:

- Paralegals
- Legal Technicians
- Legal Assistants
- Legal Support Staff

Event Bio:

Stephen G. Bresset is a partner with Bresset & Santora, LLC, where he has practiced commercial and bankruptcy law and litigation throughout Pennsylvania and the region for more than 30 years. During his time in practice, Mr. Bresset has represented debtors in more than 50 Chapter 11 proceedings in Pennsylvania, as well as creditors, creditor committees, and trustees at virtually every level of bankruptcy proceedings, and debtors in more than 1,000 Chapter 7 proceedings. He is admitted to the state courts of Pennsylvania, the three U.S. District Courts in Pennsylvania, as well as the three bankruptcy courts, and the Third Circuit Court of Appeals. Mr. Bresset has always been an active member of his community and the bar associations of which he is a member. He has served as an office holder in the Wayne County Bar Association, as well as a committee chair in both associations and the Pennsylvania Bar Association. Mr. Bresset has been a featured speaker at numerous seminars throughout Pennsylvania in litigation, commercial law and bankruptcy law topics. He earned his B.A. degree from Temple University and his J.D. degree, with honors, from Widener University School of Law.

Marjorie E. Crawford is the head of Technical and Automated Services with Rutgers University Law School Library. She is a member of the Online Bibliographic Services; Academic Law Libraries Special Interest Section; Foreign, Comparative and International Law Special Interest Section; and Animal Law Caucus. Ms. Crawford earned her Bachelor of Arts degree from Rutgers College and her Masters of Library and Information Science degree from Rutgers School of Communications, Information and Library Studies.

Rose C. Frink currently works for Shipman & Goodwin LLP, in Hartford, Connecticut, where she is a litigation paralegal in the personal injury group. She has been a paralegal for the past 30 years. Prior to Shipman & Goodwin, she worked for Carmody & Torrance in Waterbury, concentrating in medical malpractice defense. Ms. Frink is a member of the Central Connecticut Paralegal Association. She is currently executive vice president and co-chairs the program director's position of the CCPA. Ms. Frink has served as program director and two terms as the director of the Continuing Legal Education Committee for the CCPA. In addition to obtaining speakers for both programs for the CCPA and the CLE, she was also responsible for directing two all-day CLEs for the CCPA recently. Ms. Frink also served on the CCPA Convention Committee for the National Federation of Paralegal Association annual convention that was held in Hartford, Connecticut this past October 2013. In addition to the executive roles she serves in, Ms. Frink has also chaired the CCPA's annual food and toy drive for the past two years, which distributes toys and food to needy children and families throughout the holidays. She graduated from Quinnipiac University with a B.A. degree in legal studies.

T. Kevin Knight is a partner in the law offices of DSK Law. He is board-certified as a trial lawyer by both The Florida Bar and the National Board of Trial Advocacy. Over the course of his practice, Mr. Knight has generally focused on personal injury litigation. He earned his B.S.B.A. degree, summa cum laude, from the University of Central Florida and his J.D. degree from Stetson University College of Law.

Cassie Ware is an attorney for Callahan & Fusco, LLC and is based out of its Georgia office. She has successfully litigated cases in state and federal courts throughout the southeastern United States. Ms. Ware practices in a variety of areas within the law, particularly those of personal injury, subrogation, insurance defense, insurance coverage

disputes, contract disputes, product defects, construction defects, and general claims in tort. In addition, she has represented veterans in matters against the United States Department of Veteran's Affairs to, among other services, obtain and maintain benefits because of the quickly expanding list of presumptive illnesses directly linked to a product known as Agent Orange, which was heavily utilized during the Vietnam War. Ms. Ware uses her work ethic, tenacity and resolve to obtain the best possible outcome for each of her clients. She previously worked as a paralegal for more than fifteen years before attending law school. Ms. Ware received her Juris Doctorate degree from John Marshall Law School in 2013. She has since that time been a good-standing active member of the State Bar of Georgia.

[Devany Whipple](#) is a nationally certified paralegal with New Mexico Legal Aid's VOCA program and has been a paralegal for six years. She was raised in a small town in Southern New Mexico, where she attended high school and was in numerous activities such as leadership, cheerleading, National Honor Society, and mock trial. After graduating High School in 2014, Ms. Whipple obtained her Associates in Paralegal Studies, and volunteered with New Mexico Legal Aid as a family law and domestic abuse paralegal while obtaining her Associates in Business Office Technology and Business Fundamentals Certificate. While attending NMSU, she was a member of the National Honor Society, NMSU Cheer Team and was a Crimson Scholar and Meritorious Graduate. In 2017, Ms. Whipple became a team member of the Law Office of Jill V. Johnson Vigil, working as a paralegal for family law, kinship guardianship, adoption, and name change cases. In early 2020, she became a member of the New Mexico State Bar Paralegal Division, where she served as board member and Scholarship Committee Chair. Ms. Whipple also received her National Certification through the National Association of Legal Assistance (NALA) in April of 2020. In January of 2021, she began working with crime and domestic abuse victims as a certified paralegal with New Mexico Legal Aid. Coming from a rural area, Ms. Whipple is passionate about providing legal services to victims the rural areas of New Mexico, as well as guiding other paralegals and young individuals on their path to success.

[Kathryn Ziegler](#) is a paralegal with Waples & Hanger in Indianapolis. Her work as a paralegal is primarily in the federal courts of Indiana, with occasional casework in state courts. Ms. Ziegler's firm practices plaintiff litigation, specializing in constitutional and civil rights law. She is a commissioned notary, and a member of the Indiana Paralegal Association and National Paralegal Association. Ms. Ziegler assists her attorneys in day-to-day legal duties, including screening clients and preparing discovery requests. She earned her B.A. degree from Purdue University and her Paralegal Certification from Indiana University-Purdue University at Indianapolis.