



Personal Injury—Keeping Up with the Basics

ORIGINAL PROGRAM DATE

August 20, 2026

REPORTING YOUR CREDIT

This on-demand program was a live seminar presented on August 20, 2026. If you attended or viewed the original presentation, please note that WSBA members may not claim credit for the same CLE sessions if repeated within their three-year reporting period.

DESCRIPTION

Join an esteemed group of practitioners as they share their experience and evaluate the ever-evolving arena of personal injury cases. This on-demand seminar will explore the art and skill of negotiation, application of concrete tools and decision points throughout the lifetime of a case, processing medical bills and records, handling insurance claims and evaluating potential sources of recovery. Curriculum will focus on breaking down the steps of the process to serve as robust refresher as well as an opportunity for new practitioners to categorize and apply the processes integral to case resolution.

AGENDA

1 From First Call to Final Check: A Working Blueprint for the Washington PI Case

Some CLEs teach the law. This one delivers the workflow. We'll take a single Washington personal injury matter from the intake call to the settlement check, stopping at every decision point that actually determines outcomes: what to capture in the first ten minutes, how to run PIP without losing the coverage fight, when discovery earns its cost, and how to build the file backward from the demand. You'll see the real checklists, templates, and judgment calls—including where the tools help and where they don't.

Jason A. Baker – Law Offices of Jason A. Baker, PLLC, Issaquah, WA

2 Locating the Potential Sources of Recovery

During this session, Michael will provide an in-depth look at finding all available insurance policies and potential defendants to maximize your client's recovery.

Michael Kittleson – Le & Kittleson, Renton, WA

3 Personal Injury Attorneys and Trust Accounts

What's the biggest reason attorneys get in trouble with the Bar? You got it, your trust account. How to keep your trust account, and your firm squeaky clean so that you never need to worry about an audit.

Rebecca Graham – Maxwell Graham, PS, Issaquah, WA

4 Insurance Coverage—A Deeper Dive

During this session, Leah will discuss the ins and outs of dealing with insurance companies and reviewing requirements for third, UIM and PIP carriers.

Leah S. Snyder – Ember Law PLLC, Seattle, WA

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(agenda continued from previous page)

5 **48 Adages for Plaintiff Personal Injury Attorneys**

Mike believes that mindset training is the most important, but most unappreciated facet of personal injury practice. Many attorneys enter plaintiff work with mistaken assumptions about the skills they need to survive and thrive. Insurance companies and government defendants reward pessimism, reliability, and subject matter competence, but do not want, like, or trust anyone who is strong on optimism, creativity, imagination, and compassion. The best archetype of the successful plaintiff lawyer is the “compassionate warrior and teacher,” driven by compassion for the client and committed to strengthening mental toughness, resilience, and drive. The adages were written with this in mind.

Michael Maxwell – Maxwell Graham, PS, Issaquah, WA