

# STEPHANIE DEMONT

Stephanie joined the Vista Consulting Team in 2009, marking a significant milestone as the first consultant we ever hired. With admission to practice law in Connecticut, New York, and Tennessee, she combines her legal acumen with operational excellence to deliver comprehensive solutions tailored to each client's unique needs. Stephanie's innovative approach allows her to adapt proven strategies to the specific challenges faced by law firms, setting her apart in the industry.



## **DYNAMIC SPEAKER AND THOUGHT LEADER**

Stephanie is a dynamic speaker who brings her extensive experience and insights to various events. She engages her audience with authoritative yet approachable presentations, whether at conferences, webinars, or Vista's annual events. Her focus on practical, actionable advice ensures that attendees leave with clear strategies to implement in their own firms. Her thoughtful approach to problem-solving explains the *why* behind the *what*.



## **VERSATILE INDUSTRY EXPERIENCE**

With a career spanning multiple industries and roles, Stephanie brings a wealth of knowledge and experience. She spent twelve years managing remote teams in insurance claims departments, where she developed a deep understanding of legal processes and honed her leadership skills. Following this, she served as the Chief Operations Officer at a large, multi-office personal injury firm in the Northeast for five years, gaining invaluable insights into the intricate workings of law firms.



## **OPERATIONAL EXCELLENCE AND LEADERSHIP SUPPORT**

Stephanie excels in supporting COOs and Office Managers through challenging situations, providing polished coaching techniques and decision-making guidance. Her meticulous nature and strong communication skills make her an effective partner for key client personnel. She is adept at identifying problems and empowering clients with the tools and knowledge to solve them, fostering partnerships based on mutual respect and shared goals.

# PRESENTATION TOPICS

- How To Use the Pareto Point to Maximize Case Value
- How Closed Case Stats Relate to Your Wanted Rates
- Setting Client Expectations
- What To Discuss and Not Discuss at The Intake Stage
- Case Manager and Attorney Responsibilities for Client Contact and File Reviews
- How To Set and Adjust Demand Production Goals
- Effectively Using Soft Tissue Value Drivers
- Gold Standard COO Traits
- How To Deal with Challenging Clients
- Using Fee Center Analysis to Analyze Productivity by Department
- Effective Delegation and Trusting Your Team



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