

08.30 BREAKFAST AND REGISTRATION

09.00 CONFERENCE CHAIR OPEN

Cathy Mattis, head of legal project management UK/US and EMEA, Herbert Smith Freehills

09.15 STRATEGIC IMPERATIVES FOR A BETTER-CONNECTED BUSINESS WORLD

- How organisations need to think about being connected with their clients
 - How to connect effectively with people both internally and externally, including partner organisations and clients
 - Optimum connectedness in the new digital world
 - Becoming better connected for increased profitability.
- Professor Charles Baden-Fuller, centenary chair in strategy, Cass Business School, City University

09.45 UNDERSTAND AND DELIVER

Maintaining a well-connected legal business against a backdrop of geopolitical uncertainty and rampant technological development

- Succeeding in multi-jurisdictional collaboration in a world of political uncertainty
- Treading political waters and coping with ripples from across the pond – the Trump card
- Diversifying your firm's business offerings to compete with new market entrants and increase profits
- Exploring alternative uses for client feedback and how to utilise it for commercial advantage and to improve your pipeline strategy
- Aligning your firm's strategy with the unique needs of your client and their industry – bespoke your offerings to present more confidently in pitches

Chair:

Cathy Mattis, head of legal project management UK/US and EMEA, Herbert Smith Freehills

Panel:

Stéphanie Hamon, head of commercial management, MD, Barclays
Rob Booth, GC and company secretary, the Crown Estate
Matthew Fuller, director of business development and marketing, EMEA, White & Case

10.30 AUDIENCE INTERACTION

Have your say using our audience engagement tools

10.45 COFFEE BREAK AND NETWORKING

11.15 - 12.45 STREAMED SESSIONS

11.15 STREAM A – Ludgate Suite

What happens to profitability when people buy people?
"Price is what you pay, value is what you get" (Warren Buffett)

- From combative to collaborative pricing
- Market forces and barriers to effective pricing
- Working together to price more accurately, and how to have candid and confident pricing conversations with clients
- Implementing L&D to teach client-facing staff to have robust pricing conversations.

Sam Davies, pricing manager, Herbert Smith Freehills

11.15 STREAM B – Walbrook Suite

Best practice for legal project management – how to maximise gains through effective collaboration

- Managing the pipeline – how to deploy resources for optimal return and using historic data to forecast and target
- De-silo support functions – what does good collaboration look like?
- Effective engagement – how to get partners to embrace LPM and take clients on a journey
- Success criteria – what does good engagement look like?
– How to measure the value of legal project management?

James Northin, head of LPM, DLA Piper International
Ian Rands, head of commercial support, DLA Piper

11.15 STREAM C – Fleet Suite

Global service delivery – balancing consistency with a local face

- Realising the benefits for your firm in coming across as a united front
- Global challenges for managing people in a widely dispersed workforce – Identifying service delivery methods to suit the needs of clients
- Why one size doesn't fit all – why it's important to match your client with the right people in your firm to suit their needs
- Getting the balance right when presenting your firm as a global legal powerhouse with a tailored and bespoke legal service.

Stephen Allen, global head of legal service delivery, Hogan Lovells

12.05 STREAM A – Ludgate Suite

Driving profitable growth in today's legal market

- Driving a change agenda focused on profitable growth
- Identifying the right opportunities to target
- Tailoring the strategy to the specific opportunity and personalising your products and offerings
- Maximising the chance of successful growth, and pricing for profit
- Integrating partner, business development and pricing efforts.

Colin Jasper, director, Jasper Consulting

12.05 STREAM B – Fleet Suite

Train and retain – effective resourcing for a better-connected business

- How to give everyone the courage to be client-facing
- Using L&D to create a competitive advantage
- How to deliver a diversity strategy that matters.

Guy Buckland, head of people development, Osborne Clarke

12.45 LUNCH AND NETWORKING OPPORTUNITY

13.45 AFTERNOON WORKSHOP SESSION INTRO

14.10 PUTTING THE 5PS INTO PRACTICE – COLLABORATIVE WORKSHOPS

The afternoon workshop groups will address a series of questions around the notion of if one were to design a law firm from scratch, which key concepts would you put in place to encourage better collaboration?

- What are the greatest obstacles to collaboration in a law firm?
How do we move towards solving these?
- If you could change one thing about how your department works, what would it be and how would it promote better collaboration?
- Which department/role should be responsible for collaboration in a firm?
- How could business services departments work more effectively with lawyers?

Workshop facilitators:

Nicole Beck, senior manager of strategic pricing and client strategy, Buchanan Ingersoll & Rooney PC
Cathy Mattis, head of legal project management UK/US and EMEA, Herbert Smith Freehills
Jenni Emery, director of business strategy and integration, CMS
Kate Stanfield, head of knowledge management, CMS
Colin Jasper, director, Jasper Consulting
Sarah Pullin, director of knowledge management, Baker McKenzie
Guy Buckland, head of people development, Osborne Clarke
Stephen Allen, global head of legal service delivery, Hogan Lovells
Priya Lele, legal project management lead, corporate, Herbert Smith Freehills

15.00 AFTERNOON COFFEE BREAK AND NETWORKING OPPORTUNITY

15.30 WORKSHOP ROUNDUP

Workshop facilitators to provide a summary to the plenary audience, distil the afternoon's discussions and identify conclusions about more effective and profitable law firm collaboration.

16.00 YOU HAVE TO C IT TO BELIEVE IT – THE C-SUITE INSIGHT SESSION

Sharing business objectives to get everyone in the team on the same page, and more importantly in the same book

- How the C-suite shape and guide a successful law firm
- Exclusive perspectives on structures and objectives of law firm strategy
- Disseminating strategy, goals and long-term vision through the business
- Giving all employees sight of the big picture for more effective collaboration – taking everyone with you on the journey
- The pros and cons of the partnership model and how the partnership structure affects financial and strategic decisions
- Understanding the size and shape of investment profiles.

Chair:

Richard Hinwood, head of strategy and chief of staff, Withers

Panel:

Justin Young, chief operating officer, HFW
Steven Rowan, chief financial officer, RPC
Jenni Emery, director of business strategy and integration, CMS
Darren Mitchell, deputy global chief operating officer, Hogan Lovells

16.45 HOW TO SCOPE, PROCESS AND DELIVER LEGAL PRODUCTS MORE EFFICIENTLY WITH ARTIFICIAL INTELLIGENCE

- Understanding the impact of implementing AI on the way firms collaborate with a 5P approach
- The scope and impact of tech capabilities on matter management
- Turkeys voting for Christmas ... AI: innovation opportunity or P45 in the post?
- From driverless car to lawyerless firm – what will the firms of the future look like?
- How AI affects redistributing of resources and reassigning talent
- The structure of a law firm and how this will change with innovation
- How the role of a trainee will change as AI takes over more administration
- Death to billable hours – how the measure of success of a firm will change.

Chair:

Emily Foges, CEO, Luminance

Panel:

Andrew Telling, UK head of knowledge management, Taylor Wessing
Kate Stanfield, head of knowledge management, CMS
Partha Mudgil, chief operating officer, Nakhoda, Linklaters
Mike Rebeiro, Partner and the global head of technology and innovation, Norton Rose Fulbright

17.15 CONFERENCE CHAIR CLOSE

Cathy Mattis, head of legal project management UK/US and EMEA, Herbert Smith Freehills

2017 WILL WELCOME OVER 100 GUESTS FROM THE TOP 100, INCLUDING:

- COOs / CFOs / CEOs / CIOs / CTOs
- Heads and directors of finance, marketing, BD, KM, strategy, ops, pitching and bids
- Business managers, experts in pipeline, process, legal project management, innovation, transformation and change

"Good event – hope the other attendees enjoyed it as much as I did."

Stuart Hopper, head of practice development and knowledge EMEA, Dentons

"Very enjoyable, well organised. It was good to work with peers from other firms and see their perspective on things."

Laura Davenport, business manager, Squire Patton Boggs

"I had such an enjoyable and engaging day. You have given me lots of food for thought and I have come away thoroughly energised. I thought the afternoon sessions worked well, so many thanks (and well done) for corralling us all."

Abi Williams, head of programme management, Burges Salmon