

AGENDA 2018

8.50 Chair's opening address

Stuart Whittle, business services and innovation director, Weightmans

9.00 Risks and impact - the cyber threat facing the legal sector

A representative from the National Cyber Security Centre

9.20 Scene setting: How businesses are disrupting the future

With a wave of new and disruptive technologies about to hit the mainstream, how do you separate the hype from the reality?

Felicity Burch, head of innovation and digital, Confederation of British Industry

9.40 Panel: How can firms build operational excellence by leveraging technology, resources and alternative operational models?

- What technology is currently being leveraged within firms, is its true value being realised, and if not, what are the barriers?
- How to overcome silos and get operational and business service leaders working constructively together across boundaries
- How should firms optimise the allocation and utilisation of resources?

Chair: Dan Wright, partner, service innovation, Osborne Clarke

Catherine Johnson, group general counsel, London Stock Exchange Group

Matt Newman, assistant general counsel, Royal Mail

Justin Nuccio, european director of finance and operations, Advent International

Dominic Regan, senior director EMEA logistics, Oracle

10.15 Adding value through strategic partnerships: the truth about outsourcing

James Gilding, managing director, Mitie document management

Bob Jones, head of UK operations, Linklaters

Nathan Cornell, business and operations manager, Linklaters

10.30 Lightning talk - Five minutes, one insight: The CFO and making things happen

Steven Rowan, chief financial officer, RPC

10.35 Unconference workshops: You write the agenda (prep session)

10.45 Coffee and chat

FOCUS TRACKS - ROUND ONE - 11.15-11.45

A1 | PEOPLE

Attract, retain, invest and enable

- How to present the firm to attract and retain talent
- Retaining talent and demonstrating career paths that fit with evolving career expectations
- Investing in people
- New ways of working

Becca Johansson, head of operations, real estate, DLA Piper

B1 | TECHNOLOGY

Case study: Leveraging technology to meet client expectations

The how, why, and when of Macfarlanes' programme to meet client expectations around confidentiality, privacy, and cybersecurity while maintaining a level of client service that keeps them competitive in the market

Andrew Powell, director of IT, Macfarlanes
Ben Weinberger, lawyer in residence, Prospereware

C1 | TRANSFORMATION

Outside the law - Case study: Bringing order from chaos in a tech startup

- Technical raw talent v trained legal minds
- Communicating quickly and lightly
- Using and adapting agile principles
- Rethinking team structure by skills
- Technology first v minimal viable product

Danvers Baillieu, COO, InfoSum

FOCUS TRACKS - ROUND TWO - 11.45-12.15

A2 | PEOPLE

Harness your inner 'chimp' for personal and professional excellence

This session, based on the innovative and critically acclaimed 'Chimp Model' will tell you how you can develop skills to help yourself and those around you flourish

Dr Trevor Gedeon, forensic psychiatrist, psychological skills mentor, Chimp Management

B2 | TRANSFORMATION

Design thinking: Putting the end user at the centre of the process and developing a better understanding of client needs

- What is design thinking and how can it be practically applied in a change management context?
- Empathy as the foundation for design thinking

Chris Rowe, founder and empathic designer, Rehumanise

C2 | TRANSFORMATION

Managing change and making it stick

- Securing buy-in - building the case for change and capacity to invest
- Where to focus - prioritising where change needs to be made first
- Laying the right foundations
- Delivering meaningful benefits

Tom Birdseye, managing director, head of EMEA consulting, Elevate
Jack Diggie, VP, global head of consulting, Elevate

FOCUS TRACKS - ROUND THREE - 12.15-12.45

A3 | PEOPLE

Case study: How to bring your people with you during change

- Increasing engagement by supporting staff development
- Promoting agility and flexibility
- Reducing unconscious bias
- The role of technology in managing your people

Dave Cook, chief executive officer, Mason & Cook

Sean Twomey, director of marketing and business development, HFW

B3 | TECHNOLOGY

Technology has made it easier to measure performance, but are we measuring the right things?

- How to get the most out of the technology you are using - moving beyond the PMS
- Driving analytics to root causes for people and profitability
- Making BI a decision support tool

Norm Mullock, vice president, strategy, Wilson Legal

Mike Giles, finance director, Fieldfisher

12.45 Lunch

13.30 The OLIL in-house panel - the view from the client-side

Chair: Kate Staples, general counsel and secretary, Civil Aviation Authority

James Ormrod, chief legal officer and company secretary, International Personal Finance

Martin Potter, group legal counsel, Canary Wharf Group

Sarah Spooner, head of legal, Vodafone

Lucy Vernall, global general counsel, Funding Circle

INTERACTIVE MASTERCLASSES - 14.20-15.00

Option one: Creating operational excellence

- What does the operational support of a typical law firm currently look like? And if you started from scratch, what would it look like instead?
- The development of the 'extended enterprise'
- How do you get people to think in terms of the firm and not just themselves?
- What does the future lawyer look like? What skills and competencies will be most valued?

Led by Andrew Edginton, chief operating officer, Gowling WLG

Option two: Managing operational threats, uncertainty and risk

- Mitigate and exploit known knowns, known unknowns and unknown unknowns
- Work in the context of a dynamic political, economic and technological environment
- Examine which roles, technologies, investments and processes are needed

Led by Andy Wansell, managing director, OJK

15.00 Coffee and chat

15.30 Unconference workshops: You write the agenda

Around focused discussion tables, led by OLIL session leaders, delegates will network and discuss their most pressing challenges with their peers. Each table's content will be based on the results of the pre-event polling and the key topics highlighted by their group earlier in the day.

Rod Harrington, chief operating officer EMEA, Norton Rose Fulbright

Becca Johansson, head of operations, real estate, DLA Piper

Joanna Lorimer, director of administration, Hunton & Williams

Dominic Regan, senior director EMEA logistics, Oracle

William Robins, operations director, Keystone Law

Steven Rowan, chief financial officer, RPC

Stuart Whittle, business services and innovation director, Weightmans

16.05 Closing keynote: The view from the new client - in-house legal operations leaders

The new normal for law firm partners: What do companies want from top-tier law firms, and what work will be on offer in the future?

Adam McArthur, assistant general counsel, corporate UK, AstraZeneca

16.25 Chair's closing remarks

Take an hour off your working day, on us. You're welcome.