

Legal Practice Management 2018 conference

09.00 Registration and coffee

09.30 Welcome and opening address

Joanna Kingston-Davies, group chief operating officer, Jackson Lees

09.35 How can SME firms recruit and retain the best people?

- Competing with other firms and legal-resourcing businesses that offer higher salaries, more flexibility and better career opportunities
- How can you make your firm more enticing than any other?
- Engaging with the right people at the right level
- The challenges of recruiting for specific work types when the supply is low
- How might changes to the qualification route affect how people recruit into law firms?

Brian Cullen, group chief executive officer, Jackson Lees

10.10 (Panel) Examining the best ways to resource SME firms to ensure future law firm sustainability

- The pressures the traditional law firm partnership model is facing and why it's not fit for purpose
- Which models will ensure future law firm sustainability?
- How do other firms structure their practice groups and allocate resources appropriately?
- What's the right balance of qualified and non-qualified staff?
- How much will resourcing be driven by paralegals or people from other qualification routes?
- How do we provide the best admin support for lawyers in our firm – technology or people or both?
- How can firms adapt the partnership model, structures and services with workforces that can be resistant to change?

Chair: Joanna Kingston-Davies, group chief operating officer, Jackson Lees

Edward O'Rourke, chief executive officer and partner, Ashtons Legal

Mary Bonsor, co-founder, F-LEX

Simon Goldhill, founder and director of strategy, Metamorph Law

10.50 Cyber and information security - how to survive in the age of cyber threats

- Expect not if your firm will be compromised, but rather when - how can you move to an active defence model?
- Cyber-resilience as an enabler of competitive advantage for law firms in a hyper-connected digital economy
- Mitigating risk by anticipating attacks, responding to them in real time, setting traps to contain them, and protecting assets according to their value
- Increasing your firm's protection from the most common types of cyber crime

Andy Miles, founder and CEO, ThinkMarble

11.10 Coffee break and elevator pitches from our suppliers and service providers

11.40 Stream sessions

Delegates may choose to attend one of the following two streams:

STREAM ONE

Law firm succession planning and the millennial generation

- How much involvement do younger generations want in the operation, structure and growth of a law firm? How much motivation do they have for running a business?
- Encouraging them to get involved in planning and growing businesses
- Preparing young directors or partners for succession – what are the options or routes?
- What if your trainees don't want ownership or to be made equity partners? What's going to happen to the next generation? How is the top generation going to get out?
- How can you tie people in for peace of mind?
- How do you manage that cycle of development and plan for succession?

Sara Duxbury, business psychologist, Carter Corson

STREAM TWO

(Panel) Keeping up with advancements in technology and using technology that works for your clients and the firm

- What are the latest IT developments, not just in the legal market but that the legal market can take advantage of?
- What effect could these developments have on your business?
- Using technology that will work for SME firms and their clients
- Investing in IT and upgrading your systems and infrastructure, because clients are more savvy about which systems your firm is using
- How can SME firms keep up to date with innovation in IT?

Chair: Jane Pritchard, founder and consultant, elawvate

Ian Bond, director and head of trusts and estates, Talbots Law

Adam Bullion, head of marketing and product, InfoTrack

12.10 5 minutes to move between rooms

12.15 Streamed sessions

Delegates may choose to attend one out of the following two streams:

STREAM ONE

(Panel) Managing millennial career development and progression and changing attitudes to work

- What do younger generations want in terms of career progression? Are they still aspiring to be partners?
- How are titles perceived by younger generations? How can you ensure your staff feel valued regardless of title?
- Enticing millennials on the quickest route to partnership

- Offering alternative career paths
- Managing the millennial approach to work-life balance - what does this mean for the business?
- Engaging the modern workforce and creating the right environment for them to develop and your business to thrive

Chair: Sara Duxbury, business psychologist, Carter Corson

Paul Blake, chief operating officer, DQ Advocates

Rita Leat, chief executive, Institute of Paralegals and managing director, Professional Paralegal Register

Emma Sell, practice manager, Brahams Dutt Badrick French

STREAM TWO

Adopting a culture of change and managing lawyers' resistance to change - a change journey case study

- Coping with the accelerating pace of change in the legal market
- How can firms drive innovation with workforces that can be very traditional in mindset?
- Influencing decision makers to think differently and secure and maintain engagement on your change journey
- Aligning your firm's culture and values and adapting or changing its culture
- Preserving your uniqueness and USP during times of change
- Changing the strategic direction of a traditional law firm.

Sarah Perry, managing partner, Wright Hassall

12.45 Lunch

13.45 Slido session

14.00 Facilitated roundtable discussions

Two 30-minute sessions – delegates may choose any two out of the following:

ROUNDTABLE ONE

Using metrics and technology to support and drive behavioural and cultural change

- Identifying behaviours that you wish to change
- What are the key things law firms need to be measuring in order to drive behavioural change?
- What key performance indicators and critical success factors should firms be implementing?
- Putting theory into practice; examples of law firm case studies

Michael Pawley, finance director, Proficio Solutions

ROUNDTABLE TWO

The cloud approach to compliance: building secure solutions in the cloud and core guidelines to stay compliant

- Private v public cloud: what's the difference?
- Scope of responsibility (ie cloud vendor v customer)
- Cloud security concepts
- Challenges in achieving ISO2700 and GDPR compliance
- Continuous compliance.

Martin Palmer, enterprise business manager, Pulsant

ROUNDTABLE THREE

Ensuring your firm is GDPR compliant

- Six steps to GDPR compliance
- What have you forgotten? A data-protection checklist
- Training your workforce on GDPR and ensuring firm-wide compliance
- Ensuring you remain compliant after May 2018
- GDPR in practice - workplace scenarios to test and improve your knowledge.

Paul Bennett, partner, Aaron and Partners

15.05 Coffee break and elevator pitches from our suppliers and service providers

15.35 Sustaining and growing your firm in an increasingly competitive landscape

- What stops law firms growing?
- What is the right size for a firm to enable it to compete, be sufficiently agile and adapt to change?
- How can firms retain and grow their market share?
- Identifying new profitable areas or sectors
- How do you move into a new area or sector, what steps do you take and what are the implications, risks and pitfalls?
- What other income opportunities are out there for law firms?

Bernard Savage, director, Tenandahalf

16.05 Thank you and closing address

Joanna Kingston-Davies, group chief operating officer, Jackson Lees

16.10 Close of conference
