



BERNARD SAVAGE
Director,
Tenandahalf



VANESSA UGATTI
The True
Worth
Expert



TIM NASH
CEO,
Edwin Coe

AGENDA

09.00-09.30 Breakfast and registration

09.30-09.35 Chair's opening remarks

Rupert Collins-White, LPM

09.35-09.45 Delegate ice breaker and speed networking

Including an introduction to our first ever practice management awards, in partnership with the ILFM

SESSION ONE: INDUSTRY CHANGE AND THE CLIENT

09.45-10.10 How to charge what you're worth and get it

Are your fee earners underestimating, discounting or over-servicing clients and therefore not getting paid what they're truly worth?

Vanessa Ugatti, The True Worth Expert and author of Amazon bestseller True Worth

10.10-10.40 What lessons can be learned from outside the legal sector to improve your clients' experience?

- What can law firms learn from retail and online businesses about client engagement?
- How failing to understand your customer experience is losing you money
- Designing your shop-window service-focused ways to differentiate your firm
- Do law firms understand how to manage business development?

Bernard Savage, director, Tenandahalf

10.40-11.10 Networking and refreshments break

11.10-11.35 What technologies are changing the shape of legal services?

A deep dive into the results from LPM's annual Legal IT landscapes research

Rupert Collins-White, LPM

SESSION TWO: FINANCE FUTURES - DELEGATES WILL PICK ONE STREAM TO ATTEND

11.35-12.10 Stream one

Panel: Mergers and consolidation

- Will this be the only viable way to invest in and grow your firm?
- To what degree will SME firms engage in consolidation over the next five years?
- What are the criteria for a successful merger?
- What are the alternative ways to finance growth?

Led by: Kayli Olson, editor, LPM magazine

Simon Goldhill, founder and director of strategy, Metamorph Law

Tom Blandford, legal sector director, Armstrong Watson and member, Association of Law Firm Merger Advisers

Cleo Howell, finance director, LCF Law

11.35-12.10 Stream two

Are law firms in denial about their profitability?

- Managing cashflow – are your partners treating your accounts like a bottomless pit of money?
- Why a strong managing partner needs to listen to the finance agenda
- Practical ways of equipping your employees with the right kind of financial knowledge

Tim Nash, CEO, Edwin Coe

12.10-13.10 Networking lunch

SESSION THREE: TECHNOLOGY FOCUS - ROUNDTABLES

Learn about vital law firm management issues in intimate roundtable discussions. Delegates will pick two 25-minute sessions to attend

13.15-14.15

Roundtable one

The definitive risk outlook for 2019

- What regulatory changes are coming down the track in 2019?
- How will it affect firms?



FRANCIS GEORGE
Managing director,
Francis George
Solicitors



SARA DUXBURY
Business
psychologist,
Carter Corson



LUCY PALMER
HR director,
Stephens
Scown

- What actions need to be taken and when?
- How can Rliance support firms?

Host: Brian Rogers, regulatory director and head of content and thought leadership, Rliance

Roundtable two

Upscale your firm's cyber defences

- Airport security is one of the most vigorous forms of security we are exposed to in day-to-day life. Before we even get to there most of us have already had our passports checked. At the airport we are systematically searched and scanned to ensure uttermost safety. Even when we are on the plane we are subject to repetitious safety briefs
- Why should your firm be any different? Discuss how your firms' defences can adopt these principles and start using a tried and tested technique that's advanced and evolved with technology.

Host: Andy Miles, CEO, Think Marble

Roundtable three

How to expand your mobile working capability securely

Mobile working is here to stay. How can your firm use the lessons from other businesses to get to grips with the risks and roadblocks involved and ensure your mobile workforce runs smoothly?

- How do you attract and retain the brightest and the best employees?
- How can you improve your employees' work-life balance?
- Is your firm one of the >50% expecting to employ more people than you have desks for?
- Above all, how can you provide the means to address these challenges yet still keep your client data secure?

Host: Andy Bevan, cloud specialist, Pulsant and Greg French, director, AFG LAW

Roundtable four

Client collaboration

- Why should law firms enable more client collaboration and how can they do so effectively?
- Which tools enable better responsiveness, efficiency and risk management?
- Examples from the legal market: pros, cons and impact – which could positively impact your practice?

Host: Kirsten Maslen, head of SME law proposition, Thomson Reuters

14.15-14.30 Coffee run ahead of the final sessions

SESSION FOUR: PEOPLE PERFECTION

14.30-14.55 Engaging your employees through employee ownership

- Successfully attracting and onboarding new employees
- The importance of collaboration and communication as a driver for retention
- Fostering a culture of reward and recognition
- Identifying and developing future leaders
- Measuring success

Lucy Palmer, HR director, Stephens Scown

14.55-15.40 Panel: The future workforce

- Graduate trainee programmes
- Including employee mental health and wellbeing in training programmes
- Training managers to deal with employee health
- Why the debate shouldn't be all about flexibility
- Can flexibility improve the bottom line?

Led by: Sara Duxbury, business psychologist, Carter Corson

Mary Bonsor, CEO, F-LEX

Harry Coates, bookings assistant, F-LEX

Francis George, managing director, Francis George Solicitor-Advocate

Lucy Palmer, HR director, Stephens Scown

15.45-17.00

AWARDS CEREMONY AND DRINKS RECEPTION

Sip champagne at our exclusive drinks reception and hear who has won one of the first ever LPM Practice Excellence Awards