

**08.30-09.30 - NETWORKING BREAKFAST**

**09.30-09.40 WELCOME AND ICE-BREAKER**

**09.40-10.00 WHERE ARE WE GOING?**

LPM presents its research headlines around the topics that underpin your conference day.  
**Rupert Collins-White, content and creative director, LPM**

**STREAM 1 - BARON**

**Stream chair**  
**Rupert Collins-White, content and creative director, LPM**

**STREAM 2 - EARL**

**Stream chair**  
**Kayli Olson, editor, LPM**

**STREAM 3 - WATERLOO**

**Stream chair**  
**Nick Bloy, founder, Wellbeing Republic**

**10.05-10.30**

**LEGAL IT LANDSCAPES**

**SME LEGAL BUSINESS STRATEGY AND TECHNOLOGY: 2020 AND BEYOND**

Insights around the findings from hot off the press Legal IT Landscapes 2020 research.  
**Rupert Collins-White, content and creative director, LPM**

**CHANGING BEHAVIOURS IN FEE EARNERS: A REGULATION SOB STORY AND HOW TO AVOID IT**

Keeping your practice compliant isn't just about your finance function - fee earners need to understand the rules so that they don't accidentally break them. We've got regulatory experts in the room to answer your questions about the best way to do it.  
**Michelle Rosen, partner and compliance officer, Brightstone Law**

**HOW TO WIN INFLUENCE AND FRIEND PEOPLE**

Your workforce is your biggest cost and biggest strength. But even the most experienced leader can find change management challenging. We delve into the psychology behind 'influencing' and how to overcome resistance to change.  
**Nick Bloy, founder, Wellbeing Republic**

**10.35-10.55**

**TECH SNAPSHOTS**

**Streamlining process with automation**

Enabling firms to work smarter, not harder!  
**Scott Brown, digital services manager, Accesspoint**

**INNOVATING THE CLIENT-BUYING JOURNEY**

Hear Thomson Reuters whizz you through its roadmap to success.  
**Kirsten Maslen, director of strategy, small law and academic, Thomson Reuters**

**IS YOUR ONLINE STRATEGY FIT FOR THE FUTURE?**

Is your practice's website compliant for 2020? The Solicitors Regulation Authority (SRA) has recently updated its rules on website transparency, so now's the time to prepare yourself for the transition and redress your online strategy for ultimate business gains.  
**Maud Rousseau, managing director, Propero**

**CLIENT COLLABORATION: THE INTERVIEW**

Delivering top notch results for clients in a collaborative and secure way is the holy grail for any firm. Hear how Steele Raymond overcame it's challenges in this area by utilising technologies that supported their mission.  
**Yvette Moss, IT director, Steele Raymond**  
**Natasha Boyland, operations director, Steele Raymond**  
**Damian Jeal, managing director, Hubshare**

**11.00-11.30 - COFFEE BREAK**

**11.35-11.55**

**DISRUPTING THE DISRUPTORS**

Build your technology blueprint in an interactive session.--  
**Rupert Collins-White, content and creative director, LPM**

**COMPLIANCE CLINIC**

**You've got the questions and we want to deliver answers**

Sign up to this session, submit your key areas of concern ahead of the event and our experts will address as many as they can get through in 45 minutes.

**Topics may include:**

- Protecting client money
- AML/GDPR
- Cybersecurity

**Gemma Garen, director of quality and compliance, Ellisons Solicitors**  
**Richard Hill, practice director, Stepien Lake and executive council trainer, ILFM**



**12.00-12.20**

**WINNING WORK AND KEEPING CLIENTS**

How to create real time visibility to identify, protect and grow relationships.  
**Brian Coventry, CEO, Symphony**

**INNOVATING THE CLIENT-BUYING JOURNEY**

An interactive session, where we'll be helping you delve into how you can improve business development by innovating the client-buying journey.  
**Kirsten Maslen, director of strategy, small law and academic, Thomson Reuters**

**BREAKING THE £10M/£15M SOUND BARRIER**

As firms scale up, employees need to be managed differently. Hear from a firm that has grown at pace, the impact of that growth on culture, and how to innovate to enable your changing workforce.  
**Edward Whittington, managing partner, Moore Blatch**

**YOUR PRODUCTIVITY ACTION PLAN**

Catering for the mental health of your workforce is crucial to the productivity of your firm. What are the risks of not paying enough attention? Hear how one firm has centered its business model around empowering its staff and the impact that's had on the business outcomes.  
**Guy Setford, co-CEO, Setfords Solicitors**

**ACHIEVING GROWTH THROUGH TECHNOLOGY GAINS**

Fast-growing firm O'Neill Patient is aiming to become the most efficient conveyancing firm in the UK, viewing itself as a technology business rather than a law firm. Hear how it's delivered against its growth strategy, and get practical advice on leveraging technology to advance your own firm.  
**Andrew Taylor, chief technology officer, O'Neill Patient**

**12.40-13.45 - LUNCH, NETWORKING AND THE COFA CORNER**

**STREAM 1 - BARON**

**Stream chair**  
**Michelle O'Hara, commercial and HR director, Thursfields**

**13.45-14.25**

**TURN THE AIR BLUE**

**The Talent Battle, Round one - nailing retention and recruitment**

Time to let off steam and air your biggest challenges when it comes to finding, and keeping, the best staff. In this workshop you'll be matching problems with solutions by talking to your fellow business leaders and understanding what benefits and strategies you can deploy to achieve the workforce of your dreams.  
**Michelle O'Hara, commercial and HR director, Thursfields**

**14.30-15.10**

**TURN THE AIR BLUE**

**The Talent Battle, Round two - nailing retention and recruitment**

If you couldn't make it earlier, now's your chance! Time to let off steam and air your biggest challenges when it comes to finding, and keeping, the best staff. In this workshop you'll be matching problems with solutions by talking to your fellow business leaders and understanding what benefits and strategies you can deploy to achieve the workforce of your dreams.  
**Michelle O'Hara, commercial and HR director, Thursfields**

**15.10-15.50 - COFFEE BREAK**

**15.50-16.00**

**THE 'TWO MINUTE, ONE SLIDE' CHALLENGE**

Sometimes, being pitched to isn't all bad. So, sit back and prepare for the onslaught. Our partners have two minutes each to convince you of their worth, with just one PP slide for backup. Wish them luck!  
**Samantha Steer, Director - strategy, Thomson Reuters**  
**Sami Ahmed, senior sales manager, DPS**  
**Maud Rousseau, managing director Propero**

**16.00-16.30**

**POWER IN UNITY: THE INTERVIEW**

Collaboration is a key theme running through the conversations today, whether it be with clients, regulators ... or your own colleagues. We speak to Emma Sell in her recently appointed role at Fox & Partners, about how relationships - both external and internal - can drive growth.  
**Emma Sell, chief operating officer, Fox & Partners**  
**Chaired by: Kayli Olson, editor, LPM**

**16.30-16.50**

**KEYNOTE**

An idiot's guide to managing change.  
**Sarah Bar-Lev, head of people and change management programmes, UK Ministry of Defence Strategic Command**

**16.50-16.55**

**CHAIR'S CLOSING REMARKS**

**16.55-17.30**

**DRINKS RECEPTION**

**17.30-18.00**

**AWARDS CEREMONY**

**Welcome**  
**Rupert Collins-White, content and creative director, LPM**

A word from Thomson Reuters  
**Awards presentation**

**18.00-19.30**

**CELEBRATION**

Drinks and canapés

**19.30**

**CLOSE**

**STREAM 2 - WATERLOO**

**Stream chair**  
**Rupert Collins-White, content and creative director, LPM**

**TURN THE AIR BLUE**

**Solving the collaboration conundrum - building seamless internal relationships**

What are your biggest challenges when it comes to influencing fee-earners? Are your partners behaving badly, or do you simply need to open the doors of communication? How can you build better relationships internally to achieve your objectives? Come and chat to your peers to find out.  
**Rupert Collins-White, content and creative director, LPM**

**TURN THE AIR BLUE**

**The Perfect Storm with pricing**

With increased pressure from clients to deliver more for less, and the regulator calling for more pricing transparency, hitting on the perfect pricing strategy isn't simple. Get talking to your fellow leaders and suss out some solutions.  
**Melissa Butler, operations director, Greenwood's GRM**



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