

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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