

LIVE PROGRAM

Innovation and Legaltech Week

8–12 February 2021

**Grow the legal
transformation mindset:
Reflect. Reset. Go**

#ReflectResetGo2021

[Register Now](#)

MONDAY, 8 FEBRUARY 2021 | THEME OF THE DAY: LEADING CHANGE

Please check your daily bulletin for what's on today AND don't forget the on-demand content available for viewing/listening at any time this week

AMBASSADOR FOR THE DAY

Caryn Sandler, Partner + Chief Knowledge and Innovation Officer, Gilbert + Tobin and Co-chair of the CLI Advisory Board

9.30am – 10.45am AEDT (LIVE)


FOUNDATIONS
(I want to know new stuff)

CHANGING MINDSET, CHANGING YOUR LEGAL WORLD!

In a rapidly changing legal world, where doing different stuff, differently, is increasingly the norm, how do you create a place, space, opportunities and resilience to embrace change? How do you push beyond your comfort zone to lead, manage or contribute most effectively to that change? How do you learn to identify and choose when thinking like a lawyer is most impactful and, when it's not?

In this session, **Anu Briggs**, Head of Capability, Development + Change, Gilbert + Tobin and **Jan Christie**, Capability + Development Manager, Gilbert + Tobin, will provide you with practical tools you can use to challenge your assumptions, answer these questions and embrace change.

1 CPD UNIT: Professional Skills

This session is sponsored by 

12.30pm – 2pm AEDT (LIVE)

INTERMEDIATE
(I want to know more stuff)

LEGALLY AGILE: 5 LAWS LEARNED FROM THE DIGITAL WORLD

Don't know what agile management is or how it applies to the legal world but think you should? Never fear, the Oliver Wyman people are here!

Francesco Bianchi, Agile Coach, Marsh & McLennan Companies (formerly Oliver Wyman Digital), **Sebastian Bohle**, Global Owner Agile Project Playbook, Oliver Wyman Digital, and **Ethan Murray**, Global Capabilities Lead and Partner, Digital Practice, Oliver Wyman, will not only connect the dots between agile, change and legal innovation, but give you a whole bunch of practical tools you can use to help you lead change in your practice too.

1.5 CPD units: Practice Management & Business Skills

3.30pm – 5pm AEDT (LIVE)

ADVANCED
(I want to hang with my peers)

ROUNDTABLE DISCUSSION: WHAT DO TRANSFORMATIONAL LEADERS REALLY DO DIFFERENTLY?

Change is hard. Most people are more comfortable resisting change than making it happen. So, in organisations that have embraced different, new, and continuous improvement, how did they do it? What's the "secret leadership sauce" that inspires teams and motivates change? Is one leadership style better than others? What do these leaders do when they hit a brick wall? How do they approach failure? What are the characteristics of these great transformational leaders?

In this roundtable discussion, **Alison Laird**, Director, Laird Innovations Pty Ltd and CLI Advisory Board member, will ask these questions of legal leaders who have transformed their legal businesses:

- **Kate Fazio**, Head of Innovation and Engagement, Justice Connect
- **Caryn Sandler**, Partner + Chief Knowledge and Innovation Officer, Gilbert + Tobin and Co-chair of the CLI Advisory Board
- **Laura Vickers**, Principal, Nest Legal

1.5 CPD units: Practice Management & Business Skills

This session is sponsored by 

5.15pm – 6.15pm AEDT (LIVE)

WHAT'S HOT IN LEGAL INNOVATION AND LEGALTECH AROUND THE WORLD?

In this session, facilitated by **Clinton Swan**, International Operations/Co-Founder, Codelex Legaltech, we'll compare and learn how eight places around the world are thinking about and doing legal innovation and legaltech the same and differently.

Country representatives:

- **Australia:** **Michael Pattison**, Founder & CEO, ContractProbe and President, Australian Legal Technology Association
- **Canada:** **Chris Bentley**, Managing Director, Legal Innovation Zone and Law Practice Program at Ryerson University
- **Central and Eastern Europe:** **Roman Koch**, Founder, New Law Project
- **Hong Kong:** **Sebastian Ko**, Managing Director APAC, FiscalNote
- **India:** **Komal Gupta**, Head, Artificial Intelligence & Innovation, Cyril Amarchand Mangaldas
- **New Zealand:** **Gene Turner**, Managing Director, LawHawk and CLI Advisory Board member
- **Singapore:** **Rajesh Sreenivasan**, Head, Technology Media and Telecoms Practice, Rajah & Tann Singapore LLP and CLI Advisory Board member
- **UK:** **Nick Watson**, Managing Director, Ruby Datum and CLI Advisory Board member
- **USA:** **Maya Markovich**, Chief Growth Officer, Nextlaw Labs

This session is sponsored by 



TUESDAY, 9 FEBRUARY 2021 | THEME OF THE DAY: REINVENTING LEGAL BUSINESS

Please check your daily bulletin for what's on today AND don't forget the on-demand content available for viewing/listening at any time this week

<p>AMBASSADOR FOR THE DAY</p>	<p>Warrick McLean, CEO, Coleman Greig and Co-chair of the CLI Advisory Board</p>
<p>9.30am – 10.45am AEDT (LIVE)</p> <p>FOUNDATIONS (I want to know new stuff)</p>	<p>THE NEW LEGAL ECOSYSTEM IS...?</p> <p>What happened to the legal profession? When did it become a legal ecosystem? What is a legal ecosystem and where do you fit within it? What do you need to differentiate and add value in this new world? Who are your clients? Who do you need to employ? How do you need to work? What exactly is changing, why and how does it impact you?</p> <p>In this session, David Bushby, Managing Director, InCounsel, will ask these questions of trailblazing leaders who have created successful legal businesses in the new legal ecosystem:</p> <ul style="list-style-type: none"> • Elizabeth Aitken, Head of Workplace Relations & Safety, SLF Lawyers • Alex Rosenrauch, Manager, NewLaw, PwC • Adrian Warren, Director – Legal Transformation, Plexus • Zile Yu, Founder, Quantum Law Group <p>1 CPD unit: Practice Management & Business Skills</p> <p>This session is sponsored by iNCOUNSEL™</p>
<p>12.30pm – 2pm AEDT (LIVE)</p> <p>INTERMEDIATE (I want to know more stuff)</p>	<p>FUTURE PROOFING IN A DISRUPTIVE LEGAL MARKET</p> <p>The legal market has changed! Great, now what do you do? How do you take market trends and translate them successfully into business strategy? How do you identify what to change and how to prioritise? How far do you look ahead? How many scenarios for the future do you juggle? What information do you need to inform and support your decision making? Who do you consult? How do you know when to change tact? Should you change tact? What are the metrics that should be used? How do you ensure that “no partner is left behind?” How do leaders provide for and future proof their legal organisations in a disruptive legal market?</p> <p>In this session, Warrick McLean, CEO, Coleman Greig and Co-chair of the CLI Advisory Board, will ask law firm and legal consultancy leaders to share their experience in doing legal business differently:</p> <ul style="list-style-type: none"> • Genevieve Collins, Chief Executive Partner, Lander & Rogers and CLI Advisory Board member • Hilary Goodier, Partner and Chief Operating Officer, Ashurst Advance and CLI Advisory Board member • Marcus McCarthy, Principal, Nexus Law Group and CLI Advisory Board member • Mick Sheehy, Partner, NewLaw, PwC <p>1.5 CPD units: Practice Management & Business Skills</p> <p>This session is sponsored by </p>
<p>3.30pm – 5pm AEDT (LIVE)</p> <p>ADVANCED (I want to hang with my peers)</p>	<p>CASE STUDY: HOW TO DEVELOP A DIGITAL STRATEGY... HINT: ITS MORE THAN AN IT STACK AND A CHUNK OF DATA!</p> <p>We've all seen and heard the words, digital strategy, but what is it? What does it do? And, more importantly, do you need one?</p> <p>We've all seen and heard the words, digital strategy, but what is it? What does it do? And, more importantly, do you need one? If you've been contemplating these questions and, likely many more, come along to this session with Katrina Gowans, National Legal Operations Lead, Origin Energy and CLI Advisory Board member; Denise Doyle, Legal Enablement Lead, Telstra; and Matthew Vaughan, IT Manager, Tompkins Wake, to learn, to share and fill in the gaps – this is where all your digital strategy questions WILL be answered...finally!</p> <p>1.5 CPD units: Practice Management & Business Skills</p> <p>This session is sponsored by </p>
<p>5.15pm – 6.15pm AEDT (LIVE)</p> <p>VIRTUAL TOUR OF ASHURST GLOBAL DELIVERY CENTRE – BRISBANE</p>	<p>VIRTUAL TOUR OF ASHURST GLOBAL DELIVERY CENTRE – BRISBANE</p> <p>In this session, our hosts, Nathan Bellgrove, Head of Ashurst Advance Delivery APAC, Tae Royle, Head of Digital Products, APAC; Emilie Vittini, Digital Services Manager; Shannon Saxby, eDiscovery Manager and Jennifer Priestley, Legal Analyst Manager, will take us on a virtual tour of the firm's global delivery centre in Brisbane, home to their NewLaw capability in APAC. Then we'll dive into a panel discussion to learn more about the work they do, how it compliments their business, and how it supports the firm's vision to be the most progressive global law firm.</p> <p>This session is sponsored by </p>

WEDNESDAY, 10 FEBRUARY 2021 | THEME OF THE DAY: PEOPLE

Please check your daily bulletin for what's on today AND don't forget the on-demand content available for viewing/listening at any time this week

<p>AMBASSADOR FOR THE DAY</p>	<p>Katherine Thomas, CEO, Free Range Lawyers</p>
<p>9.30am – 10.45am AEDT (LIVE)</p> <p>FOUNDATIONS (I want to know new stuff)</p>	<p>PEOPLE WORKING DIFFERENTLY: REMOTE AND FLEXIBLE WORKING...FOREVER!</p> <p>In 2020, the legal workplace changed, permanently! Remote work became the norm. Flexible work, for a long time a reality, became a necessity. Work was disaggregated, reaggregated and turned into something completely new. In between, legal businesses scrambled to engage in this new global proof of concept and found along the way that remote and flexible working really did...work!</p> <p>In this session, Emma Heuston, Founder & Principal Lawyer, The Remote Expert and Katherine Thomas, CEO, Free Range Lawyers, will discuss how and why people are now, and will continue to work, differently. They'll also share their experience on turning today's best practices into next practices, for the benefit of your people, your clients and your organisation.</p> <p>1 CPD unit: Practice Management & Business Skills</p> <p>This session is sponsored by </p>
<p>12.30pm – 2pm AEDT (LIVE)</p> <p>INTERMEDIATE (I want to know more stuff)</p>	<p>FUTURE OF WORK: HANDS TO HEADS TO HEARTS!</p> <p>In 2017, Thomas Friedman challenged us to reflect on how we would all work differently in the age of technology. In 2021, it's time to ask the tough questions and...act! So, if machines can do what lawyers used to do, better, cheaper, and faster, why do we need lawyers? How will lawyers continue to add value? How do we define that value? Could it be, at a time when there is so much focus on technology, that ethical responsibilities, humanity and purpose, our "hearts," will be our most enduring and endearing asset?</p> <p>In this session, Karen Finch, CEO, Legally Yours Pty Ltd, will discuss these questions and more with the people who are re-shaping the future of legal work and, consequently, supporting the evolution of a new and different legal workplace culture:</p> <ul style="list-style-type: none"> • Martine Barclay, Principal Psychotherapist, Leadership Coach & Wellbeing Expert, Redefine Your Edge • Tom Dreyfus, CEO & Co-Founder, Josef • Sarah El-Atm, General Manager, August • Louise Ferris, Chief People Officer, McCullough Robertson <p>1.5 CPD units: Practice Management & Business Skills</p> <p>This session is sponsored by </p>
<p>3.30pm – 5pm AEDT (LIVE)</p> <p>ADVANCED (I want to hang with my peers)</p>	<p>ROUNDTABLE DISCUSSION: CONNECTING THE DOTS BETWEEN PEOPLE AND BUSINESS PERFORMANCE</p> <p>What's the connection between innovation, legaltech and business performance – people! As we fast approach a marketplace where legaltech is widely available and affordable, legal practice will be less about what you know or can do with that tech and all about how you work collaboratively and leverage your experience through it. In this world, the dots between the engagement of your people and business performance are inextricably interconnected – it's not people versus profit, its great people or no profit!</p> <p>In this session, Terri Mottershead, Executive Director, Centre for Legal Innovation (Australia, New Zealand and Asia-Pacific) will discuss these questions and more with people centred thought leaders and doers. We'll explore how these questions are influencing and impacting strategic talent management in the legal industry, and every industry, from recruitment to succession planning and everything in between:</p> <ul style="list-style-type: none"> • Jason Elias, Chief Executive Officer/Specialist Legal Recruiter, Elias Recruitment and Australian Recruitment Leader of the Year 2020 • Emily Mortimer, Director Human Resources, Piper Alderman • Deborah Stonley, Director of People & Culture, Maddocks • Natasha Winton, Senior Director HR, Asia Pacific, The Boston Consulting Group <p>1.5 CPD units: Practice Management & Business Skills</p> <p>This session is sponsored by </p>
<p>5.15pm – 6.15pm AEDT (LIVE)</p> <p>VIRTUAL TOUR OF LANDER & ROGERS LAWTECH HUB – SYDNEY</p>	<p>VIRTUAL TOUR OF LANDER & ROGERS LAWTECH HUB – SYDNEY</p> <p>In this session, Michelle Grossmann, Chief Innovation Officer & Transformation Lead, iHub and Stephen So, Innovation & Transformation Consultant both from Lander & Rogers, discuss the work of their firms' LawTech Hub in Sydney. Michelle and Stephen will be joined by Farley Blackman, CEO, YBF Ventures and Hub resident Fiona Kirkman, CEO, FamilyProperty. This session includes a virtual tour of the Hub.</p> <p>This session is sponsored by </p>

THURSDAY, 11 FEBRUARY 2021 | THEME OF THE DAY: CLIENT EXPERIENCE

Please check your daily bulletin for what's on today AND don't forget the on-demand content available for viewing/listening at any time this week

<p>AMBASSADOR FOR THE DAY</p>	<p>Melissa Lyon, Executive Director and Experience Designer, Hive Legal and CLI Advisory Board member</p>
<p>9.30am – 10.45am AEDT (LIVE)</p> <p>FOUNDATIONS (I want to know new stuff)</p>	<p>THE DOS AND DON'TS OF SOCIAL MEDIA MARKETING</p> <p>Don't think social media marketing is important? Well, it might be time to think again! Want to use social media but don't know what to use, why to use it, or what to say? Then this session is for you. And, importantly, we'll discuss how to connect all of this to your clients' experience of your business.</p> <p>In this session, digital marketing gurus Kaitlyn Gillies and Hayley Peters, Co-Founders, Oh My Digital Agency will step you through the dos and don'ts of social media marketing. You'll also hear from Adriana Giometti, Chief Marketing & Client Relations Officer, Holman Webb Lawyers and Rizwana McDonald, Founder and Director, Foundd Legal, about how they have used social media as an integral part of marketing their firms and connecting with their clients.</p> <p>1 CPD unit: Practice Management & Business Skills</p> <p style="text-align: center;"></p> <p>This session is sponsored by</p>
<p>12.30pm – 2pm AEDT (LIVE)</p> <p>INTERMEDIATE (I want to know more stuff)</p>	<p>WHAT DO CLIENTS REALLY WANT (B2B AND B2C)?</p> <p>Do we know what our clients really want from us? Is it the same as what it used to be and if not, how do we know and what's changed? Should the client experience of our practices differ in the B2B or B2C market or, are there some things that every client wants? Are we providing legal services and products that best suit lawyers or those that truly cater to clients? What have we learnt from working with clients differently during COVID-19? What can we learn and emulate in the world of client experience from other industries?</p> <p>In this session, Howard Wilbury, Managing Director, Dutch Uncle, will discuss these questions and many more with those who "walk" this "talk" every day:</p> <ul style="list-style-type: none"> • Justine Lamond, National Marketing and Business Manager, Nexus Law Group • Melissa Scott, Senior Legal Counsel (Global), Megaport • Carl White, Chief Experience Officer and Director, CXINLAW <p>1.5 CPD units: Practice Management & Business Skills</p> <p style="text-align: center;"></p> <p>This session is sponsored by</p>
<p>3.30pm – 5pm AEDT (LIVE)</p> <p>ADVANCED (I want to hang with my peers)</p>	<p>ROUNDTABLE DISCUSSION: THE NEXT LEGAL SERVICES/PRODUCTS CLIENT IS...?</p> <p>Can we profile today, the next legal services or products client? What do we know? What don't we know? What are the key factors to consider? Do things like geography matter in a tech based, borderless world? How will we communicate and what tools will we use? How far ahead should we go – a year or a decade? What do we know today that MUST influence our clients' choices tomorrow? What can we learn from other industries?</p> <p>In this session, Melissa Lyon, Executive Director and Experience Designer, Hive Legal and CLI Advisory Board member, will invite our panellists to develop a profile of the next legal services/products client:</p> <ul style="list-style-type: none"> • Debra Filippin, Head of Business Development Asia Pacific, Pinsent Masons • Michael Morrissey, Managing Director, Founder, Principal, Morrissey Law + Advisory • Marlo Osborne-Smith, Director, NewLaw, PwC • Carolyn Reynolds, General Counsel, Vicinity Centres <p>1.5 CPD units: Practice Management & Business Skills</p> <p style="text-align: center;"></p> <p>This session is sponsored by</p>
<p>5.15pm – 6.15pm AEDT (LIVE)</p> <p>VIRTUAL TOUR OF LANDER & ROGERS LAWTECH HUB - SYDNEY</p>	<p>VIRTUAL TOUR OF LANDER & ROGERS LAWTECH HUB – MELBOURNE</p> <p>In this session, Michelle Grossmann, Chief Innovation Officer & Transformation Lead, iHub and Stephen So, Innovation & Transformation Consultant both from Lander & Rogers, discuss the work of their firms' LawTech Hub in Melbourne. Michelle and Stephen will be joined by Farley Blackman, CEO, YBF Ventures and Hub resident Sam Flynn, Co-Founder & COO, Josef. This session includes a virtual tour of the Hub.</p> <p style="text-align: center;"></p> <p>This session is sponsored by</p>

FRIDAY, 12 FEBRUARY 2021

9am – 4pm AEDT
(LIVE)

(Breaks – morning, lunch, and afternoon)

BUILDING THE NEXT LEGAL PRACTICE

THIS IS AN ALL-DAY VIRTUAL WORKSHOP

PLEASE NOTE THIS SESSION IS FULL AND NO LONGER OPEN FOR REGISTRATION.

Lead Facilitators:

- **Nyk Loates**, Director, KPMG Australia
- **Andy Schollum**, Partner, KPMG Australia

KPMG Leads:

- **Jason McQuillen**, Partner, KPMG Law
- **Alistair Griffin**, Head of Legal Technology, KPMG Australia

CLI Leads:

- **Alison Laird**, Director, Laird Innovations Pty Ltd and CLI Advisory Board member
- **Melissa Lyon**, Executive Director and Experience Designer, Hive Legal and CLI Advisory Board member

In this all-day virtual workshop, we'll be drawing on the themes and discussions of the previous four days and bringing it all together.

We'll ask you to work in small groups (sometimes in large groups too) and design, from scratch, your next legal practice. It might entrench a bunch of stuff you are already doing well – you'll have tested those ideas in earlier sessions. It will also encourage you to think about what you might do better or differently. How you might also change not just what you do, but how you do it, who you want to work with to get it done, and how you're going to let people know about it. And, when you're done, how you'll keep the momentum going...forever!

In this session, you'll get to Grow Your Legal Practice Transformation Mindset and...REFLECT. RESET. GO...

4 CPD units: Practice Management & Business Skills



This session is sponsored by

5pm – 6pm AEDT
(LIVE)

We'll close out this session and the whole week with our final, global networking session from 5pm- 6pm AEDT – we hope you'll join us no matter what time of your day and wherever you are located in the world!

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