2022 ALPMA SUMMIT

REACHING NEW HEIGHTS

PRINCIPAL PARTNER Dye & Durham

RACV ROYAL PINES | GOLD COAST | 31 AUGUST - 2 SEPTEMBER

START	FINISH	WEDNESDAY 31 AUGUST 2022	START	FINISH
		PRINCE BALLROOM		
10:00	10:15	**Welcome to Country** Jellurgal Aboriginal Cultural Centre Warrick McLean, ALPMA 2022 MC **Welcome to the ALPMA Summit 2022** Dion Cusack, President, ALPMA	10:00	10:15
10:15	10:35	**Dye & Durham Summit Research Report** Peter Maloney, Managing Director, Dye & Durham Dye & Durham	10:15	10:35

10:35	11:35	**The Adaptability Quotient - The most important skill for the 21st century, and how to start cultivating it right now** Future Crunch Technological disruption requires us to learn faster than we ever had to before. Behaviours we've honed for decades are becoming obsolete in a few short years. Combined with a generational mindset shift in how we view the world, many are wondering how to remain relevant. What's the key quality for success in this world of constant change? Future Crunch might be able to help. With trademark humour, dynamism, and gold-plated research, they explore what the Harvard Business Review calls, “the new competitive advantage.” You’ve heard of IQ and EQ; this century belongs to those that are quick to read and act on signals of change. People with a high Adaptability Quotient (AQ): the ability to thrive in unpredictable environments. Instead of being really good at doing one thing, adaptive people are really good at learning how to do one thing, adaptive people are really good at learning how to do new things. Drawing on the latest insights from the worlds of technology, neuroscience and management, this talk reveals why the best predictor of success is how we embrace rapid experimentation. Audiences will walk away with an understanding of what it takes to foster AQ, how to identify it in others, and how it can be a superpower for anyone looking to maintain an advantage in the next economy.	10:35	11:35
11:35	11:45	COFFEE BREAK	11:35	11:45
		PRINCE BALLROOM		
11:45	12:00	**Digital Connectivity and Securely Sharing a Property Contract of Sale** Lee Bailie, Head of Property, InfoTrack InfoTrack has been busy developing a clean digital workflow to enhance your matter administration and communication, using automation and security which compliments your traditional processes and utilises your Practice Management System. This new functionality digitises and automates traditional manual activities which occur between key parties in a conveyancing sale, starting with the creation of a contract for sale and sharing that contract with the real estate agent. Listen to InfoTrack's Head of Property, Lee Bailie, as he explores the digital connectivity of this new functionality.	11:45	12:00

<table>
<tr><td>12:00</td><td>13:00</td><td colspan="2">Harnessing the Power of Different Thinking
Callum McKirdy

In a disrupted world, reaching new heights requires leaders to think differently about different thinking. Our organisations still rely heavily on pre-covid people-management processes that see us lead in a one size fits most approach. Yet, every workplace has a cohort of untapped potential that lives and works at the edges of the bell curve.

In this entertaining and insightful keynote, Callum McKirdy will explore who these people are in your practice, how they show-up and how you can tap into their differences for everyone’s individual and collective benefit.</td><td>12:00</td><td>13:00</td></tr>
<tr><td>13:00</td><td>14:00</td><td colspan="2">LUNCH AND NETWORKING</td><td></td><td></td></tr>
<tr><td rowspan="2">14:00</td><td rowspan="2">17:00</td><td colspan="2">WORKSHOPS</td><td rowspan="2">14:00</td><td rowspan="2">17:00</td></tr>
<tr><td>WORKSHOP I
Personal Story Telling</td><td>WORKSHOP II
Leveraging Your Team’s Uniqueness</td></tr>
<tr><td></td><td></td><td>NORFOLK HALL</td><td>ROYAL POINCIANA</td><td></td><td></td></tr>
<tr><td>14:00</td><td>15:30</td><td>Future Crunch

After 2 years of interacting with each other on screens, people have realised that personal connection is more important than ever.

In this workshop participants will be guided through a step by step process showing them how to craft their own personal story, and be able to tell it to any audience.

This is a simple yet powerful skill, and one which can be used both in and outside working environments. allowing people to create genuine connection in person, and online.</td><td>Callum McKirdy, Author & Mentor

Recruiting for ‘fit’ has seen us develop teams that often struggle to challenge each other in ways that spiral into unhealthy and unhelpful conflict because we feel difference and disagreement is counter to a healthy organisational culture. But what if your team could enhance it differences, be more productive and have a better experience of work by giving up the need to be the same and celebrating your uniqueness?

In this interactive workshop, Callum McKirdy will take you through practical tips to:
Lead a culture of bringing your whole self to work – why, how and to what end?</td><td>14:00</td><td>15:30</td></tr>
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			Make the best use of your team's uniqueness by exploring where you diverge as well as converge. This session will see you develop a practical resource to take back to your practice to further uncover, unlock and unleash your team's collective points of difference.		
15:30	16:00	AFTERNOON TEA		15:30	16:00
		NORFOLK HALL	ROYAL POINCIANA		
16:00	17:30	**Personal Story Telling** Future Crunch (as above)	**Leveraging Your Team's Uniqueness** Callum McKirdy, Author & Mentor (as above)	16:00	17:30
17:30	20:30	WELCOME COCKTAIL FUNCTION BY INFOTRACK		17:30	20:30
17:30	18:30	EXHIBITION HALL		17:30	18:30
18:30	20:30	DINNER ON THE PODIUM LAWNS BY INFOTRACK		18:30	20:30

START	FINISH	THURSDAY 1 SEPTEMBER 2022	START	FINISH
		PRINCE BALLROOM		
07:00	07:45	**Morning Mindful movement** Angela Smith, Mind Your Mojo© Begin your morning with a gentle, 45-minute mindful movement practice. A blend of Hatha Yoga and Qi Gong, this practice will help your body and mind gently awaken as you prepare to move through the day. This session is for everyone who would like to start their day with a nice, relaxed stretch.	07:00	07:45
09:00	09:15	**Modernise without Compromise — Building a Modern Law Firm, One Step at a Time** David Hepburn, Actionstep Global President actionstep Building a modern firm means putting clients and technology at the centre of your practice. This doesn't happen overnight - knowing what steps to take first and how to sustain improvements are key. This session will explore how adaptable, cloud-based technology enables law firms to transform productivity (and profitability) while building and maintaining a client-centred approach.	09:00	09:15

09:15	09:45	**Mindful self-care** Angela Smith, Mind Your Mojo© Start your day as you plan to go on: calm, clear-minded, and creative. Prepare for the day ahead by investing 30-minutes in yourself with this mindfulness session to improve focus, declutter the mind, and lift mental fog.			09:15	09:45
09:45	10:45	**Financial Skills for the Future** Alena Bennett, CFO			09:45	10:45
10:45	11:15	MORNING TEA			10:45	11:15
11:15	13:15	CONCURRENT STREAMS			11:15	13:15
		STREAM I	STREAM II	STREAM III		
		NORFOLK HALL	PRINCE BALLROOM	ROYAL POINCIANA		
11:15	12:15	**The client experience journey explained** Kim Wiegand and David Goener, Beaton You may have heard of the client experience, or CX, but very few firms can articulate what this looks like in practice, either for their clients or themselves. There is general acknowledgement that increased levels of client service can result in greater client loyalty, internal employee engagement and firm revenue. But, where does the client experience start and end, and who's responsibility is it? In this session, the partners of Beaton will explore the typical legal services	**Telling a story with data** Robyna May, Verlata Consulting This session explores applying story telling techniques to your reporting, enabling a clear narrative to be shared with your team and clients. How can we use our data in a way that excites and engages? In a way that drives change and ensures people understand and trust what they are looking at? Law firms are increasingly sharing visualised data, but even the most beautiful report will lack engagement if the narrative, context, and purpose is not clear. Which is where data story telling comes in. This session will look at:	**Leading with Strength** Kathryn Jackson, Career Balance What if it were possible to live and work in this stressful world and still enjoy mostly good days? This interactive and engaging workshop has grown from lived experience of the Canterbury earthquake rebuilds and will explore how the science of wellbeing could help you (and your practice) grow stronger despite the challenges we continue to face. Expect to walk away with an understanding of how wellbeing and resilience intertwine, along with ideas for building this more deliberately into your workplaces (rather than leaving it to chance). High pressure, high performing environments can be the	11:15	12:15

		client journey from 'start' to 'end' touching on various aspects along the way, including the: • use of best practice sales and pursuit activities. • impact of firm culture on client perception. Kim Wiegand and David Goener will bring together Beaton research supported by years of industry expertise to highlight the most impactful areas of the client journey for you to consider.	What is data storytelling (beyond the jargon) and why data storytelling is important How to apply story telling techniques to report design, including audience, characters, setting and theme The business questions you can answer with your data through data story telling. This session does not require any specialised data knowledge. It will be helpful for anyone looking to extract and present their data in new ways to add value to your firm.	most incredible places to work, but only when we all understand what need to do to thrive in them.		
12:15	13:15	**BD and brand building – what does it look like post-pandemic?** Debra Filippin, Pinsent Masons and Katherine Gilbey The pandemic brought about immense changes, with some of those impacting how law firms approach business development and building their firm's brand. What really has changed? In this session Debra Filippin and Katherine Gilbey take you through some of the areas they have seen change during this time, and make some predictions about what is ahead as we navigate beyond the pandemic and into a world that sees client	**Women are showing up why don't they stay?** Allison Warburton and Bronwyn Eynon-Lewis, Lacuna Legal What the Women in Your Firm Want You to Know Since ALPMA last met, there has been great celebration by women in the legal industry as there are now 53% women in the profession compared to 47% men. Scratch beneath the surface of those glistening figures and there is a different tale of women in law. Women are choosing not to stay in private practice and current practices are not changing these trends fast enough. Real change is needed to keep	**An Eight Point Plan to Transform Your Business for Success** Grant Field, MGI – Business & Financial Advisors An Eight Point Plan to Transform Your Business for Success Develop a Financial Scoreboard to drive business performance. Understand what financial 'levers' to pull to maximise business performance. Understand your business model and how that impacts the decisions you should make. My Top 3 metrics to assess the performance of your business.	12:15	13:15

		development at the fore. Questions this session will answer include: How were traditional BD and brand building activities affected during the pandemic, and which ones did (and didn't) make the cut? Where should firms encourage their lawyers to focus their efforts? What has changed in relation to clients? Do we approach client development in a different way?	females in law firms. How do we know this? During this session, we will share with the audience the things we know are happening to women in law firms but they are not talking about, and why management in law firms has a responsibility to support these women.	My Top 5 reasons why businesses run out of cash. Understand how your business performs against your peers. A simple, fool proof way to develop and implement a strategy for growth. How to implement a simple, yet powerful one page business plan.		
13:15	14:00	LUNCH & NETWORKING			13:15	14:00
		NORFOLK HALL				
14:00	15:30	**BD has changed post-pandemic…here is your menu of what to do (and what not to do)** Debra Filippin, Pinsent Masons and Katherine Gilbey *Exclusive workshop for Lawyers* The pandemic brought about immense changes, with some of those impacting how lawyers approach business development and building their personal brand. In this interactive workshop Debra Filippin and Katherine Gilbey will talk through different approaches to business development scenarios lawyers regularly face (both in person, and online). Questions this session will answer include: • Networking: What are the new essentials for successful networking, including in a virtual environment? • Client meetings: How have these changed, and how to get the best outcomes before, during and after the meeting? • Personal branding: How to do this successfully from the comfort of your (home) office? • Business planning: What does it look like now, and where do you begin?			14:00	15:30

		PRINCE BALLROOM		
14:00	14:15	Dye & Durham	14:00	14:15
		PRESENTATION		
14:15	15:15	Fixing Partner Reward: A Blueprint For Performance With Purpose Ray D'Cruz How your firm manages and rewards equity partner contribution says everything about the ethos and purpose of your firm. In this session Ray will discuss a collection of key insights from his upcoming book, The Partner Remuneration Handbook, co-authored with Michael Roch, and published by Global Law & Business. • Ray will draw on the of the ideas and frameworks created through the course of researching and writing the book, to discuss: • How to help partners play to their strengths (and move beyond the one-size-fits-all partner contribution model used in most firms) • How firms can balance short-term production and origination metrics with more strategic measures that assess collaboration, DEI and clients • What's wrong with the partner review process and how to fix it • Simple next steps law firm leaders and managers can take to influence the future	14:15	15:15
15:15	15:45	AFTERNOON TEA	15:15	15:45

		PRINCE BALLROOM		
15:45	16:00	Lawyers Weekly	15:45	16:00
16:00	17:00	CEO PANEL DISCUSSION **Panellists:** Tessa van Duyn, CEO & Practice Leader, Moores Zoe Lynam, Co-CEO, Proximity Lee James, CEO, Fletcher Vautier Moore Mark Wiggins, CEO, Hall Payne Lawyers	16:00	18:00
18:00	19:00	TRANSIT TO THE ALPMA AWARDS DINNER	18:00	19:00
		MIAMI MARKETTA		
19:00	22:30	ALPMA AWARDS DINNER BY ACTIONSTEP	19:00	22:30
22:30	23:00	Coach Transfers back to RACV Royal Pines or Surfers Paradise	22:30	23:00

START	FINISH	FRIDAY 2 SEPTEMBER 2022	START	FINISH
		PRINCE BALLROOM		
09:15	09:30	Dye & Durham	09:15	09:30
09:30	10:30	***KEYNOTE ADDRESS*** ***Layne Beachley AO*** Layne is regarded as the most successful female surfer in history. Her dedication to success sees her as the only surfer, male or female, to claim six consecutive world titles between 1998 and 2003. Layne went on to win a 7th world title in 2006 before retiring from the World Tour in 2008.	09:30	10:30
10:30	11:00	MORNING TEA	10:30	11:00
		PRINCE BALLROOM		
11:00	11:15	Digital Transformation and Change Management Jennifer Cathcart, Regional Management APAC, NetDocuments Jennifer speaks on some of the common areas Law Firms struggle with Change Management and how to get past the internal barriers and achieve high adoption when implementing new technology	11:00	11:15

11:15	12:15	**New Equation for Success in Law in the Digital Age** Carl White and Eric Chin In a post-pandemic world where the future of legal is increasingly agile and unfolding before our eyes, a New Equation for success in Law is required to Reach New Heights. The future of legal is people-led and technology-enabled where empowered teams fuse client centredness with legal expertise and commercial nous to solve human needs. In our 'next normal' law firms will view problems from new angles and uncover profitable solutions for their clients, staff and the wider community. Developing a unique combination of these capabilities within your firm presents challenges and opportunities – and getting it right leads to better business for a stronger world. In this visionary and practical presentation two leading voices in the legal profession, Carl White and Eric Chin explore what Reaching New Heights will demand of law firms in a world that is changing profoundly around us all. Join them to unlock what the New Equation in Law means for your legal organisation.			11:15	12:15
12:15	13:15	CONCURRENT STREAMS			12:15	13:15
		STREAM IV	STREAM V	STREAM VI		
		NORFOLK HALL	PRINCE BALLROOM	ROYAL POINCIANA		
12:15	13:15	**NewLaw Careers – Are they reflecting or redefining and reinventing legal practice?** Terri Mottershead, Executive Director, Centre for Legal Innovation The legal ecosystem has changed. Delivery of legal services and products requires the capabilities of many people working seamlessly in collaboration with each other and customers/clients. Great – so how do we make that happen? Who are these people? What are their capabilities? What's "new" about these	**ESG – CSR - Sustainability – The evolving expectations driving law firms to consider a bigger picture.** Dion Cusack, K&L Gates Michael Boley, Landers & Rogers Richard Jennings, AusLSA Sustainability, Corporate Social Responsibility (CSR), Environmental Social Governance (ESG), Corporate Stewardship? What does it all mean, why is it important for law firms and how can you get started?	**The Millennial: What Are They, What Do We Do With Them and Why They Are Your Best Business Asset Ever!** Kiarah Grace Kelly, Brisbane Family Law Centre 'Zillennials' a dangerous combination between Gen Z and Millennials, will have been born between 1990 and 2005, instilled with a sense of self-esteem from a very young age, raised by baby boomers with a sense of hope and positivity for tomorrow. This is where it all went wrong.	12:15	13:15

		careers? And, what's the business impact of, and the business case for, all of this? In this session, Terri Mottershead will answer these questions and a whole lot more!	Explore the journey to improve law firm sustainability with the Australian Legal Sector Alliance and sustainability leaders at K&L Gates and Lander and Rogers.	Employing this group is inevitable (millennials will soon make up the majority of the workforce). So how do we do it well? This presentation will provide practical tools to make the most of your future workforce..		
13:15	14:15	LUNCH AND PRIZE DRAW!			13:15	14:15
		PRINCE BALLROOM				
14:15	15:15	COMMUNITY OF PRACTICE The final session of Summit will be informal discussion groups - Participants will be able to choose the area that they would like to focus on post Summit and gather together to discuss how they will approach their goal or objective.			14:15	15:15
15:15	15:30	ALPMA Summit 2022 Closing Ceremony			15:15	15:30