

#CLInnovate2019



# Innovation in Legal Practice Summit 2019

## PROGRAM

9 August 2019 Melbourne

The College of Law Victoria, Level 1, 555 Bourke Street

### CONTACT US



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## 8.00am-8.45am: Registration

8.45am-9.00am	<b>Welcome, Overview and Meet the CLI Young Legalpreneurs Scholars</b>	<b>Madeleine Dupuche, Executive Director, COL Victoria</b> <b>Terri Mottershead, Executive Director, Centre for Legal Innovation (CLI) and CLI Young Legalpreneurs Scholars</b>
9.00am-10.30am	<b>Opening Plenary</b>	<b>Does the Future of Legal Practice Lie in Cracking the Collaboration Code?</b>  What is collaboration? Why is it important? How does it impact the future of work and client relationships? What's the connection between collaboration and innovation? Where does talking about it start and doing it begin? In this session Nyk Loates will identify the key components of effective collaboration, discuss how it underpins the work he does at KPMG and why it is an integral part of developing legal AI and transforming the legal industry.  <b>Facilitator: Nyk Loates, Director, U-Collaborate, KPMG Innovate and Chief Innovation Officers Forum Steering Group Member</b>

## 10.30am-10.45am: Morning Break

10.45am-12.15pm	<b>Legal Design Thinking Workshop</b>	<b>Legal Design Thinking – You've heard the term but how do you actually use it in your practice?</b>  Everywhere you look legal design thinking is a headline somewhere but how does it actually work? In this session, Melissa Lyon will revisit the components of legal design thinking, discuss and explore with the leaders of four different initiatives how, through experimentation, collaboration and hard work, design thinking has been the major force behind innovative ideas and initiatives in these law firms, in-house legal departments, and in pro bono work.  <b>Facilitator: Melissa Lyon, Associate Principal, Hive Legal and CLI Distinguished Fellow</b>  <b>Case study leaders:</b> <ul style="list-style-type: none"><li>• Legal design to foster creativity and innovation: <b>Andrew Price, COO, Barry.Nilsson</b> on how they have used design thinking to provide focus, mindset and process for the firm's innovation program.</li><li>• How in-house teams are using design thinking: <b>Neil Cook, Legal Operations Manager, Woolworths</b></li><li>• Working with clients - using design thinking to collaborate with clients on document and process design: <b>Ella Cannon, Senior Associate, Hive Legal and Sarah El Atm, August Digital and Creative Agency</b></li><li>• Legal Design in the access to justice/pro bono space including how firms can use design thinking to assist their pro bono efforts: <b>Andrea Perry Petersen, Podcaster and Consultant</b></li></ul>
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## 12.15pm-1pm: Lunch

Over lunch, spend a little time networking with your fellow Summates but also in session with our Geeky Gurus.

We've nominated some topics you have told us matter to you, so if you want some help, head to the huddle where our specialists are hanging out to assist you:

- **John Chisholm, Managing Director, John Chisholm Consulting; Director, Innovim; CLI Distinguished Fellow:** How to price legal services and not use one billable hour
- **Jan Christie, Learning & Development Manager, Gilbert + Tobin:** How to establish a legal talent management strategy for the future of work
- **Ann-Maree David, Executive Director, The College of Law QLD & Chair, QLS Equity and Diversity Committee:** How to establish a successful diversity and inclusion initiative
- **Bronwyn Eynon-Lewis, Belinda Marschke & Allison Warburton, Co-Founders, Lacuna Legal Providers:** Legal freelancing – why it's on the rise and how to make it work
- **Peter Dombkins, Head of Legal Project Management, Gilbert + Tobin:** Everything you ever wanted to know about legal project management
- **Amanda Fajerman, Head of Legal Technology, LOD Innovate:** Everything you ever wanted to know about legal operations
- **Sam Flynn, Co-Founder, Josef:** Everything you ever wanted to know about lawyerbots
- **Alison Laird, Head of Innovation and Project Delivery Asia Pacific, Pinsent Masons and Chair, Chief Innovation Officers Forum:** How to establish the role and what to do with a Chief Innovation Officer
- **Fiona McLay, Principal Consultant, McLay Legal:** How to get started with tech projects in a small team and in small litigation cases
- **Michael Pattison, Founder, ContractProbe and Director, Australian Legal Technology Association (ALTA):** How to choose the right AI for your firm

## 1pm – 2.30pm: Concurrent Sessions

### Mapping the Client Journey – Taking the guess work out of client expectations!

So how great are you really at customer service? And in the age of AI and “will robots take my job?” how important is it anyway? In this session, Carl White will draw on his work with CXINLaw and the multi-year surveys they have conducted to identify and explore how clients perceive your firm in the digital age.

In this session, **Carl White, Chief Experience Officer and Director, CXINLaw; CLI Distinguished Fellow**, will introduce a customer mapping process and tool you will be able to use in your firm/organisation to begin the journey of understanding what matters to clients so you can develop practical and impactful business development strategies.

### AI and the New, New Legal Marketplace: Risk Management, Compliance and RegTech?

The combination of AI, tech and data has created a new regime for risk management – new components, new approaches, new mindsets, new legislation, new oversight groups, new everything. So how ready are you for what is fast becoming a very different and new normal? Could we be on the cusp of the RegTech era?

In this session **Evan Wong and Paul Wenck, Co-founders of Checkbox**, a multi award winning platform that focusses on transforming regulations into software that automates decisions making, generates documents and automates workflow, will discuss, through real life case studies, how this dynamic and still emerging regime, is impacting different industries and where it is likely to move in the near future.

## 2.30pm-2.45pm: Afternoon Break

## 2.45pm-4.15pm: Concurrent Sessions

### Creating Your Own Legal R&D Department/Incubator/Accelerator for Continuous Improvement – Fact, Fiction or Fantasy?

Should law firms have an R & D department? How should in-house counsel tap into corporate R & D initiatives? What do legal incubators and accelerators do? And how is all of this connected to AI, legal tech and legal innovation? If you have been asking yourself any one or more of these questions, then this is a session for you. In this session we will explain what all of these terms mean, provide examples and practical case studies of how different initiatives have been incorporated into law firm/legal department DNA, and how it has changed cultures from “improvement under sufferance” to “continuous improvement for life!”

**Facilitator: Terri Mottershead**

#### Panellists:

- Denise Doyle, Legal Enablement Lead, Telstra
- Michelle Grossmann, Head of Innovation & Transformation, Lander & Rogers Lawyers; iHub
- Caryn Sandler, Partner & Chief Knowledge and Innovation Officer, Gilbert + Tobin
- Rajesh Sreenivasan, Partner and Head Technology, Media & Telecommunications, Rajah & Tann Singapore LLP

### Blockchain Update – A year in review!

It was so popular last year we are bringing this session back but also, a whole lot has happened in between! So one year later, are there case studies we can point to that help us better understand how blockchain is impacting legal practice? Is there legislation we should know about? Are some practice areas more impacted than others? What lies in the near future and a little further along? And how “far” is “further along?” In this session we will discuss the changing face of blockchain locally and internationally and how that is likely to impact what you do today.

**Facilitator: Michael Bacina, Partner, Piper Alderman**

#### Panellists:

- Tobias Crush, Co-Founder, Willbits
- Steve Vallas, Founder, Blockchain APAC
- Peter Xing, Senior Technology & Innovation Manager – Deals, Tax & Legal, KPMG
- Bonnie Yiu, Co-founder, Consulere.io

4.15pm-5.15pm

Closing Plenary

### Implementing and Embedding a Culture of Change and Agility – Making “new” work in a “traditional” world

If AI and legal tech are innovation enablers and innovation is not invention, is the opportunity for change in how we structure, manage, work in and work for clients in legal practice also our greatest challenge? Can lawyers change? Can law firms be agile workplaces? Can we really turn around a ship sailing smoothly and comfortably for hundreds of years? And, even if we could, should we? Do we need a start-up mentality in law firms? Do clients even want it? What do we do with the people who find it “all too hard?” In this session, Warrick McLean will facilitate a lively closing plenary that will draw on the experience of the panellists to identify and candidly canvas the risks inherent in change, the role of mindset, culture and resilience and whether or not there is a future for legal practice in the emerging, new legal marketplace.

**Facilitator: Warrick McLean, Chief Executive Officer, Coleman Greig Lawyers**

#### Panellists:

- Genevieve Collins, Chief Executive Partner, Lander & Rogers Lawyers
- Mitzi Gilligan, Founder and Principal, Hive Legal
- Marcus McCarthy, Principal, Nexus Law Group
- Mick Sheehy, Partner, New Law, PWC
- Demetrio Zema, Director & Problem Solver, Law Squared

5.15pm-5.30pm

Wrap Up

Terri Mottershead

## 5.30pm-7.00pm: Drinks and nibbles

# Join the conversation #CLInnovate2019



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