



Corporate Law 
Department Symposium
September 15–16, Washington, DC

Benchmarking Leading Practices for Operations Leaders: Strategies for Promoting Leadership and Innovation

**Presented by
Susan Hackett**

LI02

9/16/2016

9:00 AM- 10:30 AM

Benchmarking Leading Practices for Legal Operations Leaders ...

... Strategies for Promoting
Leadership and Innovation

Susan Hackett
CEO, Legal Executive Leadership
16 September 2016, Washington, DC

Your connection
to knowledge, resources and networking



Today's Conversation ...



- Defining innovation and leadership for the corporate legal team
- An overview of some interesting innovation and leadership practices in law department ops
- Dialogue:
 - What are you doing in your department?
 - What constitutes success? What are you measuring?
 - Training / Talent / Behavior Change
 - What's working, what still needs work?
 - Insourcing vs. outsourcing, including non-law firm providers

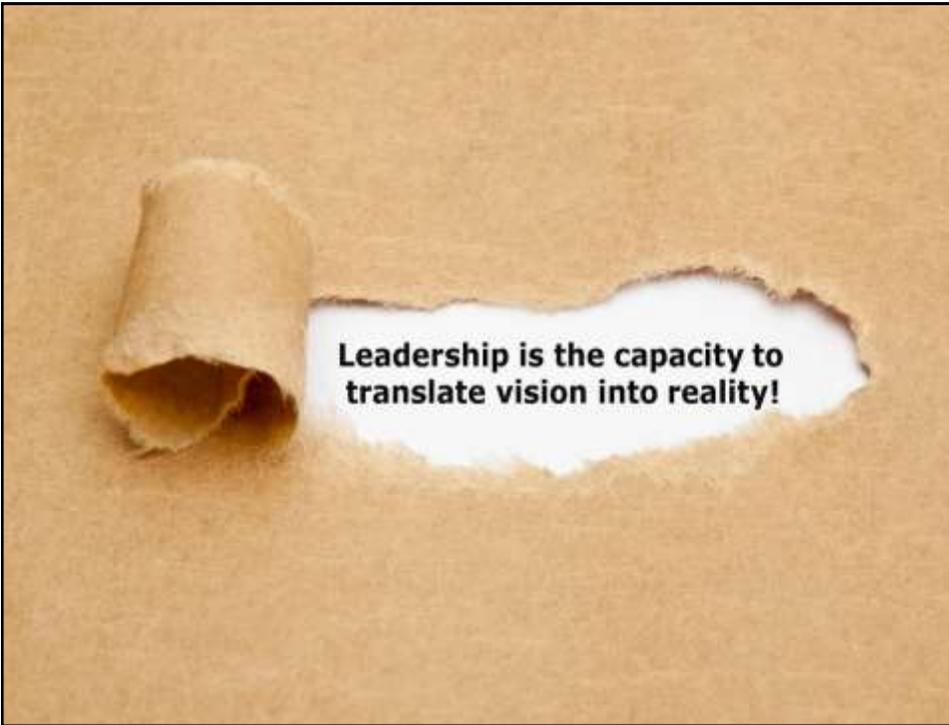
Please jump in: this is your meeting!

Defining Innovation



Defining Leadership





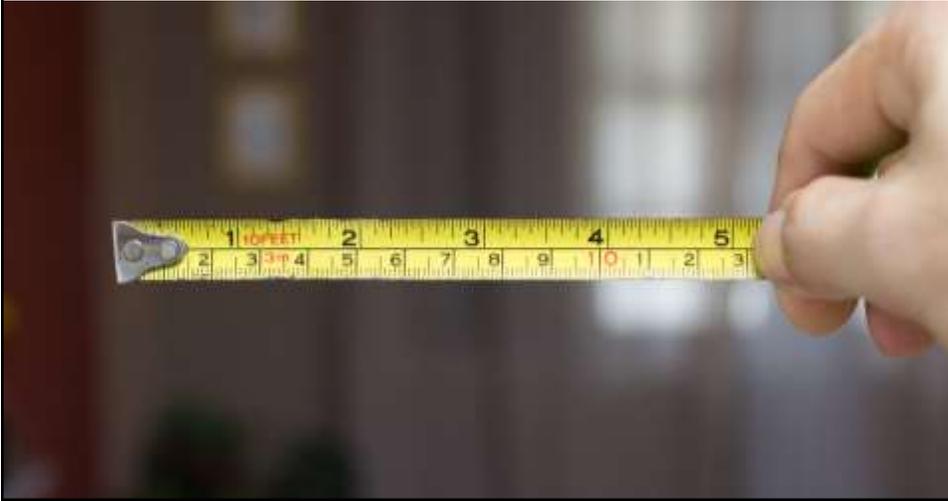
Some leading practices ...

... to stimulate our conversation later.

Financial Management



Metrics / KPIs



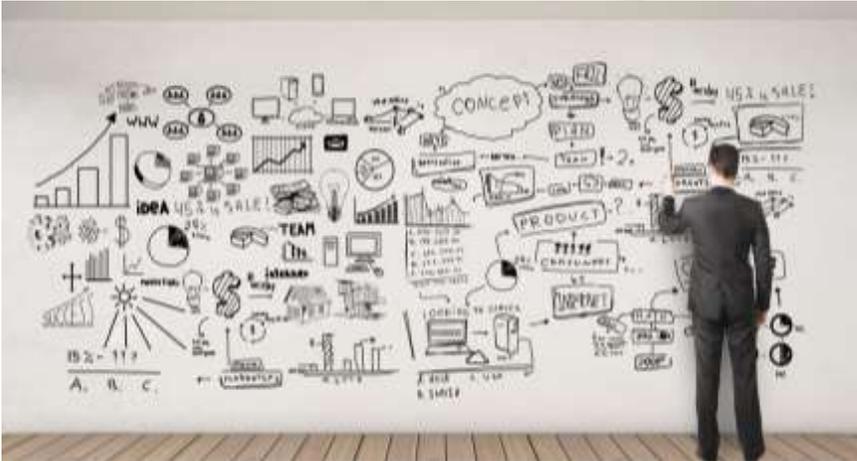
Staffing - Internal



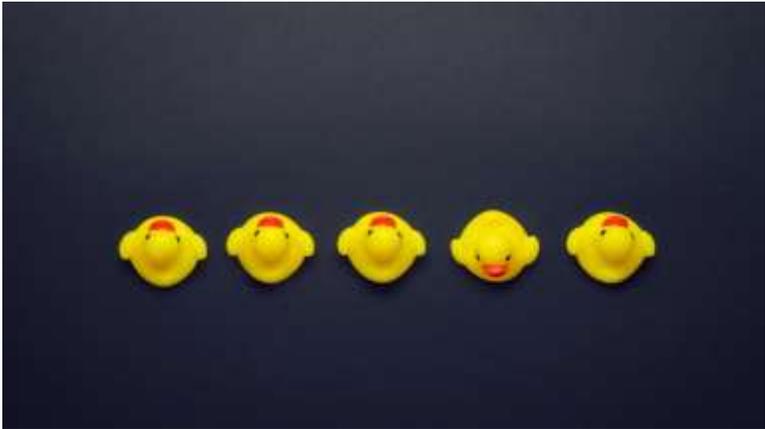
Staffing - External



Technology and Process



Collaboration / Alignment



Data



Evaluation / Improvement



Group Discussion:

What are you doing?

What are you measuring?

What's working, what still needs work?

Training / Talent / Behavior Change

Insourcing vs. outsourcing, including non-law firm providers

Your topics / thoughts?



Thank you for including me today ...

Susan Hackett
Legal Executive Leadership, LLC
hackett@lawexecs.com
+1.301.785.5534



Your Opinion Matters!

Please take a moment to evaluate this session.

Thank you!!