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

Presented by
Susan Hackett

LI02
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9:00 AM- 10:30 AM
Benchmarking Leading Practices for Legal Operations Leaders …

… Strategies for Promoting Leadership and Innovation

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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
Leadership is the capacity to translate vision into reality!

The Impediment:
Behavior Change
Some leading practices …

… to stimulate our conversation later.

Financial Management
Staffing - External

HELLO
I AM...
TURNING NO INTO YES!

Technology and Process
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 …

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Your Opinion Matters!

Please take a moment to evaluate this session.

Thank you!!