

# 2017 Human Resource Conference for Legal Professionals

## Schedule and Education

CM10: Opening & Keynote: Creating a Mindset for Change

Thursday, October 5 1:00 PM - 2:15 PM

The marketplace is changing dramatically and dynamically. Few industries and individuals will be exempt. We can't avoid it, and it's fatal to ignore it. But fear and avoidance is no way to address change. We have to find and create positive outcomes going forward. When it comes to change, most leaders and organizations focus on structures, processes and systems. Few even recognize that without an individual and collective mindset for change and innovation, their best efforts will fail, especially now. This experiential session will show what is really getting in the way, and how an intentional and clear focus on what you want — rather than on what you are trying to avoid — turns insight into actions and actions into breakthrough outcomes. Goodrich will explain how this focus can benefit you, why we unconsciously focus on negative thoughts, and how we can rewire our brains to focus on positive outcomes so that we can steer toward opportunities and away from the threats that a world in transformation will bring.

Objectives:

- Describe the inherent nature of change.
- Identify what is getting in the way of positive change and innovation in your work.
- Recognize how the brain is wired and how to get it working for you and your team.
- Explain how to create an intentional and disciplined focus on the outcomes that you do want.

Audience Statement: This session assumes that participants have working knowledge of communication styles and leadership in the workplace

Speaker Information:

Laura Goodrich

Other Info:

- Audience: Intermediate
- CLM App Management Category: Self-Management Skills
- CPE Field of Study: Communications
- CLE: Law Practice Management

CM11: The 7 Deadliest Workplace Communication Sins

Thursday, October 5 2:30 PM - 3:45 PM

Recent research is showing that the average employee wastes a minimum of 40-minutes per day due to poor and ineffective communication. This equals approximately \$5,220 per employee per year in lost productivity. How many employees work in your practice? This engaging, entertaining and interactive session sheds light on the most damaging communication mistakes occurring every day in every legal office. Participants will recognize these communication mistakes and resonate with the negative impact they are having on their work environment. The session provides practical tips, strategies and techniques to build new habits of communication in the legal practice work environment.

Objectives:

- Analyze the real dollars and cents cost of poor and ineffective communication in their legal practice.
- Examine why there is a 67 percent risk that communication will damage the work environment, coworker and client relationships.
- Identify the only three outcomes that can occur from any interpersonal communication interaction.
- Describe how to avoid the seven most damaging communication mistakes occurring every day in your legal practice.
- Discover simple strategies, tips and techniques to breakthrough these damaging communication patterns to build a practice of championship caliber communication.

Audience Statement: This session assumes that participants have 10 years of experience and/or advanced degree in field of study. No advanced preparation is required.

Speaker Information:

Skip Weisman

Other Info:

- Audience: Advanced
- CLM App Management Category: Communication Skills
- CPE Field of Study: Communications
- CLE: Law Practice Management

CM12: Stop Waiting for Your Invitation: Drive Growth and Engage Strategically Today

Thursday, October 5 2:30 PM - 3:45 PM

Enterprise growth requires executive leadership involvement to change culture, focus or services an organization offers. To be successful, the growth strategy must focus on many things at once, including people. A leader's role in driving the success of the organization includes a number of factors. You must ensure the administrative function of the organization are handled, but focus your attention on the critical role of sharing the culture and vision of the organization. Internal and external relationships will

help shape your function, as well as your career. We will share proven tips and tricks to being a strategic executive who is action-oriented and technologically savvy. We do this by defining a five-step process to join the leadership team and have the career of your dreams today!

Objectives:

- Discover how to present your initiatives in way that the leadership team will listen.
- Identify ways to make connections to become the leader your organization needs.
- Examine how to align the HR goals with organizational strategy.
- Evaluate strategic planning as it impacts your function.
- Discover tools that will help you show added value to your organization.

Audience Statement: This session assumes that participants have 10 years of experience and/or advanced degree in field of study. No advanced preparation is required.

Speaker Information:

Lori Kleiman

Other Info:

- Audience: Advanced
- CLM App Management Category: Organizational Development
- CPE Field of Study: Administrative Practice
- CLE: Law Practice Management

HR10: Drive Business Success with Workplace Flexibility

Thursday, October 5 2:30 PM - 3:45 PM

Demographic and technological transformations are the new workplace reality, forcing HR and organizations to reimagine how work gets done to ensure business competitiveness. Learn how you can drive business success by harnessing the power of workplace flexibility ("workflex") to manage these workforce changes and support your organizational goals and strategy. Explore how workflex can add value to the bottom line at your organization by improving retention and employee health and well-being, reducing absenteeism and real estate costs, and increasing productivity with better engagement and a solid business continuity strategy. This session will also help you make a strong business case for the value of workflex to your leadership team, using strategic workforce planning data and performance metrics, and by benchmarking your work-life offerings and leveraging other resources available under the SHRM-Families and Work Institute partnership.

Objectives:

- Discuss how to drive success through workflex.

- Examine employee retention, health and well-being through workflex.
- Construct a business case for the value of workflex.

Audience Statement: This session assumes that participants have working knowledge of alternative work arrangements and workforce planning in a legal setting

Speaker Information:

Martha Ramirez

Other Info:

- Audience: Intermediate
- CLM App Management Category -FS: Human Resources Management
- CPE Field of Study: Personnel/HR
- CLE: Law Practice Management

CM13: Influence Decision Makers: Promote your Ideas, Issues, Projects and Programs

Thursday, October 5 4:00 PM - 5:30 PM

Whatever your level or position in the organization, you can influence decision makers and develop credibility. This highly participative session helps you to deal effectively with your boss, colleagues, team members, subordinates, legislators and even your local PTA. Learn to gain acceptance for your ideas, projects and programs. Develop a strategy to use in any attempt to influence, and explore the velcro effect. Implement the platinum rule to be effective in personal and professional relationships, and prepare your communications to reach decision makers of diverse temperaments. Rehearse for your back-home influence conference and gain valuable on-the-spot feedback. Persuade the decision maker ultimately to become self-persuading.

Objectives:

- Distinguish influence from manipulation.
- Develop a step-by-step comprehensive, generic protocol for influencing decision makers.
- Experiment with role-play rehearsal in anticipation of the back-home decision maker.
- Develop patience and confidence in current and future persuasion projects.

Audience Statement: This session assumes that participants have a working knowledge of leadership styles, and communication skills in a legal setting.

Speaker Information:

Paul O. Radde

Other Info:

- Audience: Intermediate
- CLM App Management Category: Communication Skills
- CPE Field of Study: Communications
- CLE: Law Practice Management

#### HR11: Slippery Slope & Running Your Business Compliance

Thursday, October 5 4:00 PM - 5:30 PM

Assessing your HR function can be a painful and time-draining task — but it doesn't have to be. You may spend countless hours focused on compliance and at the end of the day wonder, "What have I really learned?" The key to a productive assessment is to outline meaningful goals and publicize your expected deliverables to leadership. The assessment process can be used to create internal relationships and move your HR career forward. Our customized process will align the assessment with your strategic goals, allowing you to create meaningful new initiatives on the findings. Creation of action plans that address the concerns of top stakeholders is critical to a successful program, as is selling the initiatives within the organization. Learn our seven key steps to making your HR assessment a success and how to use it to enhance your leadership position within your own organization.

#### Objectives:

- Discover how to align your assessment with your organizational strategic plan.
- Describe ways to build internal bridges with other leaders in the organization.
- Produce action plans to ensure your assessment has internal value.
- Discuss how to deal with compliance issues uncovered during the assessment.

Audience Statement: This session assumes that participants have a working knowledge of human resource functions and duties in a legal setting.

#### Speaker Information:

Lori Kleiman

#### Other Info:

- Audience: Intermediate
- CLM App Management Category -FS: Human Resources Management
- CPE Field of Study: Personnel/HR
- CLE: Law Practice Management

#### HR12: HR and Design Thinking: Crafting the Employee Experience

Thursday, October 5 4:00 PM - 5:30 PM

Design thinking is increasingly being recognized as a way to craft a first-class employee experience. In this session, participants will be introduced to the fundamentals of design thinking and will collaborate in small groups to tackle the challenges of designing a positive employee experience to help their organization retain top talent.

Objectives:

- Review design thinking as part of the employee experience.
- Apply design thinking concepts through a series of exercises.
- Examine the guiding principles for becoming design thinkers.

Audience Statement: Attendee at any level will benefit from this session. No advance participation is necessary.

Speaker Information:

Maribeth Sivak

Other Info:

- Audience: Basic
- CLM App Management Category -FS: Human Resources Management
- CPE Field of Study: Personnel/HR
- CLE: Law Practice Management

Welcome Reception

Thursday, October 5 5:30 PM - 7:00 PM

Breakfast

Friday, October 6 7:30 AM - 8:15 AM

HR20: Managing Diversity and Inclusion: Religion and LGBTQ Issues in the Law Firm Workplace

Friday, October 6 8:30 AM - 9:45 AM

The increasing religious and spiritual diversity of the law firm workplace — as well as legal protections that continue to emerge for lesbian, gay, bisexual, transgender and queer (LGBTQ) employees — can present complex and confusing issues for employers. For example, one employee's religious expression is another employee's hostile work environment; one employee's accommodation is another employee's added burden. Creating a LGBTQ-inclusive workplace presents a number of challenges for

employers, too, ranging from effectively managing employee relations issues to designing inclusive benefit plans. This session will provide an overview of frequently debated areas concerning religion in the workplace, offer key considerations and practical advice regarding LGBTQ issues in the workplace, and discuss the intersection of religion and LGBTQ issues.

**Objectives:**

- Examine the interplay and, often, the conflicts that exist between LGBTQ issues and religious beliefs in the workplace.
- Outline practical and law firm-focused solutions for dealing with these two areas of the law.
- Discuss how to create a law firm environment that not only is tolerant, but also embraces the notions of diversity as it relates to religion and LGBTQ issues.

**Audience:** This session assumes that participants have a working knowledge of the legal industry and human resource practices in the legal industry. No advance preparation is required.

**Speaker Information:**

Michael S. Cohen

**Other Info:**

- Audience: Intermediate
- CLM App Management Category -FS: Human Resources Management
- CPE Field of Study: Personnel/HR
- CLE: Law Practice Management

**OM20: Preventing Workplace Violence: Managing the Troubled Employee**

Friday, October 6 8:30 AM - 9:45 AM

Presented by lead legal counsel for several Fortune 500 threat management teams, this program is a multidisciplinary examination of best practices concerning workplace violence prevention. Behavioral, legal and managerial considerations will be examined, with a specific emphasis on the role of the human resources professional within the workplace violence prevention team structure. Law and policy concerning social media monitoring, recent disability law developments concerning troubled employees, and the termination of dangerous individuals will be reviewed.

**Objectives:**

- Describe the composition and training of a workplace violence prevention team led by a human resources professional.
- Recognize behavioral warning signs and escalating risk factors, including the nexus between bullying and violence.

- Discuss disability law and accommodation of the troubled employee.
- Examine key considerations in separating the threatening employee safely and legally.
- Identify legal issues concerning social media monitoring of threatening individuals.

Audience Statement: Attendees should have a working knowledge of workplace safety issues. No advance preparation is required.

Speaker Information:

Glen Kraemer

Other Info:

- Audience: Intermediate
- CLM App Management Category -FS: Operations Management
- CPE Field of Study: Business Management & Organization
- CLE: Law Practice Management

CM20: Leading Change

Friday, October 6 8:30 AM - 9:45 PM

Policy change! Downsizing! Conflict! Improving morale! Audiences are clamoring for ways to manage change. This interactive presentation reveals valuable insights and ideas to help employees, teams and leaders attain a higher level of success, while managing the economic and business situations in the real world. The focus is on emotional intelligence, personal responsibility, dumping the entitlement mentality and improving self-awareness. You will learn why being a change agent is not good enough — becoming a change insurgent is necessary. Leading change should not be a mystery. Instead of simply preaching what is needed and expected, effective leadership helps people navigate through the minefield of complex gray areas that they may encounter in today's dynamic workplace. Customer service will be improved, client retention maximized and turnover reduced when this approach to change is applied.

Objectives:

- Discuss how to establish clarity and instantly communicate needed information to manifest the changes necessary for your group.
- Identify the appropriate mode of communication according to generation.
- Discover how to speed-read people through their communications and behavioral style.

Audience: This session assumes that participants have a working knowledge of leadership, and change managements in a legal setting.

Speaker Information:



Marsha Petrie Sue

Other Info:

- Audience: Intermediate
- CLM App Management Category: Organizational Development
- CPE Field of Study: Administrative Practice
- CLE: Law Practice Management

Coffee Break in Exhibit Hall

Friday, October 6 9:45 AM - 10:45 AM

HR21: Conducting a Successful HR Audit

Friday, October 6 11:00 AM - Noon

Why consider an HR audit? More than 50 percent of our audits uncover pay practices (exemption status, overtime calculations, rounding rules and final pay practices) that can result in costly and damaging wage and hour claims. As an HR professional, your days fill up quickly. Urgent issues crop up regularly. High-priority issues are constant. So when it comes to federal and state compliance, it's nearly impossible to ensure that you've covered every detail. You know it's important, but there doesn't seem to be a way to get it all done. A proactive HR audit identifies areas of risk and provides the support and justification for resources needed to tackle your to-do list. HR audits gather the facts and set the stage for moving forward in a compliant and best-practice fashion. Audits are useful tools, not a dreadful experience — we promise!

Objectives:

- Examine why conducting an HR audit is a good practice.
- Describe different kinds of HR audits.
- Outline the audit process and what to include in it.

Audience Statement: Attendees should have a working knowledge of human resources management. No advance preparation is required.

Speaker Information:

Joy Duce

Other Info:

- Audience: Advanced
- CLM App Management Category -FS: Human Resources Management

- CPE Field of Study: Personnel/HR
- CLE: Law Practice Management

## HR22: The Evolution of HR: Tips for How We Must Continue to Grow

Friday, October 6 11:00 AM - Noon

The profession of human resources has evolved over the last 100 years. It's changed from its roots in transactional and legally mandated labor relations, compensation, benefits and safety to also include the transformational elements of more modern HR: talent, organizational capability, culture, innovation, strategic HR planning, HR as business partner and more. Poorly delivered HR deserves derision (and gets it). Expertly delivered HR can positively transform an organization and its business results (and we need more of that). HR continues to be positioned at a crossroads and our choices now will be important to our continued viability as a profession. This presentation will explore where we have come from, where we are going, and what you can do now to better position yourself for the impact you wish to have.

### Objectives:

- Discuss the historical perspective and how HR has been viewed in the past.
- Examine a model that describes the evolution of HR as a profession.
- Discover tips on how as a growing HR professional you can get better at what you do.
- Explain internal consulting skills to enable your strategic partnership with the business.
- Identify tips on how to align HR strategy to business strategy for greater impact.

Audience: This session assumes that participants have a working knowledge of human resources management. No advance preparation is required.

### Speaker Information:

Richard Vosburgh

### Other Info:

- Audience: Intermediate
- CLM App Management Category -FS: Human Resources Management
- CPE Field of Study: Personnel/HR
- CLE: Law Practice Management

## HR23: Dear Helga Returns: New and More Complicated Law Firm HR Issues

Friday, October 6 11:00 AM - Noon

We've all said it: "I would write a book, but who would believe these stories are true?" Unfortunately, many of the employee-based and human resources-related tales from are far too real. Whether the situation involves the failure to adequately or appropriately to discipline a strong performer for conduct issues; the constant and ever-growing need to provide accommodations and leaves of absence — and the law firm "manager" who just doesn't want to do so — or the partner who continues to ask inappropriate questions during interviews and of employees, the law firm workplace has become far more complicated to manage. This fast-paced session will focus on uncommon HR issues and examine practical, business-focused solutions that you can use immediately to solve those problems.

Objectives:

- Identify uncommon HR issues in the law firm environment.
- Examine practical, business-focused solutions that you can use immediately to solve those problems.
- Discuss relevant employment laws that are implicated by the unique HR issues.

Audience: Attendees should have a working knowledge of human resources management. No advance preparation is required.

Speaker Information:

Michael S. Cohen

Other Info:

- Audience: Intermediate
- CLM App Management Category -FS: Human Resources Management
- CPE Field of Study: Personnel/HR
- CLE: Law Practice Management

Lunch in Exhibit Hall

Friday, October 6 Noon - 1:30 PM

CM21: It's No Fun If You Can't Negotiate

Friday, October 6 1:30 PM - 2:30 PM

Law firm management professionals spend the bulk of their day communicating with partners, employees and business partners. Although it is sometimes hidden in the conversations, much of the dialogue revolves around negotiation and/or obtaining buy in. Time is spent listening to sales pitches from business partners, then pitching ideas to law firm partners, and then, finally, convincing employees that the new idea is the best thing that has happened in the history of the firm! Negotiating with business partners makes many people uncomfortable. Even if they are comfortable with the negotiation aspect, they sometimes don't know how to communicate the information to their partners in a way that

makes them want to change what they have been doing since the existence of the firm. This session will give attendees several tips to become more comfortable with the negotiating process and view it as an opportunity.

Objectives:

- Develop your negotiating strengths.
- Dramatize and role play scenarios where you are speaking with business partners, law firm partners and employees.
- Outline how to prepare for all conversations by doing homework.
- Develop better listening skills.
- Examine how to build trusting relationships and, most importantly, how to enjoy the process.

Audience Statement: This session assumes that participants have a working knowledge of communication styles and organizational development in a legal setting. No advance preparation is required.

Speaker Information:

Lisa Waligorski

Other Info:

- Audience: Intermediate
- CLM App Management Category: Communication Skills
- CPE Field of Study: Communications
- CLE: Law Practice Management

CM22: Creating Partnership in the Workplace

Friday, October 6 1:30 PM - 2:45 PM

This session is designed as a follow-up to the highly rated "Changing Role of the Legal Secretary" session presented at previous ALA conferences. This session will examine how to create an empowered and empowering environment when implementing change. Additionally, we will train managers on conflict resolution and how to listen for their staff's greatness. We'll also identify how to shift the perspective of their employees — as well as their own perspective — so that everyone is empowered in the workplace.

Objectives:

- Identify ways to overcome common obstacles and pitfalls when creating an empowering environment.
- Describe how to respond rather than react.
- Recognize how to break free of the "drama triangle."

- Identify five ways to generate an indispensable and empowered team.
- Discover three quick ways to create an empowered environment.

Audience Statement: This session assumes that participants have a working knowledge of communication styles and organizational development in a legal setting. No advance preparation is required.

Speaker Information:

Jennifer Hill

Other Info:

- Audience: Intermediate
- CLM App Management Category: Organizational Development
- CPE Field of Study: Communications
- CLE: Law Practice Management

OM21: Turning Disruption into Opportunity: How to Anticipate and Use the Technologies that Will Force the HR Function to Evolve

Friday, October 6 1:30 PM - 2:45 PM

As the rate of technological advancement increases, so does the rate of disruption — not only to products, companies and whole industries, but also to individual roles and tasks. In order to stay competitive, organizations of all shapes and sizes need to adapt their human resources practices to anticipate, incorporate and manage these changes. This presentation will consider some of the technologies that are just coming to the forefront — such as artificial intelligence — as well as some that are already available — such as big data analytics — to discuss their implications for human resources professionals. These technologies are poised to disrupt workplace structures, hiring priorities, recruiting practices, physical office layouts, assessment methods, employee benefits programs and even the very role of human resources itself. But rather than being a cause for disruption, those who can anticipate their potential impact have the ability ultimately use them to their organization's advantage.

Objectives:

- Develop an overall understanding of the technologies that are poised to disrupt human resource functions.
- Predict the processes and practices that will evolve as a result of these new technologies.
- Discuss how to position organizations to use such disruptions to their advantage.

Audience Statement: This session assumes that participants have a working knowledge of information technology and systems in a law firm setting

Speaker Information:

Jared Lindzon

Other Info:

- Audience: Intermediate
- CLM App Management Category -FS: Operations Management
- CPE Field of Study: Computer Science
- CLE: Law Practice Management

Dessert Break in Exhibit Hall

Friday, October 6 2:45 PM - 3:30 PM

OM22: How to Create Effective Screencasts and Video Tutorials

Friday, October 6 3:30 PM - 4:30 PM

This session will focus on tools and best practices for creating effective video training. Whether you are developing soft skills training or creating and administering required compliance videos, you will gain an understanding of available hardware and software tools that can help you get the job done.

Objectives:

- Identify software tools for creating video training.
- Discuss best practices of material creation and practical approaches for developing content.

Audience Statement: This session assumes that participants have a working knowledge of information technology and systems in a law firm setting. No advanced preparation is required

Speaker Information:

Ivan L. Hemmans, III

Other Info:

- Audience: Intermediate
- CLM App Management Category: Information Technology
- CLM App Management Category -FS: Operations Management
- CPE Field of Study: Computer Science
- CLE: Law Practice Management

HR24: Employee Onboarding and Offboarding

Friday, October 6 3:30 PM - 4:45 PM

Twenty percent of employee turnover happens within the first 45 days, which meaning you are back to square one — starting the talent search all over again. This presentation will give you everything you need to deliver a strategic and beneficial onboarding experience before someone starts and beyond. In addition, focus is placed on the offboarding process and the importance of the exit process and that final impression.

Objectives:

- Describe the difference between an orientation, onboarding and more.
- Identify timely and effective tips for successfully onboarding and offboarding employees that you can easily and cost effectively put into place in your organization.
- Discover ways to avoid the most common mistakes when preparing for every stage of the onboarding and offboarding process.

Audience Statement: Attendees should have a working knowledge of recruitment techniques in the legal industry. No advance preparation is required.

Speaker Information:

Joy Duce

Other Info:

- Audience: Advanced
- CLM App Management Category -FS: Human Resources Management
- CPE Field of Study: Personnel/HR
- CLE: Law Practice Management

HR25: Inclusive Intelligence in Practice: Lead Better by Recognizing, Understanding and Interrupting Your Unconscious Bias

Friday, October 6 3:30 PM - 4:45 PM

This presentation is a survey of how unconscious and implicit biases impact interactions and decision making in the legal profession and in legal workplaces. We'll cover basic principles of unconscious biases and explore their influence on the ways in which we think, work and lead. The audience will leave with the ability to recognize and understand unconscious and implicit biases, the tools to distinguish between the various biases that could be impacting their work and workplace interactions, and the ability to interrupt their biases to better serve their clients, while creating and contributing to a more inclusive workplace. The presentation will bring together substantive research and findings from many disciplines to focus on the ways this research impacts legal workplaces, and how all professionals can actively identify and address the biases as they relate to their professional conduct and the promotion of an inclusive and diverse workforce.

Objectives:

- Identify and increase your understanding of implicit biases.
- Discover how your understanding of how implicit biases impact your professional interactions and execution of professional responsibilities.
- Identify and interrupt implicit biases in your decision-making processes and workplaces.
- Discuss ways to increase your ability to actively pursue and contribute to an inclusive environment in your workplace and interactions.

Audience Statement: This session assumes that participants have a working knowledge of human resource needs and procedures in a legal setting. No advance preparation is required.

Speaker Information:

Arin Reeves

Other Info:

- Audience: Intermediate
- CLM App Management Category -FS: Human Resources Management
- CPE Field of Study: Personnel/HR
- CLE: Recognition and Elimination of Bias in the Legal Profession and Society

Networking Reception in Exhibit Hall

Friday, October 6 4:45 PM - 6:15 PM

Breakfast

Saturday, October 7 7:30 AM - 8:15 AM

CM30: Preparing and Facilitating Effective and Enjoyable Meetings

Saturday, October 7 8:15 AM - 9:45 AM

Meetings are a powerful thing. They can either support a healthy and functional law firm environment through effective information distribution, brainstorming and collaborative decision making, connection and positive team interaction and high morale ... or they can lead to frustration, cynicism, wasted time and energy, conflict and worse. In this seminar we will provide extremely practical and "ready to use tomorrow" tools and skills for creating agendas, facilitating meetings, engaging participants, creating action plans and much more.

Objectives:



- Prepare agendas that lead to greater meeting productivity.
- Identify how to create a useful and effective code-of-conduct for meeting participants.
- Discuss how to "air traffic control" meetings with grace and purpose.
- Discover ways to engage meeting members, create interactive discussions and encourage full participation.
- Describe how to effectively deal with disruptive or negative meeting behaviors.

Audience Statement: This session assumes that participants have a working knowledge of communication styles and meetings in a legal setting. No advance preparation is required.

Speaker Information:

Andy Thompson

Other Info:

- Audience: Intermediate
- CLM App Management Category: Communication Skills
- CPE Field of Study: Communications
- CLE: Law Practice Management

HR30: HR on Purpose

Saturday, October 7 8:15 AM - 9:45 AM

HR is a critical function in organizations and is a fantastic profession. Too often, we sell ourselves short versus leveraging the value and strength we bring each day. This session shows practitioners tangible ways to own your role in your firm, effective ways to integrate across departments, and how to build and sustain the human factor in the workplace.

Objectives:

- Develop tangible, strategic value and lead HR in your role and organization.
- Discover how to "own HR" by recognizing what HR brings to organizations and acting in alignment with its leadership/development role.
- Discuss ways to use the power of context to give employees context around why we have parameters and processes.
- Identify why HR must develop employees at all levels based on an employee's strengths.

Audience Statement: This session assumes that participants have a working knowledge of human resource needs and procedures in a legal setting. No advance preparation is required.

Speaker Information:

Steven G. Browne

Other Info:

- Audience: Intermediate
- CLM App Management Category -FS: Human Resources Management
- CPE Field of Study: Personnel/HR
- CLE: Law Practice Management

HR31: Coaching and Praising: Modern Approaches for Developing Productive, Self-Directed Employees

Saturday, October 7 8:15 AM - 9:45 AM

The role of the modern legal management professional has changed from being the manager or boss, to one much more similar to that of a professional coach. Instead of telling people what to do and then ensuring that the work is done, the effective legal management professional helps others learn to make decisions for themselves. Exceptionally successful law firms are changing the culture of their work environment to one based more on the concepts of teamwork and employee-centrism. Employee-centric workplaces have organizational cultures rich in teamwork, professionalism and positive recognition. This approach has been proven to be a highly effective foundation for increased productivity, performance, employee retention and profitability.

Objectives:

- Discover the top five winning strategies for developing productive, self-directed and engaged employees from the world's most successful coaches.
- Discuss how to coach for improvement by recognizing "coachable moments" with your employees.
- Discover the word-for-word coaching approach that will result in a profoundly, positive improvement of employee behaviors and choices.

Audience Statement: This session assumes that participants have a working knowledge of human resource needs and procedures in a legal setting. No advance preparation is required.

Speaker Information:

Kristine Sexter

Other Info:

- Audience: Advanced
- CLM App Management Category: Organizational Development
- CLM App Management Category -FS: Human Resources Management
- CPE Field of Study: Personnel/HR

- CLE: Law Practice Management

### HR32: HR Round Table: HR and Culture

Saturday, October 7 10:00 AM - 11:00 AM

Culture is the foundation of every organization and HR has never held a clear role in owning and leading it. This session will be a highly interactive session where people will share their thoughts and ideas around culture, and it will end in a summary where people can take the summary of all the ideas shared back to their organization to implement as they see fit.

#### Objectives:

- Discuss how is culture defined in organizations.
- Identify who owns the culture today and who should own it.
- Examine how you can ensure that culture is vibrant, alive and relevant for all staff.

#### Speaker Information:

Steven G. Browne

#### Other Info:

- Audience: Intermediate

### HR34: Lean Principles for HR

Saturday, October 7 10:00 AM - 11:00 AM

Lean principles have been used for years in the manufacturing world, and have started to make an impact in the office as well. These tools can provide the foundation to building a systematic approach to improving your HR practice and lowering costs. In this session, we will review a sample structure for project generation, selection and governance. Additionally, we will apply these tools in an interactive session to create a list of potential actions attendees can use on their return to their organization. The intent is to provide a high-level overview of the methodology, provide tools that can be taken and implemented, and provide experience applying the tools within the session.

#### Objectives:

- Examine how the application of Lean principles can improve an HR function.
- Review a selection of Lean tools to address idea generation and evaluation.
- Discuss a structured approach to selecting and managing an HR project portfolio.

Audience Statement: Attendees should have a working knowledge of human resources management and Lean principles. No advance preparation is required.

Speaker Information:

Dwane Lay

Dwane Lay is the Vice President of Customer Experience for Dovetail Software, a leading provider of HR case software. With more than 15 years of HR and leadership experience, he oversees implementation, support and process design. He also presents a variety of topics to professional audiences and is the author at WordsOnTheDL.Com. Lay is recognized as a leading authority on the application of Lean tools and techniques in human resources, as well as having a wealth of experience in applying business technology to improve HR processes.

Other Info:

- Audience: Basic
- CLM App Management Category -FS: Human Resources Management
- CPE Field of Study: Personnel/HR
- CLE: Law Practice Management

HR33: Re-Thinking the Annual Performance Review

Saturday, October 7 10:00 AM - 11:15 AM

What worked well 20 years ago may no longer be relevant in today's world, not to mention the time and resources involved. Find out why some firms/companies have changed their approach to annual performance reviews and are joining the current trend toward coaching and more frequent discussions. This panel discussion dives into questions like "How effective are annual reviews anyway?" and "Are annual reviews even right for my firm?" Find out why these organizations took the plunge to evolve from traditional reviews to new innovative approaches. Find out what they are doing, how they got there and what are the results. Join what is sure to be a lively discussion and get tips on what could work in your organization.

Objectives:

- Discover what other firms are doing, how they got there and what are the results.
- Examine whether annual reviews are effective.
- Identify if annual reviews are right for your firm.
- Recognize the pros and cons of taking the plunge from traditional reviews to innovative approaches.

Speaker Information:

Laura R. Wickliff

Jeanine Elgin

John Hudson

Patrick Smith

Other Info:

- Audience: Intermediate
- CLM App Management Category -FS: Human Resources Management
- CPE Field of Study: Personnel/HR
- CLE: Law Practice Management

HR35: Closing General Session: Seeing the People Power Nobody Sees

Saturday, October 7 11:30 AM - 12:45 PM

German philosopher, Arthur Schopenhauer, declared, "The task is not so much to see what no one has yet seen, but to think what nobody yet has thought about that which everybody sees." Thinking what we think see and seeing things as they really are not always the same. Andy Fujimoto has a background in human resources and organizational/leadership development. He served as a Chief Executive Officer of an organization that he has seen grow over 30 years from 15 employees to 700 AmeriBen family members. He will share his unique and startling views of how his organization has grown. As leaders, you'll receive insight to unlock your and others' potential by seeing things as they really are.

Objectives:

- Demonstrate how to leverage the Gallup 12 and Net Promoter Score to lift engagement.
- Discover how to stratify your rising stars from your star performers.
- Summarize how to move beyond "wellness" to "wholeness" through ISO and B Corp.
- Examine how to get on trend with "Uber-ized" and "Amazon-ized" employment.

Audience Statement: This session assumes that participants have 10 years of experience and/or advanced degree in field of study

Speaker Information:

Andy Fujimoto

Other Info:

- Audience: Advanced
- CPE Field of Study: Communications
- CLE: Law Practice Management

Session Code Key

CM – Communications & Organizational Management

FM – Financial Management

HR – Human Resources Management

LI – Legal Industry/Business Management

OM – Operations Management