

Global Collaboration Summit

Connecting law firms from across the globe to enable growth

9th & 10th March, Hilton Bankside

2016 Speaker Line-up

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|  Joseph J. Andrew Global Chairman Dentons |  Paul Rawlinson Managing Partner – London Baker & McKenzie (US) |  Alan Murphy Managing Partner Dublin & Chairman Eversheds International (Ireland) |
|  Warren Hua Partner Jun He (China) |  Zhang Yi Co-Chief Executive King & Wood Mallesons (China/Australia) |  Xue Haibin London Partner Zhong Lun (China) |
|  Diogo Xavier da Cunha Managing Partner Chairman of the Board Miranda & Associados (Portugal) |  Jan Dernestam Managing Partner Mannheimer Swartling (Sweden) |  Mark Rigotti Co-CEO Herbert Smith Freehills (UK/Australia) |
|  Duncan Weston Managing Partner London CMS (UK) |  Ignacio Corbera Managing Partner - London Garrigues (Spain) |  Patrick Wallace Partner and co-head of Africa practice Simmons & Simmons |
|  Alastair Morrison, Partner and Head of Client Strategy, Pinsent Masons (UK) |  Xu Yao General Counsel (International) Fosun Group |  Alexander Ritvay Co-Speaker Noerr (Germany) |
|  Jonathan Smithers President The Law Society |  Olivier Clevenbergh Managing Partner Strelia (Belgium) |  Rod Christie-Miller Chief Executive and Partner Schillings (UK) |
|  Richard Tapp Company Secretary and Director of Legal Services Carillion |  Ryuichi Nozaki Director Atsumi & Sakai (Japan) |  Paul Newton Chief Legal Officer Bupa |
|  Richard Shoylekov Group General Counsel Wolseley |  Cathy Bell-Walker Partner Allen & Overy (UK) |  Sonal Sejjal, Director Anjarwalla & Khanna (Kenya) |
|  Maurice Kenton Partner Clyde & Co (UK) |  Tony Williams Principal Jomati Consultants |  Luís Pais Antunes Managing Partner PLMJ (Portugal) |
|  Dejan Nikolic Senior Partner Karanovic & Nikolic (Serbia) |  Patricia Gannon Senior Partner Karanovic & Nikolic (Serbia) |  Michael Siebold Chairman Interlaw |
|  Philip R. Wood Special Global Counsel and Head of the Allen & Overy Global Law Intelligence Unit (UK) |  Jeffrey Rinde Founder and Managing Partner CKR Law (US) |  Ben Trust Partner Nabarro (UK) |
|  Mehdi M. Bennani, Partner Bennani & Associés LLP (Morocco) |  Mourad Seghir Managing Partner (Algeria) Bennani & Associes LLP |  Francois Ameli Managing Partner CKR Law Paris |

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|  | Veronika Koenig-Roach Managing Partner CKR Law London |  | Armen Khachatryan Senior Partner Asters (Ukraine) |  | David Ofosu - Dorte, Partner AB & David (Ghana) |
|  | Tayo Oyetibo, SAN Chief Counsel and Founding Partner Tayo Oyetibo & Co. (Nigeria) |  | Frank Zhong Li Senior Partner DeHeng Law (China) | | |

GLOBAL COLLABORATION SUMMIT



Connecting Law Firms from Across the Globe to Enable Growth


Day One: 9th March 2016

Meeting and Exceeding Global Clients' Expectations

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| 12.00 – 12.45 | Lunch & registration |
| 12.45 – 12.50 | Welcome from The Lawyer Catrin Griffiths, Editor, <i>The Lawyer</i> |
| 12.50 – 13.00 | Chair's Opening Remarks Tony Williams, Principal, <i>Jomati Consultants</i> |
| 13.00 – 13.30 | <p>Presentation Why being national is no longer enough The evolution of business and finance has been a key driver for the globalisation of the modern law firm. With increased numbers of multinational and multi-jurisdictional projects and ever increasing demand from clients with their own global footprint, law firms are having to adapt to the same global model in order to be successful. No firm is physically present in every jurisdiction and so firms are required to develop a strategy to fulfil their client's legal needs.</p> <ul style="list-style-type: none"> • How are clients' needs and expectations evolving? • How and why is the global legal services market changing? • What are the challenges and benefits of creating a network? • How are new entrants and new forms of competition changing the game? <p>Cathy Bell-Walker, Partner, Allen & Overy</p> |
| 13.30 – 14.15 | <p>Panel Discussion: The General Counsel Perspective The good, the bad and the unexpected: Are law firms successfully meeting the global needs of General Counsel? This panel will bring together GCs from global organisations to share their thoughts on how their work is evolving and how law firms can better fulfil their needs. Topics up for debate will include:</p> <ul style="list-style-type: none"> • How are in-house legal departments evolving and how is this affecting their law firm expectations? • Where are in-house seeing expansion and growth opportunities and what challenges are they facing in those particular jurisdictions? • How can firms get a better understanding of their clients' needs? • What are the key elements when comparing and choosing legal services and how is the procurement process changing at international level? • Networks, best-friend relationships, alliances: what is the in-house attitude? • Local leading law firm vs. an international firm <p>Panellists: Xu Yao, General Counsel (International), Fosun Group Richard Tapp, Company Secretary and Director of Legal Services, Carillion Paul Newton, Chief Legal Officer, Bupa Richard Shoylekov, Group General Counsel, Wolseley</p> <p>Moderator: Michael Siebold, Chairman, Interlaw</p> |



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| <p>14.15 – 15:00</p>  | <p>Panel Discussion: The Law Firm Perspective How some of the world’s leading law firms are meeting their client’s needs As clients are becoming savvier and increasingly cost-conscious, law firms are under pressure to show more credibility and offer more value. It is important for them to stay attuned to their client’s needs and to offer competitive services. Join this panel discussion to find out how your industry peers are planning to stay ahead of their clients’ needs as they discuss:</p> <ul style="list-style-type: none"> • How are in-house capabilities developing and where do law firms need to specialise? • Can law firms help clients identify and think through their unrecognised legal needs? • How can firms create pricing strategies that add benefits to both clients and the firm? • Is being part of a “best friends networks” still enough to successfully answer the increasingly global needs of your clients? <p>Panellists: Paul Rawlinson, Managing Partner - London, Baker & McKenzie Zhang Yi, Co-Chief Executive (Hong Kong) and Partner (China), King & Wood Mallesons Ignacio Corbera, Managing Partner - London, Garrigues Jan Dernestam, Managing Partner, Mannheimer Swartling</p> <p>Moderator: Tony Williams, Principal, Jomati Consultants</p> | | | | | | | | | |
| <p>15.00 – 15.15</p> | <p>Overview of key themes and trends from The Lawyer European 100: How are European law firms addressing global collaboration issues?</p> <p>Joanne Harris, News Editor, The Lawyer</p> | | | | | | | | | |
| <p>15.15 – 15.40</p> | <p>Afternoon coffee & networking break</p> | | | | | | | | | |
| <p>Global Insight: Regional Roundtables</p> | | | | | | | | | | |
| <p>15.40 – 16.25</p>  | <p>How does it work? All roundtables will take place at the same time and each will be led by an expert. Choose one of these region specific roundtable discussions to benchmark, learn and debate with your peers.</p> <table border="1" data-bbox="247 1211 1541 2177"> <tr> <td data-bbox="247 1211 890 1451"> <p>MENA</p> <ul style="list-style-type: none"> • Region specific challenges for law firms • Legal trends • What industries are growing in these regions? • What legal expertise will be needed? <p>Mehdi M. Bennani, Partner, Bennani & Associés LLP</p> </td> <td data-bbox="890 1211 1541 1451"> <p>Europe (1)</p> <ul style="list-style-type: none"> • Region specific challenges for law firms • Legal trends • What industries are growing in these regions? • What legal expertise will be needed? <p>Joanne Harris, News Editor, The Lawyer</p> </td> </tr> <tr> <td data-bbox="247 1451 890 1713"> <p>Sub-Saharan Africa</p> <ul style="list-style-type: none"> • Region specific challenges for law firms • Legal trends • What industries are growing in these regions? • What legal expertise will be needed? <p>Moderator: Maurice Kenton, Partner, Clyde & Co</p> </td> <td data-bbox="890 1451 1541 1713"> <p>China</p> <ul style="list-style-type: none"> • Region specific challenges for law firms • Legal trends • What industries are growing in these regions? • What legal expertise will be needed? <p>Zhang Yi, Co-Chief Executive (Hong Kong) and Partner (China), King & Wood Mallesons</p> </td> </tr> <tr> <td data-bbox="247 1713 890 1975"> <p>CIS & Ukraine</p> <ul style="list-style-type: none"> • Region specific challenges for law firms • Legal trends • What industries are growing in these regions? • What legal expertise will be needed? <p>Moderator: Armen Khachatryan, Senior Partner, Asters</p> </td> <td data-bbox="890 1713 1541 1975"> <p>Europe (2)</p> <ul style="list-style-type: none"> • Region specific challenges for law firms • Legal trends • What industries are growing in these regions? • What legal expertise will be needed? <p>Ignacio Corbera, Managing Partner - London, Garrigues</p> </td> </tr> <tr> <td data-bbox="247 1975 890 2177"> <p>USA</p> <ul style="list-style-type: none"> • Region specific challenges for law firms • Legal trends • What industries are growing in these regions? • What legal expertise will be needed? </td> <td data-bbox="890 1975 1541 2177"> <p>UK</p> <ul style="list-style-type: none"> • Region specific challenges for law firms • Legal trends • What industries are growing in these regions? • What legal expertise will be needed? </td> </tr> </table> | | <p>MENA</p> <ul style="list-style-type: none"> • Region specific challenges for law firms • Legal trends • What industries are growing in these regions? • What legal expertise will be needed? <p>Mehdi M. Bennani, Partner, Bennani & Associés LLP</p> | <p>Europe (1)</p> <ul style="list-style-type: none"> • Region specific challenges for law firms • Legal trends • What industries are growing in these regions? • What legal expertise will be needed? <p>Joanne Harris, News Editor, The Lawyer</p> | <p>Sub-Saharan Africa</p> <ul style="list-style-type: none"> • Region specific challenges for law firms • Legal trends • What industries are growing in these regions? • What legal expertise will be needed? <p>Moderator: Maurice Kenton, Partner, Clyde & Co</p> | <p>China</p> <ul style="list-style-type: none"> • Region specific challenges for law firms • Legal trends • What industries are growing in these regions? • What legal expertise will be needed? <p>Zhang Yi, Co-Chief Executive (Hong Kong) and Partner (China), King & Wood Mallesons</p> | <p>CIS & Ukraine</p> <ul style="list-style-type: none"> • Region specific challenges for law firms • Legal trends • What industries are growing in these regions? • What legal expertise will be needed? <p>Moderator: Armen Khachatryan, Senior Partner, Asters</p> | <p>Europe (2)</p> <ul style="list-style-type: none"> • Region specific challenges for law firms • Legal trends • What industries are growing in these regions? • What legal expertise will be needed? <p>Ignacio Corbera, Managing Partner - London, Garrigues</p> | <p>USA</p> <ul style="list-style-type: none"> • Region specific challenges for law firms • Legal trends • What industries are growing in these regions? • What legal expertise will be needed? | <p>UK</p> <ul style="list-style-type: none"> • Region specific challenges for law firms • Legal trends • What industries are growing in these regions? • What legal expertise will be needed? |
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| | Moderator: Jeffrey Rinde, Founder and Managing Partner, CKR Law | Moderator: Ben Trust, Partner, Nabarro |
| 16:25 – 16:55 | <p>Presentation Britain's new relationship with the European Union: what does it mean for legal services nationally and internationally? The renegotiation and reform of Britain's membership of the European Union is underway. For months the Prime Minister has been leading the negotiations with the heads of member countries and making the case for reform. Regardless of the outcome, a referendum on the issue will take place in Britain before the end of 2017. In this session, the President of the Law Society will discuss with experts:</p> <ul style="list-style-type: none"> • The impact of renegotiation, reform or exit on the legal services sector in Britain and in other jurisdictions. • The effect of a new relationship with the European Union on the legal profession nationally and internationally. • The practical steps that firms and solicitors could take to help their clients prepare. <p>Jonathan Smithers, President, The Law Society Philip Wood, Philip R. Wood, Special Global Counsel and Head of the Allen & Overy Global Law Intelligence Unit</p> | |
| 16.55 – 17.00 | <p>Chair's closing remarks Tony Williams, Principal, Jomati Consultants</p> | |
|  17:00 – 18:00 | <p>Networking drinks reception</p> | |


GLOBAL COLLABORATION SUMMIT

Connecting Law Firms from Across the Globe to Enable Growth

Day Two: 10th March 2016

Remaining Competitive in the Global Marketplace

The intense competition among law firms is transforming the current global legal market. To survive in this competitive environment law firms are looking at different strategies to implement, the most popular ones being: going global to match the client's geographic footprints, becoming a regional or boutique firm or through fee innovations. Today's sessions will look at different strategies firms use to remain competitive.

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| 08.55 – 09.00 | <p>Chair's opening remarks Tony Williams, Principal, Jomati Consultants</p> |
| 09.00 – 09.30 | <p>Keynote The strategy behind creating the world's largest law firm Joe Andrew, Global Chairman, Dentons</p> |
|  09.30 – 10.20 | <p>Panel Discussion Defining what should be at the core of your growth strategy Having a good growth strategy in place is no longer enough. Just as important is making sure that the strategy in mind is the best strategy for you firm by capitalising on your firm's strengths. Join our panellists as they share best practice on:</p> <ul style="list-style-type: none"> • Practical steps when defining what your firm wants: what should be at the core of your strategy? • How can you ensure clients value the firm's services and how can that become part of the strategy? • Assess and identify which growth option is most suitable for your firm • Develop a simple model for defining your firm's growth objectives • Identify the relevant benefits/risks of options such as mergers, ABSs, and diversification • What is the most common model newly formed law firms are following? • Why is it important to have the right strategy in place when entering new markets? <p>Panellists: Warren Hua, Partner, Jun He Dr Alexander Ritvay, Co-speaker, Noerr</p> |

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| | <p>Rod Christie-Miller, Chief Executive and Partner, Schillings Luís Pais Antunes, Managing Partner, PLMJ Moderator: Joanne Harris, News Editor, The Lawyer</p> |
| 10.20 – 11.00 | <p>Developing a global strategy in the middle market For local law firms to remain relevant to increasing global demands from clients, like the profession’s largest law firms, a global strategy is a necessity. This session will provide a case study of how a local firm can implement a global growth strategy efficiently and effectively.</p> <ul style="list-style-type: none"> • Meeting the Expanding Needs of Today’s Middle Market Clients • Effect of Globalization on Local Law Firms • Choosing the Right Strategy • Establishing the Right Relationships • Effective Integration • Developing a Global Brand • Selecting the Right Markets • Pricing Strategies • Controlling Overhead and Other Considerations <p>Jeffrey A. Rinde, Managing Partner, CKR Law Veronika Koenig-Roach, Managing Partner, CKR Law London Francois Ameli, Managing Partner, CKR Law Paris</p> |

11.00 – 11.30 Coffee and Networking

Global Insight: Regional Roundtables

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| | <p>How does it work? All roundtables will take place at the same time and each will be led by an expert. Choose one of these region specific roundtable discussions to benchmark, learn and debate with your peers.</p> | |
| 11.30 – 12.15 | <p>MENA</p> <ul style="list-style-type: none"> • Region specific challenges for law firms • Legal trends • What industries are growing in these regions? • What legal expertise will be needed? <p>Mourad Seghir, Managing Partner (Algeria), Bennani & Associates LLP</p> | <p>North & Western Europe</p> <ul style="list-style-type: none"> • Region specific challenges for law firms • Legal trends • What industries are growing in these regions? • What legal expertise will be needed? <p>Moderator: Joanne Harris, News Editor, The Lawyer</p> |
| | <p>Sub-Saharan Africa</p> <ul style="list-style-type: none"> • Region specific challenges for law firms • Legal trends • What industries are growing in these regions? • What legal expertise will be needed? <p>Moderator: Maurice Kenton, Partner, Clyde & Co</p> | <p>China</p> <ul style="list-style-type: none"> • Region specific challenges for law firms • Legal trends • What industries are growing in these regions? • What legal expertise will be needed? <p>Frank Zhong Li, Partner, DeHeng Law</p> |
| | <p>South East Europe</p> <ul style="list-style-type: none"> • Region specific challenges for law firms • Legal trends • What industries are growing in these regions? • What legal expertise will be needed? <p>Moderators: Patricia Gannon, Senior Partner, Karanovic & Nikolic Dejan Nikolic, Senior Partner, Karanovic & Nikolic</p> | <p>ASEAN</p> <ul style="list-style-type: none"> • Region specific challenges for law firms • Legal trends • What industries are growing in these regions? • What legal expertise will be needed? <p>Yun Kriegler, Asia Editor, The Lawyer</p> |
| | <p>USA</p> <ul style="list-style-type: none"> • Region specific challenges for law firms • Legal trends • What industries are growing in these regions? • What legal expertise will be needed? <p>Moderator: Jeffrey Rinde, Founder and Managing Partner, CKR Law</p> | <p>UK</p> <ul style="list-style-type: none"> • Region specific challenges for law firms • Legal trends • What industries are growing in these regions? • What legal expertise will be needed? <p>Moderator: Ben Trust, Partner, Nabarro</p> |



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| 12.15 – 13.15 | Networking lunch | |
| Must Growing Your Practice Mean Growing Your Firm? | | |
| | <p style="text-align: center;">Expansion & Growth Stage Chair: Tony Williams, Principal, Jomati Consultants</p> | <p style="text-align: center;">Building Your Referral Network Stage Chair: Joanne Harris, News Editor, The Lawyer</p> |
| 13.15 – 13.50 | <p>Case Study Creating a law firm structure fit for the future With an increasing number of experts pointing towards the shortcomings of the partnership model of law firms, we pose the question of whether the current model can still successfully cater to client global needs.</p> <p>The partnership model is said to promote short-termism that harms clients, partners, associates and firms' culture and many think of it as unsustainable. Do law firms have to completely reinvent themselves to remain competitive?</p> <p>This case study will look at key questions to consider when leading your firm towards its future vision while stressing the need for innovation within the legal sector.</p> <p>Alastair Morrison, Partner and Head of Client Strategy, Pinsent Masons</p> | <p>13:15 – 13:45 Presentation Option and strategies for effectively increasing your referrals Referrals are the largest source of leads for most law firms and generating referrals has always been an essential part of law firms' marketing strategies. Yet, many law firms still struggle when it comes to referrals. Utilising the assets you have in your current clients and in the community around you is an incredibly useful strategy for boosting your referred cases and your reputation. The aim of this session is to get feedback from industry peers on how to effectively increase your referrals and discuss:</p> <ul style="list-style-type: none"> • Cost effective ways to stay connected with clients • Using social media to expand your firm's reach and unlock new clients • Clients make the best referral sources - myth or fact? • Do clients know all the different services you offer, to be able to refer you? • How effective is a network in generating new referral work? • Tips on building relationships that drive referrals <p>Olivier Clevenbergh, Managing Partner, Strelia</p> |
| 13.50 – 14.25 | <p>Case Study Merger as a strategy for growth Never before has there been so much merger activity among law firms in the United States, Europe and Asia. With globalisation increasingly driving law firm strategy, firms are attracted by the cost savings and cross-selling generated by a merger. Many large firms are pursuing mergers fearing they will be left out of an emerging 'global elite'. Law firms believe they must have offices in fast growing regions like Asia and Latin America. Building up an international presence from a standing start is seen as too slow and too expensive so a merger has become the most often used strategy for building a presence in new countries. With experts predicting the trend for mergers will continue and even accelerate, hear our panellists discuss the challenges of such a strategy:</p> <ul style="list-style-type: none"> • What's the drive behind merger mania? • If your firm wants to grow, should you consider a merger? • What are the potential negatives in considering a merger? • How will you accomplish due diligence, client | <p>13:45 – 14:15 Rising With Africa: The Transformation of African Law Firms – A Case Study With the growth of Africa economies, many global businesses are establishing on the continent. Two main effects on law firms have emerged.</p> <p>(i) First many global law firms now have "Africa Practice". Their objective is to guide their clients who are now making the Africa market entry or expanding into more countries on the continent.</p> <p>(ii) The second effect is that both clients and global law firms are looking for law firms based on the continent who have the capacity to work at a high standard and meet the expectations of clients on the continent. However, many Africa law firms have encountered bottlenecks and not been able to rise up to the challenge and both clients and collaborating global law firms have complained about lack of responsiveness and other related issues. On the other hand, the few who have transformed their practice are beginning to realise the benefits.</p> <p>What strategies are African law firms employing to meet the needs of clients on this fast changing continent and</p> |

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| | <p>conflict checks and other sensitive discussions in a merger discussion with another firm?</p> <ul style="list-style-type: none"> • What are the main challenges when managing an integrated structure? • Strategies for dealing with the culture clash <p>Mark Rigotti, Co-CEO, Herbert Smith Freehills</p> | <p>what strategies have accounted for the rise of African law firms? The presentation will look at a case study.</p> <p>David Ofori - Dorte, Senior Partner, AB & David</p> | | |
| | | <p>14.15 – 14.45 Building a successful Firm in Africa’s largest economy</p> <p>Tayo Oyetibo, SAN, Chief Counsel and Founding Partner, Tayo Oyetibo & Co.</p> | | |
| <p>14.25 – 15.25</p>  | <p>Panel Discussion Typologies of globalisation for law firms: Finding the right recipe to prosper</p> <p>This session will be discussing and comparing the different structures used by law firms pursuing a global footprint, especially on the issue of integration and what structure enables you to expand globally more easily. While some firms have managed to expand while maintaining a single profit pool others have created a network model that keeps integrating independent firms as a way of growing. Are these latter firms still “one firm”? How sustainable is their model compared to the integrated firms?</p> <p>Panellists: Diogo Xavier da Cunha, Managing Partner, Miranda & Associados Xue Haibin, London Partner, Zhong Lun Alan Murphy, Managing Partner, Chairman, Eversheds Duncan Weston, Managing Partner London, CMS</p> <p>Moderator: Tony Williams, Principal, Jomati Consultants</p> | <p>14.45 - 15.25 Fireside chat: Maximising your investment in a law firm network: Are you reaping the benefits?</p> <p>An increasing number of law firms are feeling the need to have partners or acquaintances abroad for when the legal question at hand crosses the national border. Keeping the client’s needs in mind, a random selection of a foreign lawyer will no longer suffice - you need to know who is handling your matters. Opening a branch in a new jurisdiction is not always an option considering the costs involved and the legal, language and maybe cultural differences. It is therefore not surprising that the number of legal networks has grown considerably. This session will look at the benefits of joining a network as well as how to maximise this relationship.</p> <p>Ryuichi Nozaki, Senior Partner, Atsumi & Sakai Sonal Sejjal, Director, Anjarwalla & Khanna</p> | | |
| <p>15.25 – 15.45</p> | <p>Afternoon Coffee and Networking Break</p> | | | |
| <p>15.45 - 16.00</p> | <p>Presentation Overview of key themes and trends from The Lawyer Asia Pacific 150 and China Elite Reports: How are law firms from the Asia-Pacific region addressing global collaboration issues? Yun Kriegler 章筠, Asia Editor, The Lawyer</p> | | | |
| <p>16.00 – 16.30</p> | <p>Presentation Developing strong partnerships with expert local firms to give clients the best possible service</p> <ul style="list-style-type: none"> • Choosing the right partners – selecting local counsel that complement your firm’s strengths • Communication – ensuring that the relationship is based on constant communication to ensure collaboration • Working with local firms to benefit clients – how to achieve this and demonstrate this to your clients <p>Patrick Wallace, Partner and co-head of Africa practice, Simmons & Simmons</p> | | | |
| <p>16:30 – 17:10</p>  | <p style="text-align: center;">Roundtable Debates</p> <p>How does it work? To finish the event, delegates will split into roundtables to network with each other and discuss the more sensitive themes in greater detail. The roundtables will have no formal structure, just an overall “topic for discussion” to allow candid peer to peer discussions. At the end of the 30 minutes session every roundtable will name a representative to share their key takeaways from the event and their table’s discussion.</p> <table border="1" style="width: 100%;"> <tr> <td data-bbox="248 2033 890 2123"> <p>Can firms still rely on the first move advantage in today’s evolving legal landscape?</p> </td> <td data-bbox="890 2033 1540 2123"> <p>Growth by acquiring new clients: should firms invest in getting more partners or should they invest in the service infrastructure?</p> </td> </tr> </table> | | <p>Can firms still rely on the first move advantage in today’s evolving legal landscape?</p> | <p>Growth by acquiring new clients: should firms invest in getting more partners or should they invest in the service infrastructure?</p> |
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| | To what extent is your growth strategy and choice of expansion influenced by the legal framework of a jurisdiction? | What are the best survival strategies for today's firms? |
| | What is the difference between happy clients vs. loyal clients and which should you strive for? | Should lawyers manage their firms or would they benefit more from hiring someone with a business development background? |
| | More clients for your products or more products for your clients? | Will specialising in a practice area be an advantage to winning more referrals? |
| 17.10 – 17.20 | Chair's Closing Remarks Tony Williams, Principal, Jomati Consultants | |
| 17.20 – 17.25 | Close of Summit from The Lawyer Catrin Griffiths, Editor, The Lawyer | |