



HOT TOPICS IN PRACTICE MANAGEMENT

Presented by:

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1ST ROUND OF TOPICS

ATTRACTING AND RETAINING TALENT/SUCCESSION PLANNING

Jim Kozelek

- **Monetary Ways to Differentiate/Stand Apart Outside of Hourly Rate/Salary.**
 - Different types of bonus and fee structures
- **Non-Monetary Ways to Differentiate**
 - Hybrid work
 - Growth/advancement
 - Mentorship
- **Create/Identify a Culture**
 - Make coming to work fun!
- **Other Considerations**
 - Integration and engagement

ADAPTING TO HYBRID WORK AND MAINTAINING PRODUCTIVITY

Jamie Hart

- **Types of Workplace Models:**
 - In-office
 - Fully remote
 - Hybrid
- **Hybrid – Positives and Negatives**
- **How to Create an Effective and Efficient Hybrid Work Model.**
 - Communication – effective policy
 - Collaboration and training
 - Keep a “workplace culture”
 - Maintain software security
 - Keep guardrails – it’s a privilege not a right

MEETING EVOLVING CLIENT EXPECTATIONS

Jeff Nicolet

- **Meeting Clients Demands for Greater Transparency, Efficiency, and Value**
 - Clients are more tech savvy and expect you to be
 - Demand faster service at same quality
- **Adopt and Integrate New Technology**
 - Develop Client Portals
 - AI
- **Alternative Fee Structures**
 - Hourly Billing
 - Contingency
 - Flat
 - Subscription/Retainer

2ND ROUND OF TOPICS

OVERCOMING RESISTANCE TO CHANGE

Jim Kozelek

- **Operational vs. Social**
 - Demand faster service at same quality
- **Types of Resistance**
 - Logical
 - Psychological
 - Sociological
 - Systemic
- **How to Address Resistance**
 - Buy-in from senior leadership
 - Effective training
 - Communication
 - Involvement, participation, engagement and empowerment

STAYING AHEAD OF CYBER THREATS

Jamie Hart

- **Law firms are favorite targets of cyber threats and criminal activity**
 - Why?
- **Consequences of a Cyber Breach**
 - Financial Loss
 - Reputational Loss
 - Bar/Ethics issues
- **How to Protect Yourself**
 - Multi-layered security defense
 - Robust training
 - Security testing for potential weaknesses
 - Vet vendors and hold accountable to same standards as you
- **Wire Transfers**

MANAGING FRAGMENTED LEGAL OPERATIONS

Jeff Nicolet

- **Disjointed Use of Technology Tools and Platforms**
- **“Tool Sprawl”**
 - Poor integration of new technology
 - Inefficiencies and inconsistency in use
 - Duplicate work
 - Adds unnecessary complexities
 - Not cost efficient
 - Creates more opportunity for cyber security weaknesses
- **Standardizing Workflows**