

PRACTICE MANAGEMENT COURSE: 35+ PARTNER FIRMS

TIMETABLE

Day 1 — Facilitator: Greg Dwyer

Time	Module	Content	Presenter
8.30am – 9.00am	Registration & Coffee		
9.00am – 9.15am	Welcome & Strategic and Business Planning Overview	<ul style="list-style-type: none"> • Introductions • Overview of course • Why practice management? • Partners, partnership & leadership • Overview of Strategic & Business Planning 	Greg Dwyer College of Law & Dr. Rosemary Howell, Strategic Action Ltd
9.15 am – 10.45 am	Strategic & Business Planning	<ul style="list-style-type: none"> • The role of business planning in law firm management • The elements of a business plan and how they operate together • Review of some strategic models – eg Balanced Scorecard 	Alan McArthur Managing Partner Dibbs Abbott Stillman & Dr. Rosemary Howell, Strategic Action Ltd
10.45am – 11.15am	BreakOut Session	Participants to refine personal plans	
11.15am – 11.30am	Morning tea		
11.30am – 11.45am	Review Personal Plans	Participants have opportunity to ask questions of course facilitators	Alan McArthur Managing Partner Dibbs Abbott Stillman & Dr. Rosemary Howell, Strategic Action Ltd
11.45am – 1.00pm	Managing Partner Relations & Difficult Conversations Pt 1	<ul style="list-style-type: none"> • Personalities in partnership • Assessing your own approach • Dealing with different personal styles • Appropriate partner behaviour 	Dr. Rosemary Howell, Strategic Action Ltd & Alan McArthur Managing Partner Dibbs Abbott Stillman
1.00pm – 1.45pm	Lunch		

1.45pm – 3.15pm	Marketing & Client Relationship Strategies	<ul style="list-style-type: none"> • Client feedback: Clients and marketing • Marketing fundamentals • Contemporary marketing strategies • Price and value • Client feedback 	Trish Carroll Galt Advisory
3.15pm – 3.30pm	Afternoon tea		
3.30pm – 4.00pm	Difficult Conversations Pt II	<ul style="list-style-type: none"> • Approaching priorities according to your personality • Maximising daily output • Balancing personal & professional objectives 	Dr. Rosemary Howell, Strategic Action Ltd & Alan McArthur Managing Partner Dibbs Abbott Stillman
4.00pm – 5.15pm	Managing Time and Planning	<ul style="list-style-type: none"> • Approaching priorities according to your personality • Maximising daily output • Balancing personal & professional objectives 	Dr. Rosemary Howell Strategic Action Ltd
5.15pm – 5.30pm	Closing Session		

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Day 2 — Facilitator: Greg Dwyer

Time	Module	Content	Presenter
8.45am – 9.00am	<i>Coffee</i>		
9.00am – 11.00am	<i>Financial Mechanics & Costing</i>	<ul style="list-style-type: none"> • understanding financial drivers in law firms • budgeting & cash flow • understanding financial reports • the cost of production • costing, pricing & billing 	Ray Gould Regional Manager ipac Securities Limited
11.00am – 11.15am	<i>Morning Tea</i>		
11.15am – 12.45pm	<i>Partnership Agreement, Entry & Exit</i>	<ul style="list-style-type: none"> • partner competencies • subjective & objective performance • peer reviews • equity & remuneration issues 	Ray Gould Regional Manager ipac Securities Limited
12.45pm – 1.30pm	<i>Lunch</i>		
1.30pm – 3.00pm	<i>Staff Management, Motivation & IR</i>	<ul style="list-style-type: none"> • Managing & motivating • Maximising staff performance • Running a successful team 	Kevin Fox Principal KGF Human Capital Solutions
3.00pm – 3.15pm	<i>Afternoon Tea</i>		
3.15pm – 5.00pm	<i>Stress Management</i>	<ul style="list-style-type: none"> • Understanding stress • Lifestyle management for work & home • A diagnostic session 	Dr Ian Chung Law Society LawCare Counsellor

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Day 3 — Facilitator: Tim Walter

Time	Module	Content	Presenter
8.45am – 9.00am	Coffee		
9.00am – 10.30am	<i>Trust Account Pitfalls & Problems</i>	<ul style="list-style-type: none"> • A case authority based session covering issues of management, delegation and trust account responsibility in a large firm context. 	Fran Moffitt Regulatory Systems Unit Law Society of New South Wales
10.30am – 10.45am	Morning Tea		
10.45am – 12.15pm	<i>Ethics & Professional Responsibility</i>	<ul style="list-style-type: none"> • Conduct & complaints • Obligations of partners in large firms 	Virginia Shirvington Legal Ethics Education Consultant
12.15pm – 1.00pm	Lunch		
1.00pm – 1.10pm	A short talk by Norman Lyall of LAP		
1.10pm – 2.30pm	<i>Risk Management – the Insurers' Perspective</i>	<ul style="list-style-type: none"> • The role of LawCover • Solicitors' compulsory insurance cover • Causes of claims 	Ronwyn North Streeton Consulting
2.30pm – 2.45pm	Afternoon Tea		
2.45pm – 4.30pm	<i>Risk Management – Prevention Strategies</i>	<ul style="list-style-type: none"> • The process of RM • Vulnerability as humans, lawyers & partners • Business risk assessment • Adverse life cycle event • Preventing service failures 	Ronwyn North Streeton Consulting
4.30pm - 4.45pm	Review / Evaluations		Tim Walter