

# 17 MANAGING PARTNERS FORUM

Thursday 14th & Friday 15th March 2024  
Crystalbrook Byron

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# ABOUT CHILLI IQ

We are a leading creator of conferences and summits who aim to bring together great minds with avid learners amongst the thought-inspiring atmosphere of leading venues.

Chilli IQ has many years of collective experience in the area of creating and developing innovative conferences and summits for the changing business environment. This is not though what differentiates us from the crowd, what makes us unique is our modus operandi. We value quality and strive to ensure that every aspect of our events reflects this – from the choice of speakers, the venue and the genuine attention to detail.

Our main objective is to lead the field in the area of knowledge delivery and as this is a fluid process we are constantly seeking new avenues and evolving to make sure we never just settle. We ensure that all who partake in the Chilli IQ conference experience – whether it be as a delegate, a speaker, a sponsor or an endorsing association – maximise their investment and attain a higher level of understanding and awareness of the chosen business theme.

The **Managing Partners Forum** is in its seventeenth year and has established itself as the foremost event for legal leaders in strategy, leadership and technology, throughout the Asian Pacific region.

It is Chilli IQ's consistent determination of seventeen years of excellence in producing events for law firm leaders and partners that the legal industry can trust the quality of each event created. Guided by the astute input of the advisory panel, speakers and topics are selected for their relevance in enhancing the role of the legal leader and preparing them for better future planning.



# ABOUT THE EVENT - **THEME**

## **Leading in the new VUCA world: Adapting to Fast-Paced technological Change**



**Clearly, the future of legal services will not be entirely digital, we will see a fusion of biological and digital resources, where lawyers and technology work together as a 'centaur' to provide outstanding legal services.**



The rapid advancement of technology will bring about significant changes in the roles of people in the workplace, particularly in the legal sector. As we move towards a more automated and distributed world, it is crucial to plan for the future of the modern law firm. The integration of bots and AI into the workflow means that we will be working more closely with technology than ever before. It also highlights the importance of managing people who will be using these technologies and whose lives and role will be significantly impacted by them.

Clearly, the future of legal services will not be entirely digital, we will see a fusion of biological and digital resources, where lawyers and technology work together as a 'centaur' to provide outstanding legal services.

As we move towards this new paradigm, it is crucial to ensure that the human element is not lost. While technology can be a significant asset in the legal field, it is ultimately humans who will be responsible for delivering exceptional services to clients. Therefore, it is essential to strike a balance between the power of technology and the expertise of legal professionals. By leading people and their digital enhancements, law firms can ensure their continued success in an ever-changing world.

The Managing Partners Forum will discuss these new themes and also integrate essential topics like diversity, ESG, clients and other leading areas.

The event is celebrating its seventeenth year and has grown into a premier event for legal leaders. This year, it's returning to Byron Bay, where the inaugural event was held and we are excited to be back!

# ADVISORY PANEL

In order to best represent the interests and needs of the legal profession, we have assembled some of the most prominent legal leaders and thinkers to form the **2024 Advisory Panel** that assists with the direction and planning of topics for the **17th Managing Partners Forum**.

Our esteemed panelists include:



**ALISON DEITZ**  
CHIEF EXECUTIVE PARTNER  
**NORTON ROSE FULBRIGHT**



**MARK PISTILLI**  
CHIEF EXECUTIVE  
OFFICER - SYDNEY  
**GADENS**



**AMBER MATTHEWS**  
COUNTRY MANAGING  
PARTNER, AUSTRALIA  
**DLA PIPER**



**JASON OPPERMAN**  
MANAGING PARTNER  
**K & L GATES**



**GENEVIEVE COLLINS**  
CHIEF EXECUTIVE PARTNER  
**LANDER & ROGERS**



**EMMA COVACEVICH**  
CHIEF EXECUTIVE PARTNER  
**CLAYTON UTZ**

# WHAT YOU WILL LEARN

## **TECHNOLOGY, AI AND THE FUTURE OF WORK**

This session will explore what will the modern law firm look like in a few years when the workforce is even further distributed, and we are working more closely with bots and AI. Areas discussed include:

- The future role and value of 'natural intelligence' (NI): in an increasingly artificial world is very topical and relevant for all law firm leaders. This session will look at the realistic opportunities and how to prepare for the integration and implementation of AI in the workspace.
- People and AI : A lot of the focus on the tech and AI has been on the product and how to use it – it is also important to know how to manage the people who have to use it and have their lives changed by it.

## **COMMUNICATIONS : INTERNAL AND EXTERNAL: A ROUNDTABLE DISCUSSION**

This session will discuss various aspects of communications, including crisis management, social media, and other areas.

One area of relevance for managing partners is the increasing pressure on law firms and leaders to take a firm stance on social and political issues. This pressure comes from both internal sources, such as staff, as well as from the media and industry organisations. This roundtable discussion will be a constructive conversation about these issues and others.

## **MINDFUL PEAK PERFORMANCE: DOUBLE PRODUCTIVITY AND AVOID BURNOUT THROUGH LASER FOCUS AND DEEP FLOW.**

## **CHANGING REGULATORY LANDSCAPE IN AUSTRALIA**

Topics to be discussed includes:

- ESG; mandatory climate change reporting; AML; Modern Slavery

## **CURRENT LOCAL & INTERNATIONAL TRENDS: IMPLICATIONS FOR FUTURE OF LEGAL SERVICES**

## **INNOVATION IN LEGAL PRICING**

New technologies like AI make pricing for services and projects tricky, this session will explore the latest innovative trends to ensure that firms are on track with the speed of technology

## **ESG AND SUPPLY CHAIN MANAGEMENT**

- In the realm of ESG (Environmental, Social, and Governance), the "S" factor holds great significance, a key area is how do you manage psycho-social risks?
- It's important to examine the risks associated with managing global supply chains, particularly the potential for lawsuits. To mitigate these risks, it's essential to understand what's expected and what's coming in climate change reporting in Australia.
- Additionally, measuring and mitigating climate impacts will inevitably impact law firms and other related industries.

## **LEADING A PERMANENT HYBRID WORKFORCE**

- Hybrid is much more than solving logistics. In addition to the latest research, with reference to the legal profession, this session will provide actionable insights on how to structure and program work, and on how to lead a hybrid workforce, especially in the age of AI.

## **UNLOCKING INCLUSION THROUGH BETTER QUALITY CONVERSATIONS - A QUALITATIVE APPROACH**

## **LOOKING FORWARD TOWARDS THE FUTURE : FACING THE BRAVE NEW WORLD**

# CONFIRMED **SPEAKERS**

**The following speakers have been invited for their expertise and knowledge on the chosen topics:**

**NICK WHITE** | CO-CREATOR | **ORBITAASSIST**

**KENT ZIMMERMANN** | STRATEGIC ADVISOR | **ZEUGHAUSER (USA)** \* (VIA VIDEO LINK)

**DR SEAN GALLAGHER** , **FUTURE OF WORK STRATEGIST**

**KEITH MAZIAREK** DIRECTOR OF PRICING AND LEGAL PROJECT MANAGEMENT  
**KATTEN MUCHIN ROSENMAN LLP [USA]** \*(VIA VIDEO LINK)

**PROFESSOR MICHAEL LEGG** | DIRECTOR, CENTRE FOR THE FUTURE OF THE LEGAL PROFESSION |  
**UNSW LAW & JUSTICE**

**MADELEINE MOTION** | GLOBAL HEAD OF INCLUSION, DIVERSITY AND BELONGING | **ASHURST**

**GENEVIEVE COLLINS** | CHIEF EXECUTIVE PARTNER | **LANDER & ROGERS**

**DR RICHARD CHAMBERS** | CLINICAL PSYCHOLOGIST & MINDFULNESS CONSULTANT

**AMBER MATTHEWS** | COUNTRY MANAGING PARTNER, AUSTRALIA | **DLA PIPER**

**MARK PISTILLI** | CHIEF EXECUTIVE OFFICER - SYDNEY | **GADENS**

**JASON OPPERMAN** | MANAGING PARTNER | **K & L GATES**

**ALISON DEITZ** | CHIEF EXECUTIVE PARTNER | **NORTON ROSE FULBRIGHT**

**MARK HAWTHORNE** | MANAGING PARTNER | **THE CIVIC PARTNERSHIP**

**KIMBERLY RANDLE** | FOUNDER | **FAIRSUPPLY**

CHAIRPERSON: **JOEL BAROLSKY** | PRINCIPAL | **EDGE INTERNATIONAL**

## WHO SHOULD **ATTEND**

- This event has been exclusively produced to address the function and capacity of the following position holders from mid-tier to large law firms:
- Managing Partners (current and imminent)
- Executive Committee members including Chief Executive Officers; Chairpersons; Chief Operation Officers
- Senior Partners with an eye towards Management
- General Counsel from leading organisations

# PROGRAMME - DAY ONE

10:00 - 10:30

**REGISTRATION OPEN**

10:30 - 10:45

**OPENING REMARKS FROM THE CHAIR:  
JOEL BAROLSKY | PRINCIPAL | EDGE INTERNATIONAL**

10:45 - 11:30

## **SESSION ONE**

OPENING

KEYNOTE

SESSION

### **A HUMAN-CENTRED APPROACH TO ARTIFICIAL INTELLIGENCE AND THE LEGAL PROFESSION**

In the twenty-first century, AI and other technologies will change the practice of law. The focus of a law firm must remain on what does the client value and how does the firm deliver this. Lawyers will need the skills to be able to deploy AI where it can save cost and aid in the delivery of legal services. However, the most sought after and valuable skills will be those that draw on the lawyer's humanity and ethics, and which AI cannot provide.

Despite the diversity of lawyers' work, the concept of good or sound judgement is widely agreed to be a fundamental attribute of 'good' lawyers, regardless of practice context. Clients want lawyers who can exercise judgement to solve the client's problems. As lawyers that judgment must also be ethical. Successful law firms will need education and in-firm experiences to cultivate judgement, ethics and interpersonal skills in their lawyers.

**PROFESSOR MICHAEL LEGG** | DIRECTOR, CENTRE FOR THE FUTURE OF THE LEGAL PROFESSION | **UNSW LAW & JUSTICE**

11:30 - 12:15

## **SESSION TWO**

\*VIA VIDEO LINK

### **FROM ANALOG TO DIGITAL: REIMAGINING PRICING AND PROFITABILITY IN AN EFFICIENCY-ENABLED MARKET**

As the paradigm shifts in the professional services delivery model thanks to rapidly maturing technologies, there are both opportunities and challenges for sellers and buyers in reframing how value is created and captured. The traditional "brute force" approach of manual labor-intensive processes is starting to erode as modern tools and capabilities utilized by an evolving leverage mix gain traction, prompting firms to evolve how they conceptualize pricing and generating profit. In a world where monetizing inputs alone can't generate the financial results partners expect, how can firms shift focus to the value of the outcomes their services deliver, and equally challenging, articulate that value to clients? This session will touch on various aspects of the developments currently taking place in the provision of legal services, and provide some perspectives on the commercial implications for participants in the sector.

**KEITH MAZIAREK** | DIRECTOR OF PRICING AND LEGAL PROJECT MANAGEMENT  
**KATTEN MUCHIN ROSENMAN LLP [USA]** \*

\*VIA VIDEO LINK

# PROGRAMME - DAY ONE

## SESSION THREE

12:15 - 12:35

### DRIVING INNOVATION AND GROWTH THROUGH LEGAL AI - INSIGHTS FROM EARLY ADOPTERS AND LOCAL FEEDBACK

AI will be a big game changer just as the smartphone and the PC. Generative AI is reshaping legal practices and the way legal professionals work. Navigating the journey from the current status quo to a future where legal AI not only enhances efficiency but drives better client outcomes and provides a solid return on investment can be challenging.

What are the key considerations to enable this change? What factors do firms need to plan for today? What sort of returns can firms expect if a generative AI solution is adopted?

**GREG DICKASON** | MANAGING DIRECTOR- ASIA & PACIFIC | **LEXISNEXIS**

12:35 - 13:30

## LUNCHEON

### LUNCH BREAK

13:30 - 14:00

## SESSION FOUR

### THE NEW WORLD OF WORK: EVERYTHING EVERYWHERE ALL AT ONCE

We're all well aware that the way we work has undergone a significant transformation in recent years, alongside a shift in employees' expectations of their employers and their workplace. In response, there has been a deluge of information and advice on how to optimise your workplace. From consolidating space to increasing collaborative and hospitality areas, adding more quiet rooms and providing creature comforts such as ping pong tables and sleeping pods, the suggestions become increasingly extravagant. With law firms facing fierce competition for talent, particularly at the Senior Associate and graduate levels, the workplace is increasingly crucial in attracting and retaining top talent. This session will cut through the noise and provide you with key data and insights to make informed decisions about your workplace.

**SIMON POLE** | EXPERIENCE DESIGN; DOWNSTREAM | **UNISPACE**  
**EMMA DAVENPORT** | SENIOR PRINCIPAL, STRATEGY | **UNISPACE**

14:00 -14:15

## TECH TALK

### CAN AI SAFEGUARD YOUR CLIENTS' SENSITIVE INFORMATION

We explore how you can harness the power of AI to protect your clients' Personally Identifiable Information (PII) at no additional cost to your firm. Learn how AI can detect, label, redact, and secure your clients' sensitive information, and discover how to improve your firm's information security posture to meet your data privacy compliance. We will look at the latest best practice for paper and electronic file archiving, discuss how to meet subject access requests, and offer a practical guide on reducing operational costs, all while boosting your firm's productivity.

**WILL GILBERT** | HEAD OF SALES | **FILE REPUBLIC**



# PROGRAMME - DAY ONE

14:15 - 14:45  
**SESSION FIVE**

## **ESG AND SUPPLY CHAIN MANAGEMENT ( PUTTING THE 'S' BACK)**

- Where are we? The rapid evolution of the ESG regulatory landscape
- Focus on Human Right DD legislation.
- ESG issues are supply chain issues.
- How to identify and mitigate ESG risks in your supply chain.
- The Modern Slavery Act (Cth). 2024 status.
- How to operationalise "continuous improvement".

**KIMBERLY RANDLE** | CEO & CO-FOUNDER | **FAIR SUPPLY**

14:45 - 15:00  
**TECH TALK**

## **UNLOCKING THE SECRETS OF TOP RAINMAKERS IN PROFESSIONAL SERVICES**

Intapp, in collaboration with DCM Insights, recently published the results of a first-of-its-kind global study that revealed what today's top rainmakers do differently. Of five possible approaches to business development, one outperforms all others. In this brief session, we'll share details of the behaviours and mindsets that characterise top performers and discuss the implications for how exporting such an approach across your firm can lift revenue growth by up to 32%.

**LAVINIA CALVERT** | VICE PRESIDENT, LEGAL INDUSTRY GROUP | **INTAPP**

15:00 - 15:30  
**BREAK**

**AFTERNOON TEA AND CHAT TIME**

15:30 - 16:15  
**SESSION SIX**

## **ACCELERATING TRENDS DRIVING CHANGE AMONG HIGH PERFORMING LAW FIRMS AND WHAT'S OVER THE NEXT HILL.**

\*VIA VIDEO  
LINK

1. Headwinds have increased more than ever before for most international firms in the effort to attract and retain sought after lawyers. This is true across law firms in the world's financial and commercial centers. Here are the reasons why this is happening...
2. Different firms are responding differently to these headwinds, and with different levels of success.
  - a. Some are revising their approach to remuneration, some are revisiting their strategy, some are adding or changing their non equity tier, and some are putting M&A on the table. Many are doing a combination of these things.
3. There are advantages and disadvantages of each path...
4. There has been a great deal of focus on mergers. Here are the reasons why there has been a dramatic increase in merger discussions...
5. There are common threads that run through the most successful law firm combinations. Here they are...
6. Whether or firms consider merging, there are drivers of firms that have outperformed the market over the last decade. All firms can learn from these drivers. Here they are...
7. Q&A

**KENT ZIMMERMANN** | STRATEGIC ADVISOR | **ZEUGHAUSER (USA)**

# PROGRAMME - DAY ONE

16:15 - 17:15  
**SESSION SEVEN**

## **MINDFUL PEAK PERFORMANCE: DOUBLE PRODUCTIVITY AND AVOID BURNOUT THROUGH LASER FOCUS AND DEEP FLOW.**

Today's workplace is besieged by relentless technological distractions, overwhelming pressures, and the pernicious grip of 'busywork' cycles, all undermining focus and productivity. This unwitting contribution to a shallow-work culture hampers team success and organisational goals

This session will take you:

- From distraction, overwhelm and burnout to effortlessly staying focused (even in busy high-pressure environments or while working remotely)
- From being caught in cycles of inefficiency and "busywork" to accessing flow states and staying focused on high-value tasks, contributing to the success of their team and the organisation
- From unconsciously contributing to a "shallow-work" culture to consciously creating a workplace that prioritises Deep Work and maximises genuine productivity

### **DR RICHARD CHAMBERS**

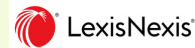
CLINICAL PSYCHOLOGIST & MINDFULNESS CONSULTANT

17:15 - 17:45  
**MEET & GREET**

## **WHISKY AND GIN TASTING BY CAPE BYRON DISTILLERIES**

An opportunity to sample some of the regions leading whiskey and gins.

**PROUDLY SPONSORED:**



17:45 - 18:30  
**FREE TIME**

FREE TIME

18:30 - 21:00  
**DRINKS & DINNER**

FOREST LAWN & RESTAURANT

# PROGRAMME - DAY TWO

8:55 - 9:00

## OPENING REMARKS FROM CHAIRPERSON

9:00 - 9:20

### SESSION ONE

#### HOPES AND FEARS: THE LEGAL MARKET'S RESPONSE TO AI

This session will explore the legal market's response to genAI. The discussion will look at the challenges posed by artificial intelligence in the legal domain and the innovative solutions emerging in the market, with a particular focus on transformative platforms like CoCounsel.

**CATHERINE ROBERTS** | SENIOR DIRECTOR, AI & LEGAL TECH |  
**THOMSON REUTERS**

**ZIGGY CHEN** | AI CONSULTANT | **THOMSON REUTERS**

9:20 - 10:15

### SESSION TWO

#### LEADING A PERMANENT HYBRID WORKFORCE

Our 2021 hybrid research was the first in Australia to demonstrate the need to differentiate work according to location. Remote work is ideal for BAU work - routine task-based, for individuals and teams, and often asynchronous, not to mention deep-thinking work. The 'new office' is for activities based on meaningful collaboration - solving complex problems, dealing with a crisis, planning strategy, ideation, etc. Hybrid is much more than solving logistics.

In addition to the latest research, with reference to the legal profession, this session will provide actionable insights on how to structure and program work, and on how to lead a hybrid workforce, especially in the age of AI. Getting hybrid right will not only improve collaboration, creativity and productivity for your organisation, it will deliver better wellbeing benefits for your employees.

**DR SEAN GALLAGHER** | FUTURE OF WORK STRATEGIST

10:15 - 10:45

### BREAK

MORNING TEA AND CHAT TIME

# PROGRAMME - DAY TWO

10:45 -11:45

## SESSION THREE

PANEL  
DISCUSSION

**closed session**



### **COMMUNICATIONS - INTERNAL AND EXTERNAL: A ROUNDTABLE DISCUSSION**

This session will discuss various aspects of communications, including crisis management, social media, and other areas.

One area of relevance for managing partners is the increasing pressure on law firms and leaders to take a firm stance on social and political issues. This pressure comes from both internal sources, such as staff, as well as from the media and industry organizations. This roundtable discussion will be a constructive conversation about these issues and others.

**GENEVIEVE COLLINS** | CHIEF EXECUTIVE PARTNER | **LANDER & ROGERS**

**MARK PISTILLI** | CHIEF EXECUTIVE OFFICER | **GADENS**

**AMBER MATTHEWS** | COUNTRY MANAGING PARTNER, AUSTRALIA | **DLA PIPER**

**JASON OPPERMAN** | REGIONAL MANAGING PARTNER, AUSTRALIA | **K&L GATES**

**FACILITATOR : MARK HAWTHORNE** | MANAGING PARTNER | **THE CIVIC PARTNERSHIP**

11:45 -12:30

## SESSION FOUR

### **UNLOCKING INCLUSION THROUGH BETTER QUALITY CONVERSATIONS - A QUALITATIVE APPROACH**

This session will explore how a qualitative approach to D&I data collection can help us to better understand inclusive experiences in the workplace. By improving the quality of conversations we are having with colleagues, peers and employees, we can unlock insights that will help us to reshape our organisational priorities and culture.

**MADELEINE MOTION** | GLOBAL HEAD OF INCLUSION, DIVERSITY & BELONGING  
**ASHURST**

# PROGRAMME - DAY TWO

12:30 - 13:15  
**SESSION FIVE**  
CLOSING  
KEYNOTE

## WHAT YOU DON'T KNOW ABOUT WHAT YOU DON'T KNOW ABOUT AI IN THE LAW

Over the last 12 months, AI – and large language models in particular – have transformed a wide range of industries and professions. But perhaps no field holds higher expectations – or harbours deeper concerns about the impact of AI – than the law. Indeed if, as the old law school phrase says, "Law is a castle built of language," then what happens to that castle when AI forever changes how practitioners will wield language itself?

In this session, Nick's experience at the bleeding edge of AI research will help frame answers to these kinds of questions and guide you through the opportunities and risks that AI presents to both your firm and your clients. He'll unravel how LLMs like ChatGPT work, demystify phrases like "RAG" and "model fine-tuning" and guide you through the delicate art of introducing AI to your firm without inciting revolt or provoking bankruptcy.

Nick will also introduce you to AI tools designed specifically for legal use. He'll demonstrate how different AI models adapt to diverse practice areas and issues like taxation, financial regulation and copyright -- and illuminate those crucial boundaries where AI should not be used at all. Finally, Nick will offer a preview of the future of legal AI, outlining the nascent offensive and defensive capabilities soon to reshape much of the practice of law. You'll leave with a deeper understanding of how AI functions, practical steps for immediate implementation within your firm, and fresh strategies to advise clients on their own AI ventures.

**NICK WHITE** | AI RESEARCHER/DEVELOPER

13:15 - 14:00  
**LUNCH**

LUNCH AND TIME TO CHAT

14:00  
**CLOSE OF  
CONFERENCE**

CLOSE OF CONFERENCE

# TAX INVOICE + REGISTRATION FORM

## ABN : 13 919 558 766

\*REGISTRATION TO ATTEND 17TH MANAGING PARTNERS FORUM

EXTENDED EARLY BIRD & GROUP RATES (INC GST)

[ ] 1 X DELEGATE: \$1,995 EACH [ ] 2 X DELEGATES\* : \$1,800 EACH

\*MUST BE FROM THE SAME FIRM. FOR SPECIAL GROUP RATES PLEASE CONTACT US ON: 0401 118 116

\*PRICES INCLUDE GST

### \*DELEGATE REGISTRATIONS INCLUDE THE FOLLOWING:

- TWO DAY CONFERENCE PASS
- CONFERENCE LUNCHEON & REFRESHMENTS
- NETWORKING DRINKS & DINNER
- DELEGATE BAG AND POST - EVENT PRESENTATIONS
- EXHIBITION PASS

### PLEASE NOTE:

#### Accompanying Companion's Dinner Pass

We are offering registered delegates' husbands, wives or partners:

- 1 complimentary networking drinks and dinner pass for the Day 1 dinner. Please let us know their names below:

NOTE: We would like to include your photo (from LinkedIn or your firm's website) in the catalogue so that delegates can easily identify you. We also may record some sessions and parts of the event. The video may be used for promotional &/or educational purposes. Your contact details will be added to our database to keep you informed of any event updates & future Chilli IQ Marketing and industry relevant information.

Please contact us if you do not want to be added

Please note my dietary requirement

## REGISTRATION FORM

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Please charge my Card: \$

MASTER  
CARD:

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\*AMEX:

\*AMEX payments  
incur 3%  
surcharge

TERMS & CONDITIONS: All delegates must be paid in full prior to the date of the event before admittance to the conference & collection of conference documentation is allowed. CHILLI IQ LAW EVENTS t/a CHILLI IQ reserves the right to change or amend this program at its own discretion due to any cancellations, or rescheduling. Details regarding this conference were correct at the time of printing.

CANCELLATION & REFUND POLICY: Any conference cancellation received must be made in writing Up to 30 days before the event date - refunds will be given less a \$100 administration fee. REFUND: No refund will be issued 30 days before the event date however a substitute delegate may attend in your place.

# ChillIQ

**17 MANAGING PARTNERS FORUM**  
**14-15 MARCH 2024 | CRYSTALBROOK BYRON, NSW**