



ArmstrongWatson[®]
Accountants, Business & Financial Advisers
A track record of providing solutions to the legal profession

Legal Sector Breakfast Briefing

Preston

8 November 2018

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The Law Society

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Legal Sector Breakfast Briefing

Welcome

Alex Holt, Director of Business Development
The Cashroom

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Legal Sector Breakfast Briefing

Introduction

Rosy Rourke, Legal Sector Director
Armstrong Watson

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Legal Sector Breakfast Briefing

- 8.00am - Arrival and breakfast
- 8.30am - Welcome
- 8.35am - Briefing
- 9.30am - Q & A
- 10.00am - Close

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How to Herd Cats: a practical guide to achieving your firm's potential

Elisabeth Bellamy and Jed Hassid

Purple Performance Ltd

www.purpleperformance.net



Introduction

- Purple Performance



Elisabeth Bellamy



Jed Hassid



The Hood

- Developing a Performance Culture
- Creating a Great Team

Lawyers are Different!!

Characteristics of a Lawyer:

Outspoken	Argue every point	Pick apart weaknesses
Quick mind	Find it hard to delegate	Work in silos
Poor managers	Manage not lead	

Concerns of a Partner:

Increasing competition

Personal risk and investment

Professional indemnity costs

What's for dinner tonight?

What does the client really want?

Attracting and retaining talent

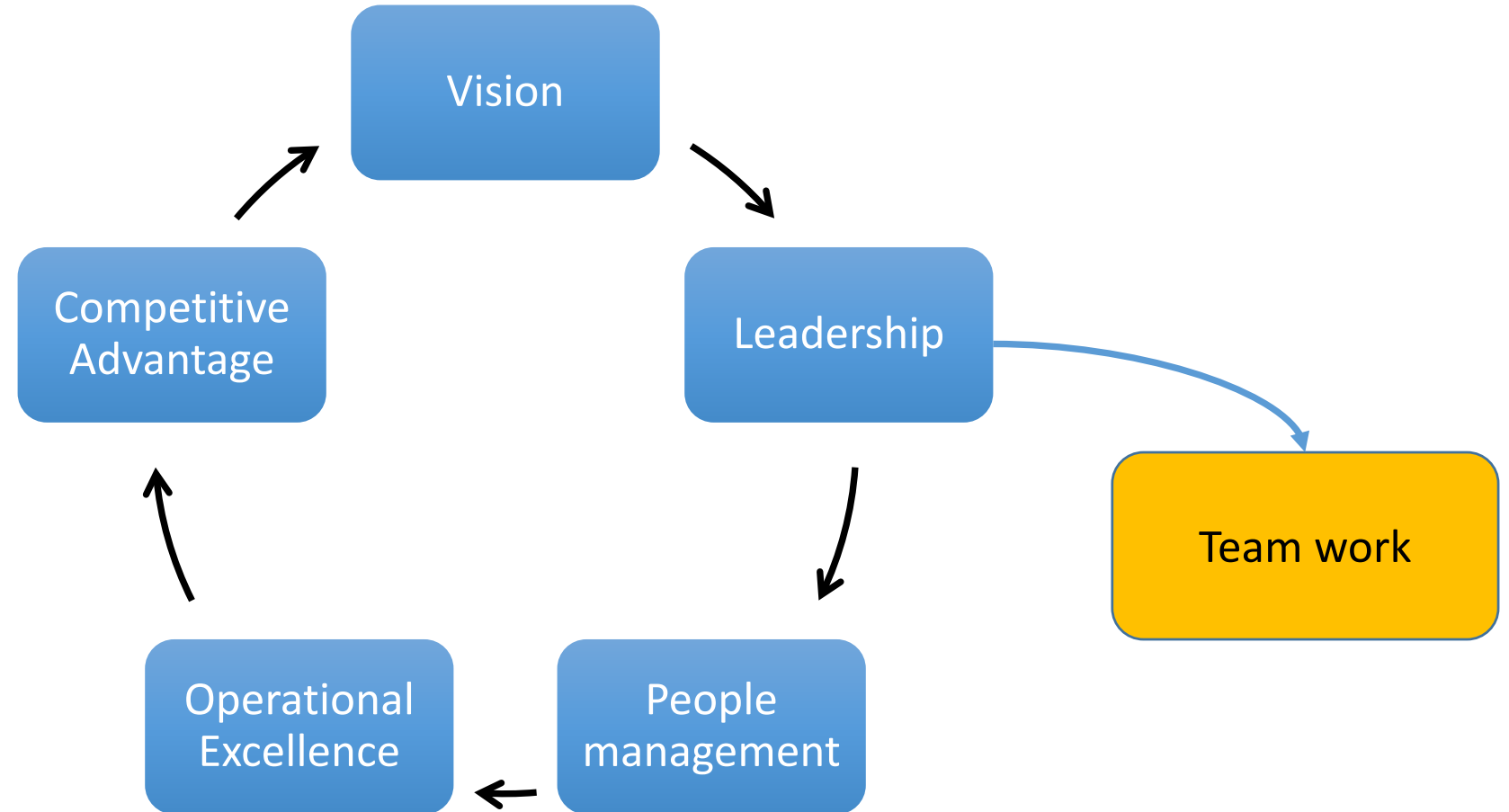
Compliance & regulatory issues

Have I met my billing target?



So, how do you get all your team members working together?

The route to a performance culture



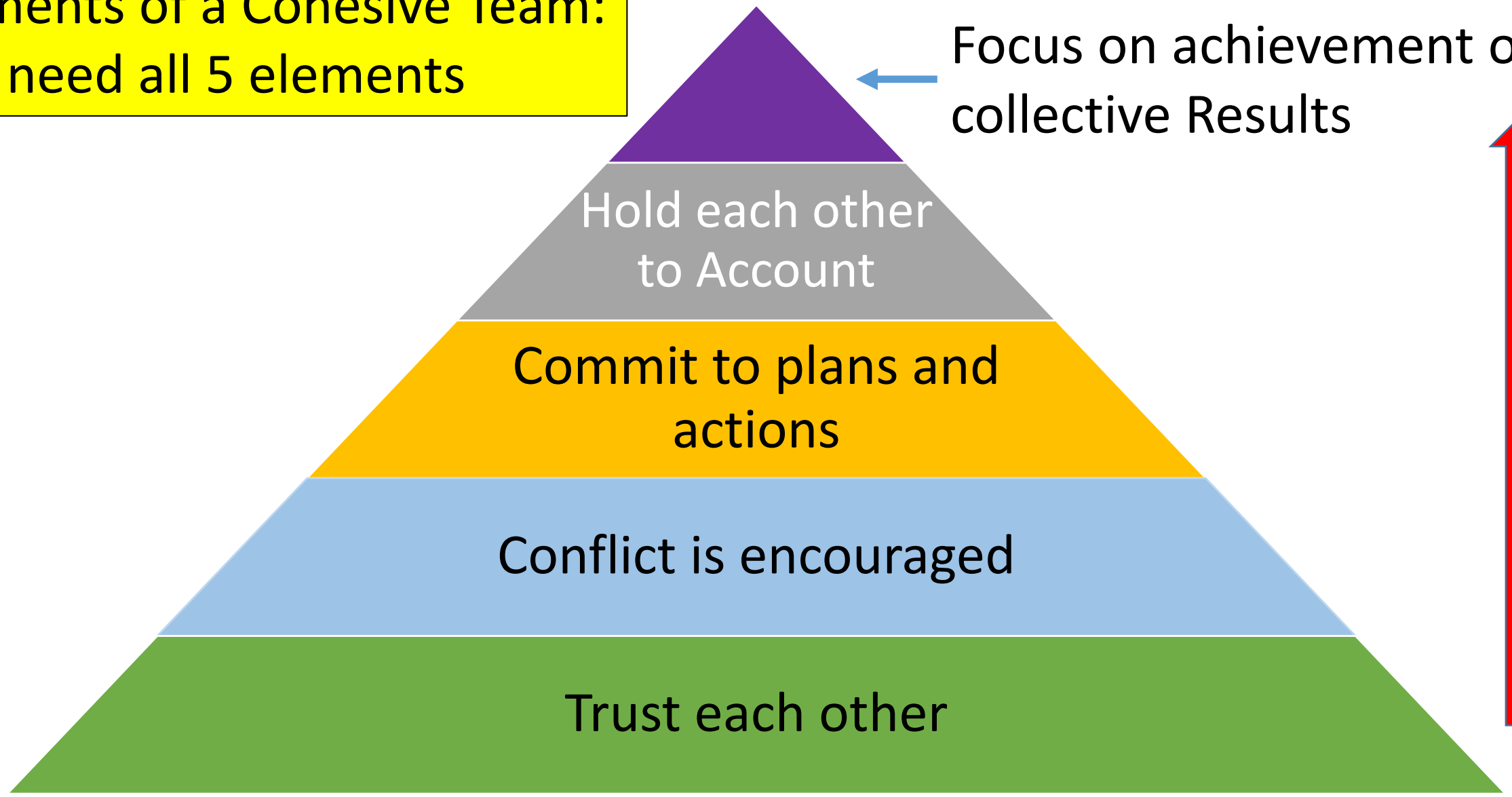
What does great team work look like?

- Teamwork video:

<https://www.youtube.com/watch?v=hZ-eFaLGV0g>

Elements of a Cohesive Team:
You need all 5 elements

Focus on achievement of
collective Results



Focus on achievement of collective Results



Hold each other
to Account

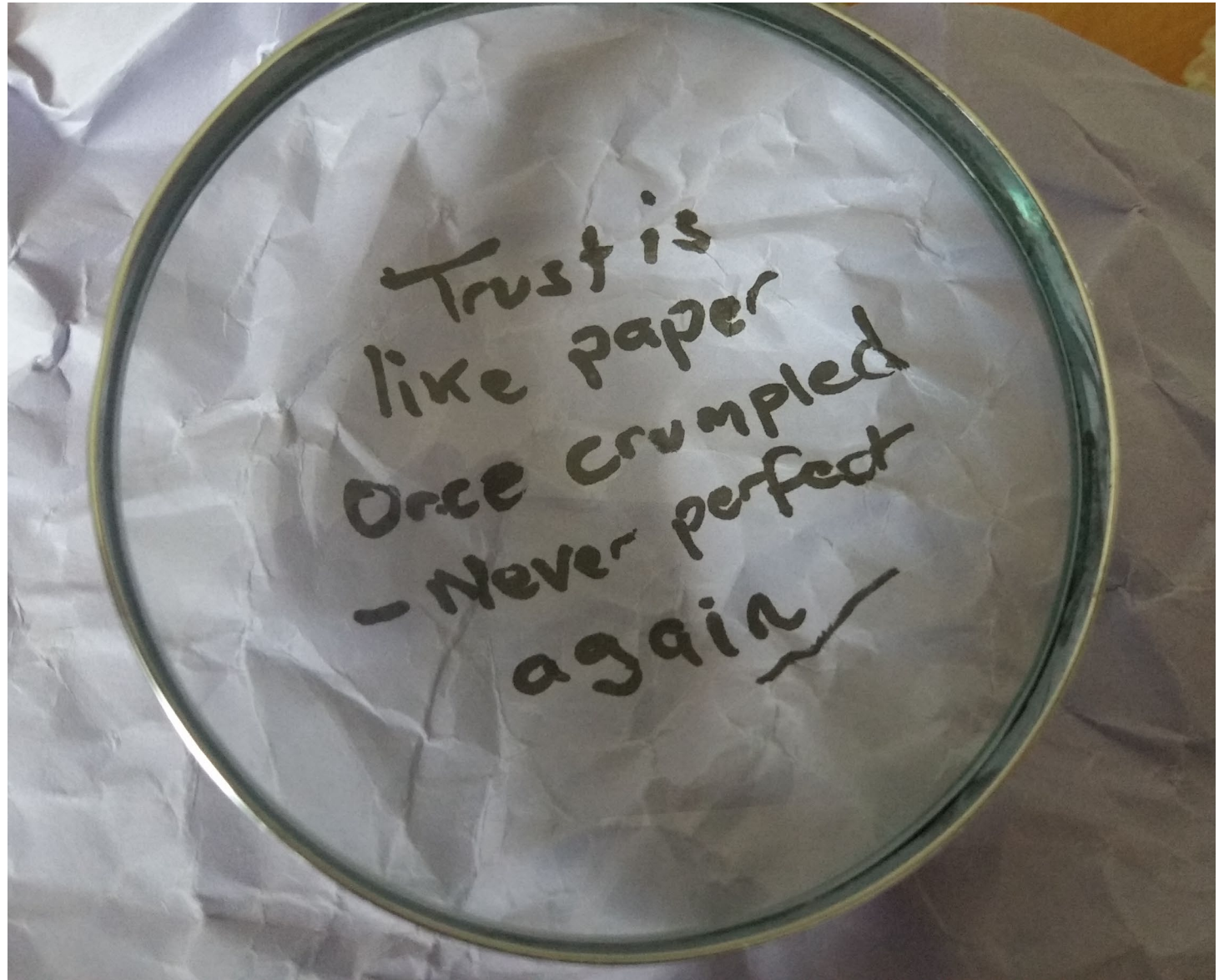
Commit to plans and
actions

Conflict is encouraged

Trust each other

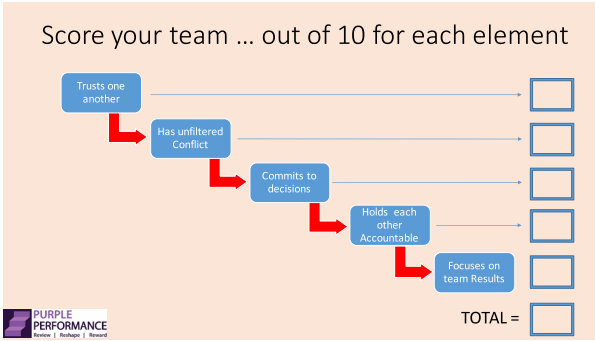
Trust:

No reason to be
protective or careful
around the team





How do you create Trust?



How do you create Trust?



- 360 degree feedback
- Personality profiles
- Regular follow up by leader during the course of the day
- Admit own weaknesses
- Sharing and being interested in personal histories
 - Family members' names, favourite hobbies, what did they do at Christmas, how did they spend last weekend, favourite drink



Focus on achievement of
collective Results



Hold each other
to Account

Commit to plans and
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How do you create Constructive Conflict?

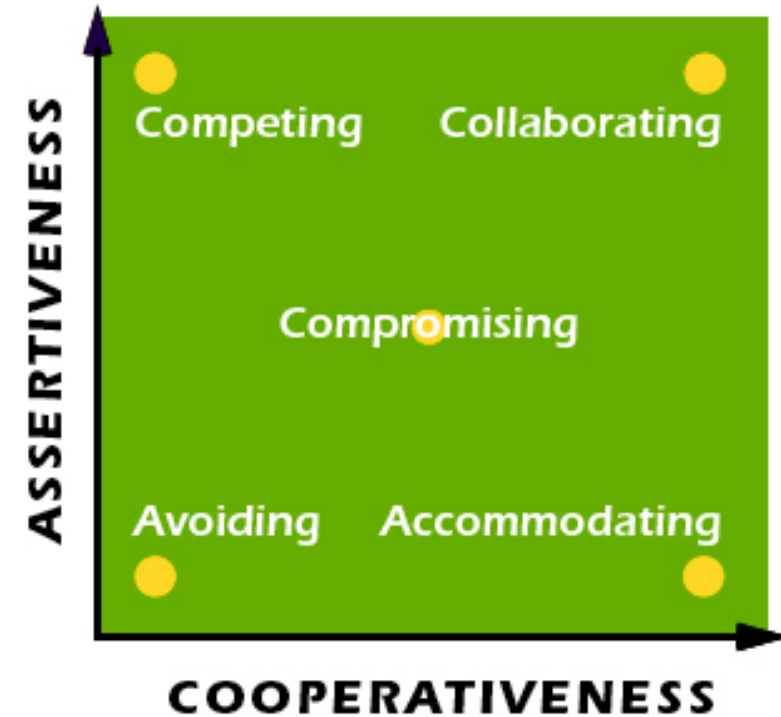


How do you create Constructive Conflict?



- Understand that it produces best possible solutions in shortest time
- Realise by avoiding it, likely to revisit old issues time and again
- Have courage to speak about sensitive issues
- Better understand own attitudes to conflict – Thomas-Kilmann Conflict Mode Instrument (TKI) -

<http://www.kilmanniagnostics.com/overview-thomas-kilmann-conflict-mode-instrument-tki>



Focus on achievement of collective Results



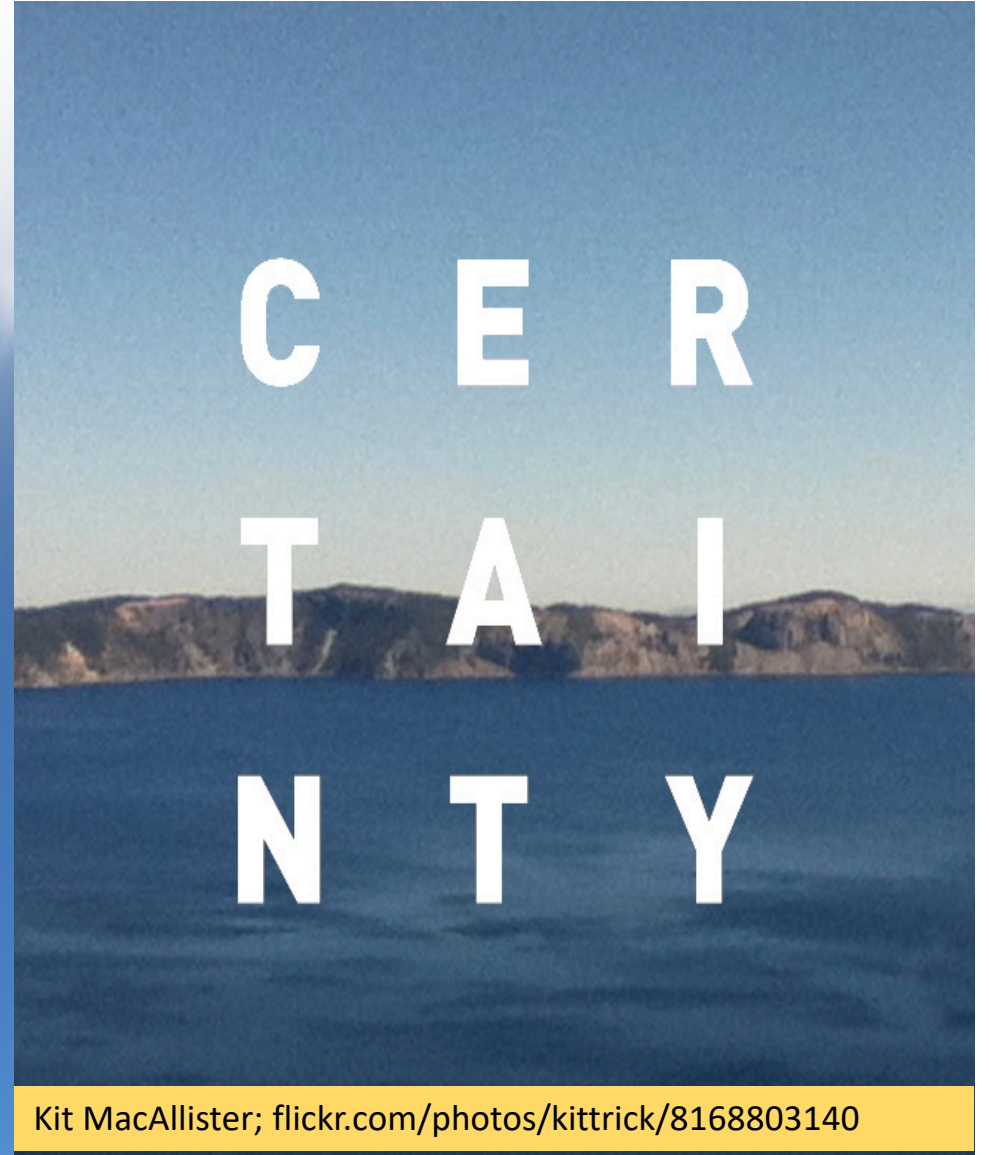
Hold each other to Account

Commit to plans and actions

Conflict is encouraged

Trust each other

Overcome the need for ...



How do you gain Commitment?



How do you gain Commitment?



- Buy-in is important
- Make partners feel that they own the project
- Need to have full understanding of project and what it will achieve

Focus on achievement of collective Results



Hold each other
to Account

Commit to plans and
actions

Conflict is encouraged

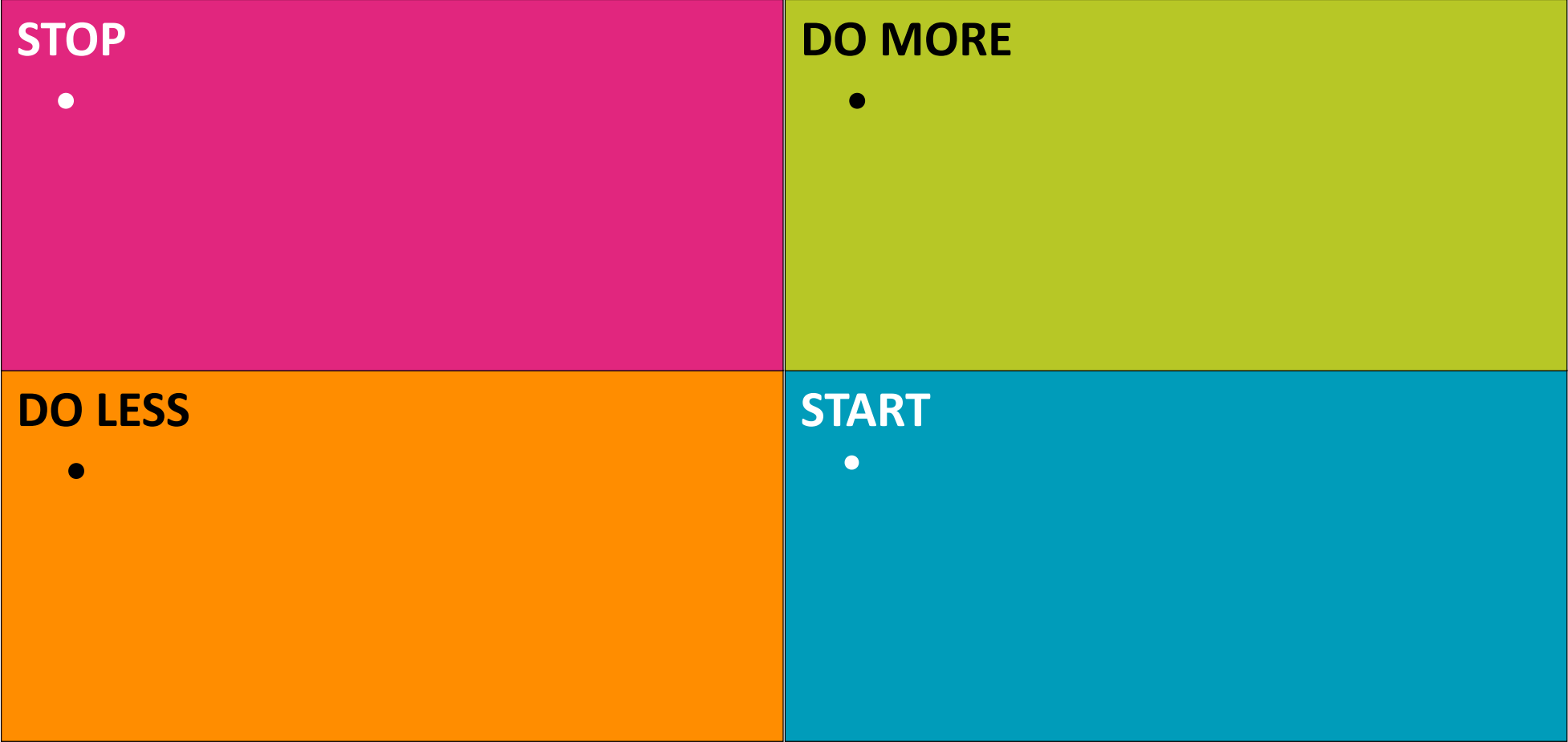
Trust each other

How do you develop Accountability?



Start – Stop – Do More – Do Less

How do we hold each other to account?



Focus on achievement of
collective Results



Hold each other
to Account

Commit to plans and
actions

Conflict is encouraged

Trust each other

How do you generate Results focus?



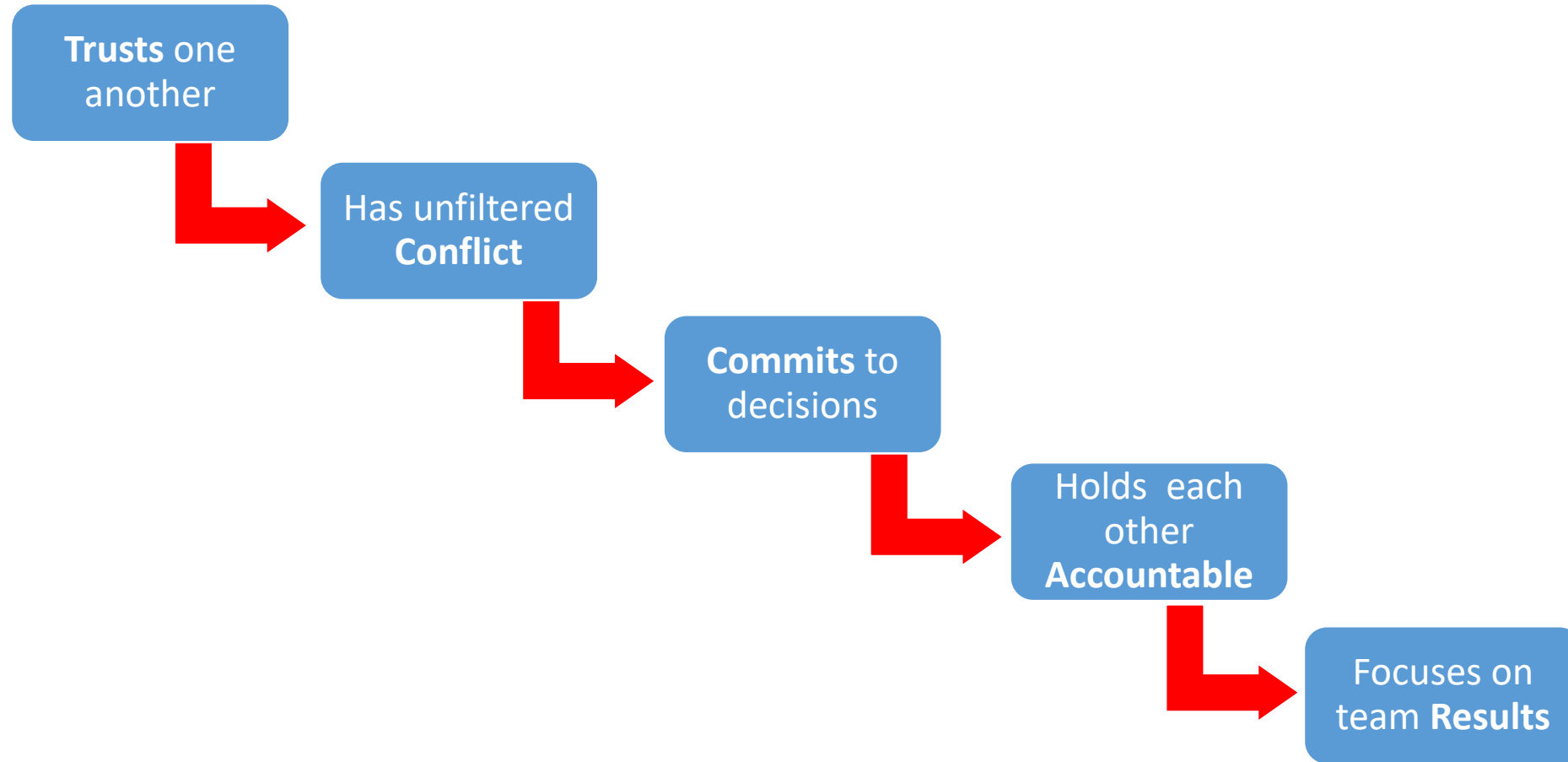
How do you generate Results focus?



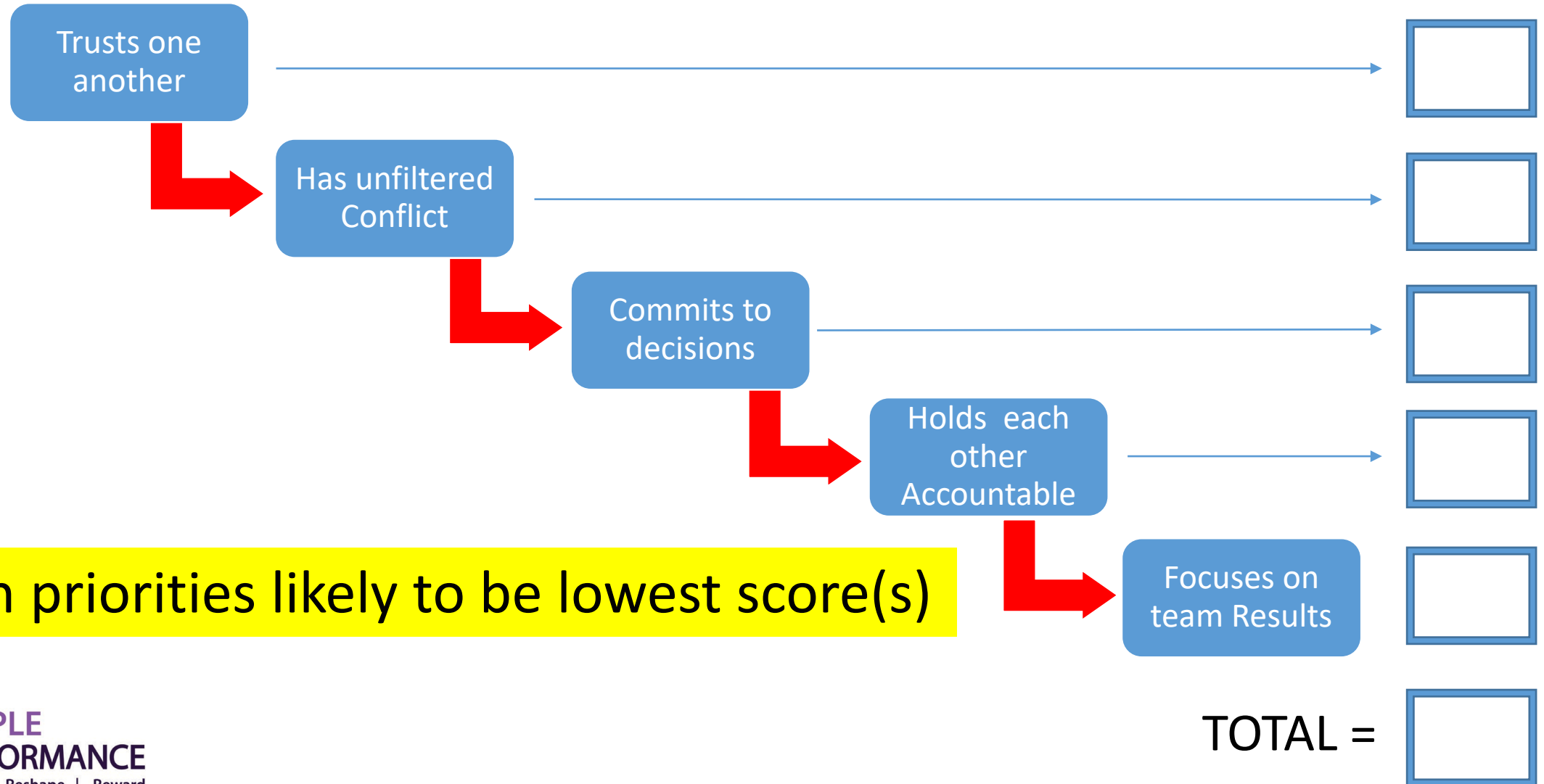
- Public declaration of results
- Reward and recognition tied to specific outcomes, not just for trying



A great team ...



Score your team ... out of 10 for each element



And if all else fails ... hire these guys

- Cats video

<https://www.youtube.com/watch?v=Pk7yqITMvp8>

Thank you





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Questions and Conclusion

Steve Lewis, Relationship Director
Barclays

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