

Legal Sector Breakfast Briefing

Newcastle

16 June 2026



Legal Sector Breakfast Briefing

Welcome & Introduction

Andy Poole

Corporate Finance Partner, Legal Sector



Legal Sector Breakfast Briefing

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



Legal Sector Breakfast Briefing

Joanna Gaudoin

Director, ClientWise



The key principles and behaviours to get change to happen – key slides

Joanna Gaudoin

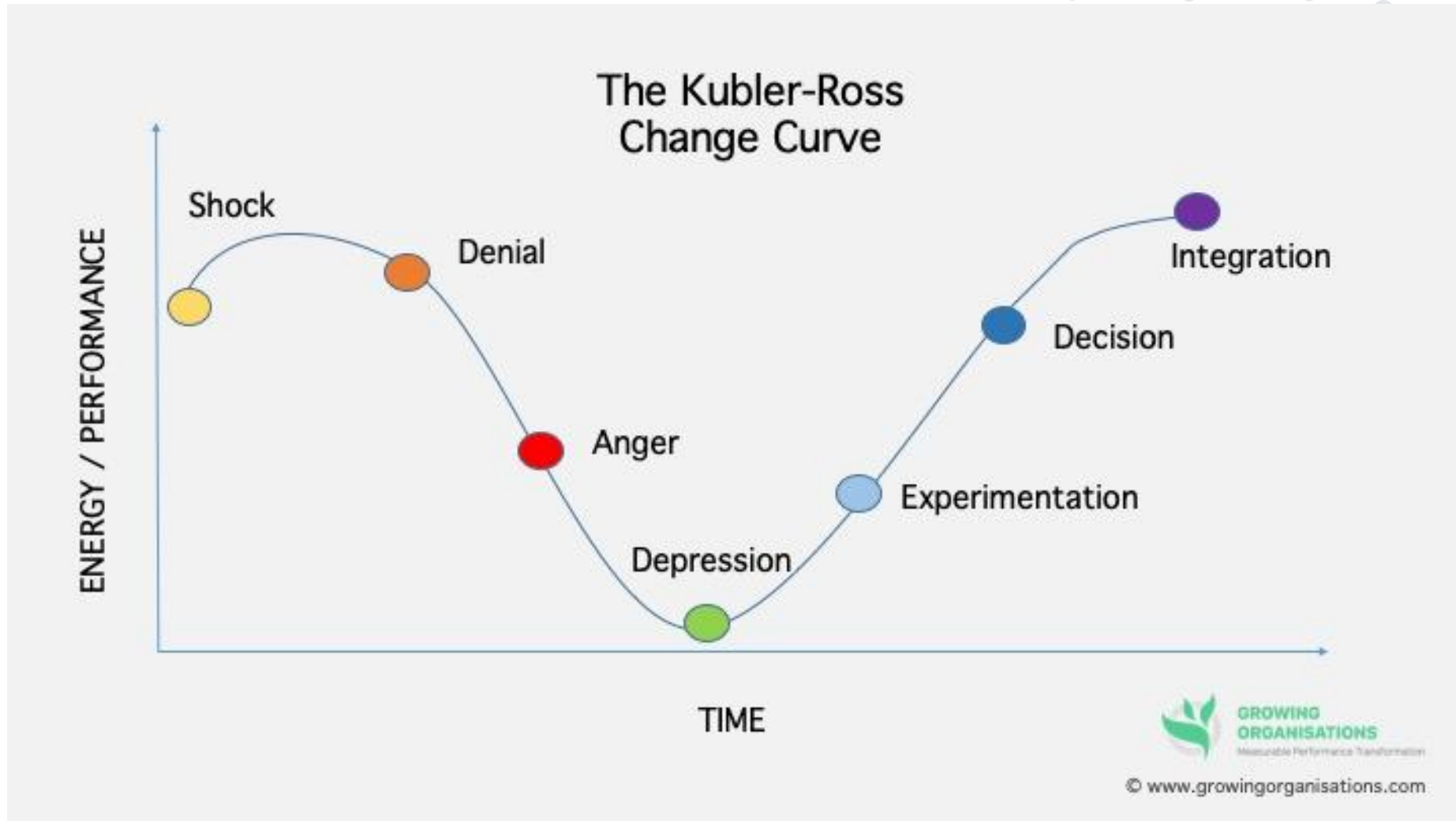
Armstrong Watson

16th June 2026



Joanna Gaudoin

The reality of change



Small group discussion

- What do you see as the key barriers to successful change in this situation?
- What have you experienced?



What were the fundamental issues that created barriers

- Lack of vision/strategy clarity
- Insufficient impact assessment
- Poor communication (big picture and progress updates)
- Lack of incentives/motivation (heart and mind)
- Incomplete role modelling
- Sub-optimal appreciation for achievement
- Lack of process/decision transparency, e.g., promotions, allocation of responsibility
- Integration challenges

Lack of strategy clarity

- Have one
- Collaborate or at the very least communicate
- Revisit & update

Impact assessment

- Time/the day-to-day
- Behaviors
- Supporting processes



Communication – have a plan

- Timing
- Formal & informal
- Who
- Method



Small group discussion

- When have you seen change comms done well and less well?
- What characterised these situations?



Logic & emotion – make others care & WIIFM



Role modelling



Appreciation – what matters



Small group discussion

- How have you appropriately shown your team appreciation?
- What difference did it make?



Clear processes, ways to make decisions & explanations



Integration & accountability

- Formal & informal
- Emphasis on accountability, sharing and learning
- Other processes/systems

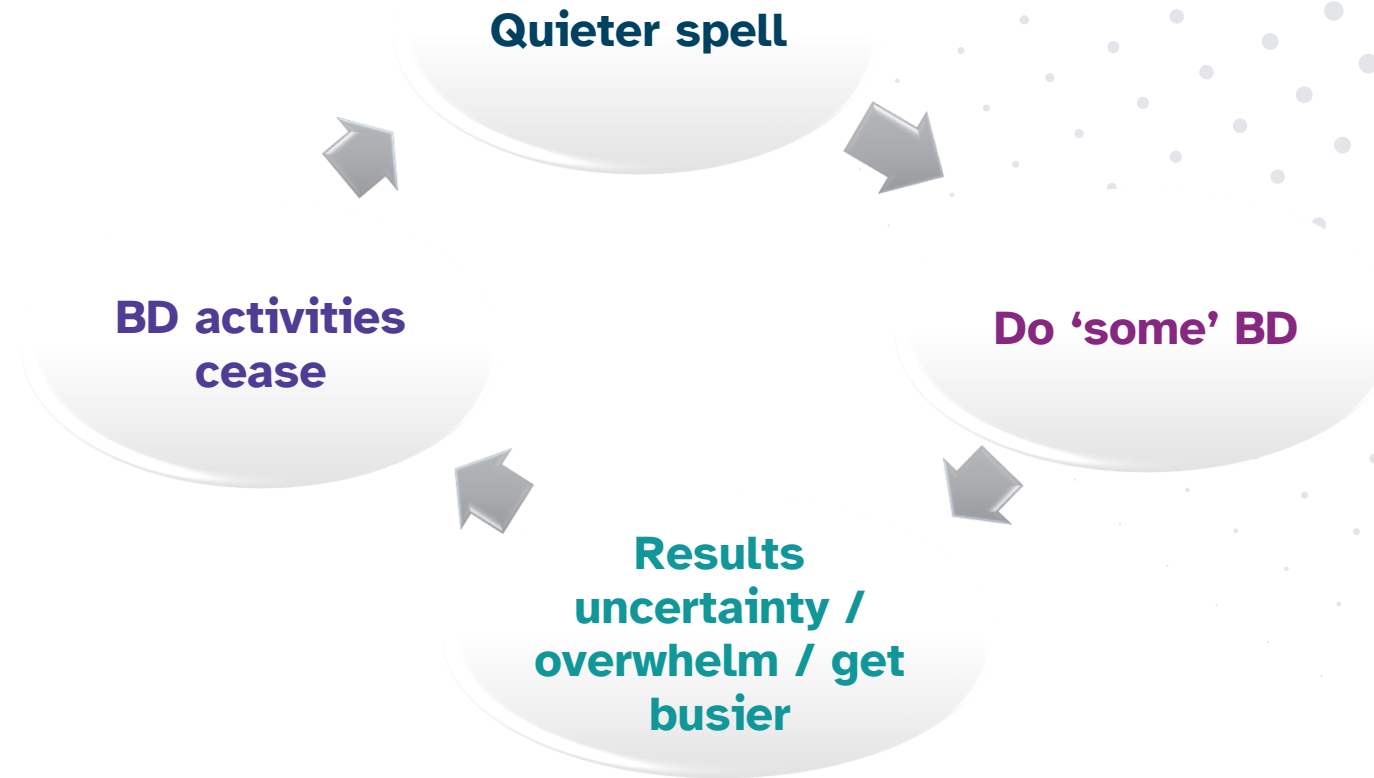


Small group discussion

- What do you need to do more of/less of in your next change programme?



Common BD change issue: The False Start BD Loop



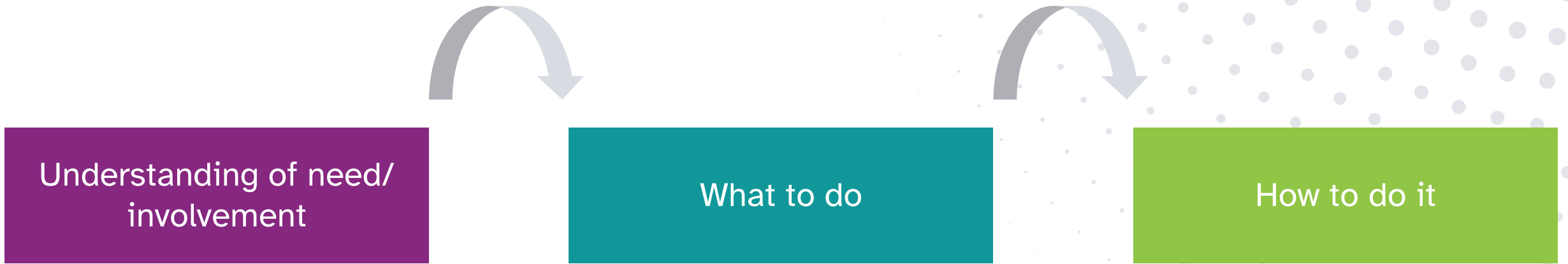
Outcome: No real progress

Why this was avoided

- Fundamentally positive culture
- Real desire for change at a senior level
- Senior stakeholders engaged
- Issues dealt with
- Accountability



What people need to understand



Change is happening - is your firm on the front foot?



Further support

- Questions?
- Further resources – link/QR codes
- Connect on LinkedIn.
- Contact me with any questions: joanna.gaudoin@client-wise.co.uk

Further support – QR codes

These slides & weekly 5-minute read on BD Insights



Request: *The 5 Ps of Proactive Business Development*®: *The key elements to win more of the right work*



Connect on LinkedIn



Receive weekly 5-minute read – BD insights





Questions & Conclusion



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