

**Delivering Legal Services:
Learn the Business of Law without the Busyness of Law
November 1st and 2nd**

Saturday Section	Topic	Presenter	Time
I.	Welcome, Overview and Objectives	D.Linna	
II.	Legal Transformation – The 21 st Century Business of Law	K.Grady/D.Katz	
III.	Lean Thinking: How We Got Here & Why It Matters to Clients	J.Manley	
IV.	Algebra Even a Lawyer Can Love: Problem Solving Exercise	K.Grady	
	LUNCH – Provided	All	
V.	Project Management 101	D.Linna	
VI.	Project Management Charter	D.Linna	
VII.	Project Management Exercise #1	K.Grady	
	BREAK	ALL	
VIII.	Project Management Communication Plan	D.Linna	
IX.	Project Management Exercise #2	K.Grady	
X.	Voice of the Client & After Project Reviews	K.Grady	

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Sunday Section	Topic	Presenter	Time
XI.	Welcome Back: Recap and Day 2	D.Linna	
XII.	Lean: Not a Diet, But You Will Lose Waste	J.Manley	
XIII.	Process Mapping: Cartography for Lawyers	K.Grady	
	LUNCH	All	
XIV.	Process Mapping Exercise: What does a lawsuit look like in Post-It [®] Notes	K.Grady	
XV.	Process Improvement: Turning Process Maps into Continuous Improvement	K.Grady	
XVI.	People: The Modern Matter Staffing Paradigm	K.Grady/D.Linna	
	BREAK	All	
XVII.	Technology: Why is it the last thing not the first thing we talk about?	K.Grady	
XVIII.	Putting it Together: Project + Process + People + Technology = Efficiency	K.Grady/D.Linna	
XIX.	Lessons Learned & Closing	D.Linna	