

Law Firm Administration Retreats

“Accept the fact that we have to treat almost anybody as a volunteer.”

Peter Drucker

Law firms, more so now than ever, will survive or fall on their ability to execute. Execution of strategy is in large part the role of the administrative management team.

Every law firm is structured differently and there are as many different roles in law firms as there are people to fill them. Whether functional area centric, office centric, practice group centric or some combination, administration is tasked with both supporting and facilitating the practice of law and providing the tools that the lawyers in the firm, require.

More and larger law firms bring the members of their senior administration team together on a regular basis for many of the same reasons that they hold partners’ meetings and practice group meetings. These meetings are design to foster teamwork, facilitate collaboration and innovation and provide opportunities for development for the professionals in a wide range of disciplines.

The law firm expects these chiefs, directors and managers to plan, budget, organize, staff, solve problems, manage and frankly deliver internally the same client service levels as the lawyers do for the Firm’s clients – an entity within an entity. However, the teams that report to those same administrative management professionals expect something different: they want a clear vision for the team; alignment of the team members; they want to be motivated and mentored – even inspired. In short – they want “leadership” which, according to John Kotter of Harvard, is about *change*. *Manager* to one group – *leader* to another – no easy task.

Our Approach

With a wide range of experience and resources to draw from, our approach is to work with you to create a unique agenda and experience that will both engage your team and address the initiatives necessary to ensure the successful execution of your firm’s strategy.

With a balance of presentation, discussion, small group brainstorming and the opportunity to work collaboratively on real issues faced in your firm - your team will take away valuable knowledge, tools and ideas that they can use immediately.



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To Learn More

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Role of the Administrator in the Firm - Management

- Planning & Budgeting
- Organizing & Staffing
- Project Management
- Problem Solving
- Financial Management
- Human Resources
- Systems Management
- Facilities Management
- Practice Management
- Marketing
- Execution – getting things done



Role of the Administrator to the Team - Leadership

- Setting Direction
- Building Alignment
- Ensuring Execution
- Analysis & Problem Solving
- Business Acumen



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Setting the Stage: Competing Forces



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Meetings

Are you lonely?

Don't like working on your own?

Hate making decisions?

Then call a
MEETING



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A Vision is Worth a Thousand Words



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Reflections & Action Plan

- What are your three key learnings from the discussions at this meeting?
- How can you craft these into your personal vision for leadership in your role?
- What factors might impede your progress?
- What can you do to overcome the challenges?



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Karen MacKay, MBA, CHRP

Karen has more than 20 years of professional services experience combined with an MBA from the Rotman School of Management at the University of Toronto; a Certified Human Resources Professional and licenses in several tools and assessments. Today she has a number of loyal and longstanding clients who have come to count on her for her knowledge and integrity, as well as for her sensitivity and flexibility in the face of their ever-changing business priorities. In 2009, Karen was elected to become a Fellow in the College of Law Practice Management in recognition of her contribution to the law practice management profession.

With excellent communication, presentation, facilitation and coaching skills, Karen's practice is focused on helping professional service firms execute strategy. She is focused on execution through professional talent: leadership and strategy, governance and management; compensation, assessment and development through to succession planning and exit strategies. Further, Karen is a globally recognized expert on the challenges, expectations and motivations of the generations at work in law firms today; the management challenges around motivation, reward and retention of associates, of women and of partners nearing retirement.

Karen writes regularly for legal publications in Canada, the United States, the United Kingdom and Australia. She is a member of the Practice Management section of the American Bar Association and is a member of the Editorial Board of Law Practice Magazine, an ABA publication.

Prior to founding Phoenix Legal, Karen led the Canadian legal practice of one of the largest human capital management consulting firms in the world. Before that she spent eleven years as the Chief Operating Officer of a large Canadian law firm.

Our clients say it best...

"...She is extremely professional with a friendly easy going manner. Her knowledge of law firms is significant. She understands the challenges of managing and leading...she makes I fun and enjoyable...Karen is very well organized. There was no confusion as to what was to happen next. I think she is a brilliant coach....she kept people comfortable and engaged getting the best out of them..."



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