

# Law Firm Administrative Management Retreat

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## Suggested Approach

This will be a highly interactive two days using a variety of learning methods. With a combination of short presentations to introduce concepts and context, team building games, group activities and opportunities to explore new skills with scenarios or real situations from the firm experience, video clips, action learning and group discussion the goal will be to touch all of the learning styles and create a valuable experience for all participants.

## Day 1

12:00 – 12:30 Lunch

12:30 – 1:00 Firm Business Up-date

Introduction - COO

1:00 Setting the Stage

*Foundation Knowledge:* The Business Case for Leadership & Leading from the Middle in a law firm.

Table Discussion and Debrief:

- Your Assumptions about Leadership
- Getting to Know You, Your Leadership Challenges & Expectations for this Meeting

Video: Tom Peters on Leadership in 3 minutes and 53 seconds

2:30 Break

2:45 *Group Activity: Building Castles in the Air: a fast-paced activity that helps teams learn to achieve measurably better results through improved planning, communication, delegation and learning from their successes and failures.*

3:15 *Foundation Skills:* Meetings Your Colleagues will want to Attend

Agendas that work

Facilitation Tips & Tricks

Setting Norms

Building Consensus – Fist Five

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W3 & TALA – facilitation skill for getting feedback (What Went Well) and setting future agendas (Take A Look At) with your team.

Performing well in meetings – body language, fielding questions and handling curve balls

3:30 *Group Activity:* Several Scenarios distributed (two tables per scenario): *In this activity the groups plan the type of meeting that is most appropriate for the situation; consider stakeholders, influencers, decision-makers, format, agenda and planning.*

4:15 *Debrief & Discussion*

5:00 Wrap up and End of Day 1

## Day 2

8:30 Breakfast

9:00 Guest Speaker or Firm Business

10:15 Break

10:30 *Advanced Skill:* Collaborative Problem Solving – Introduction

*Group Activity:* Using the same Scenarios distributed on Day 1 (two tables per scenario): *In this activity the groups plan experience the Collaborative Problem Solving methodology by working through the scenario provided and map out a strategy to present to the group.*

12:00 debrief

12:45 Lunch

1:30 *Leadership Behaviour:* Speed of Trust

Introduction to the Importance of Trust, how to earn it and how to built trust in your team.

*Based on the book of the same name the group will explore the characteristics and behaviours of trusted leaders. In discussion the groups will explore each of the behaviours of highly trusted leaders and in their own words discuss and report to the whole group what each of the behaviours really means. Debrief and group discussion.*

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- 1:30 *Leadership Behaviour: Understanding and Developing your Leadership Style*  
Leadership that Gets Results  
Developing Versatility
- 1:50 *Group Activity : Looking in the Mirror - In pairs, participants will identify their preferred leadership styles or trust-related behaviours and discuss the implications of their style in one-on-one relationships, in working with their teams and with leadership within the firm.*
- 2:15 Break
- 2:30 Influence of Great Administrators (some optional topics)
1. *Attitude development: Energy & Resilience*
  2. Change the way you Persuade - Dealing with Player Changes (New MP, PGLs, Committee Chairs)
  3. *Performance: Leadership is a Performance Art – handling yourself well in meetings and fielding questions and curve balls*
- Reflective Activity: Developing Your Personal Leadership Plan
- How will you build your knowledge base?
  - What skill would you like to hone and how?
  - How will you develop your own leadership style?
  - How will you foster trust?
- 3:00 *Group Activity: A Vision is Worth a Thousand Words - Team members close the session and release their creative juices by developing a clear collective vision for becoming a stellar team. TBD – whether teams should regroup within functional areas and work teams.*
- 3:45 – 4:15 Group Activity Debrief & Reporting
- 4:15 – 4:45 Closing Comments & Dialogue
- What are your key learnings (about yourself, your colleagues, a new skill etc.)
- 5:00 End of Day 2