12.15-13.00 LUNCH

Make the most of the

innovation room.

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8.30-9.00 **BREAKFAST**

Make the most of our innovation room by talking to one of the brainboxes from Thomson Reuters Labs about how to stick your pressing challenges to the wall and talk to the fantastic providers, delegates and startups in attendance.

THOMSON REUTERS*

Innovation wall post your problem! is now open! 9.00-9.15 **INTRODUCTION**

This is no ordinary conference. We'll be explaining your conference handbook, including buzzword bingo card, and opening our interactive event app. Kate Bassett, global head of legal project management, Ashurst

BUZZWORD BINGO BEGINS!

QUESTIONS OPEN ON **OUR EVENT APP**

915-935 9.15-9.55 LET'S BREAK THE ICE

Discover what makes your peers tick. Get your head out of the day-to-day work and into a frame of mind to learn

Jonathan Patterson, managing director and head of development, DWF

9 35-10 05 THE DIGITAL

As we reinvent work for the digital age, we face a fundamental redefinition of how we work, how we measure work and how we get a diverse, virtualised workforce to collaborate. This session investigates a number of trends, all mysteriously beginning with the letter D.

Dr Nicola Millard, head of customer insight and futures, BT

10.05-10.20 COLLABORATION FOR REVENUE

Is collaboration the biggest driver of growth in a law firm? Hear how CMS's work with Dr Heidi Gardner and ObjectiveManager has allowed it to break down practice group silos for accelerated revenue growth. Jennifer Emery, director of strategy and integration, CMS Dr Heidi Gardner,

10.20-10.35 QUICK-FIRE INSPIRATION

We asked the legal community what transformational work it has completed – hear our two shortlisted candidates tell their stories in a five-minute lightning talk and vote for your favourite. Karen Walker, head of business operations, Browne Jacobso Abi Williams, head of programme manage Burges Salmon

uished fello Harvard Law School

don't forget to post your

problem!

10.35-11.05 COFFEE Make the most of the

innovation room.

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11.05-11.10
STARTUP CORNER – ROUND ONE

Dr Zara Nanu, co-founder and CEO, Gapsquare

Lightning talk with Gapsquare, the gender

pay gap software specialists, who transform the workplace into a fair and equal one.

11.15-12.00
WHAT DO YOUR CLIENTS ACTUALLY WANT? THE GENERAL COUNSEL POWWOWS

Our in-house leaders will rotate to join each of your tables, where they will answer any burning questions you have under Chatham House rules, giving you an unprecedented chance to find out what they really want.

ON TO THE GCS

Natalie Abou-Alwan, maging counsel, structured products, Europe, BP Legal (IST) Global Oil Europe

Lauren Aste, executive vice president and general counsel, Carlson Wagonlit Travel

David Bateson, senior vice president, legal, IP and sustainability, Canon

Rani Wynn, head of legal, **Digital UK and Freeview**

12.00-12.15
COMPETITOR INSIGHT

See what your peers think and what they're working on in our anonymous polling session. Rupert Collins-White, pollster-in-chief, Briefing

QUESTIONS IN

13.05-13.10 STARTUP CORNER - ROUND TWO

Lightning talk with Ideawake, the employee innovation and strategy software specialists.

Coby Skonord, founder and CEO, Ideawake

13.10-13.15 **STARTUP CORNER** - ROUND THREE

Lightning talk with Clocktimizer, the intelligent timekeeping and time planning technology provider.

Pieter van der Hoeven, cofounder and CEO, Clocktimizer

13.20-14.00 **REALITY CHECK ONE** - WHAT DO WE MEAN WHEN WE SAY 'AI'?

We're demystifying artificial intelligence. Find out what AI we're really using today and what's actually possible, then work through a real-life scenario to establish the best use of new technology with our team of experts.

Hella Hoffmann, senior data scientist, Thomson Reuters Labs Shamus Rae, partner, head of digital disruption, KPMG Johannes Schleith, UX lead, Thomson Reuters Labs

13.20-14.00 REALITY CHECK TWO

— CRM IS DYING, LONG LIVE COLLABORATION

Get under the skin of how CMS has combined the research of Dr Heidi Gardner and the latest (yet to be released) data-driven technology to identify millions of pounds worth of collaboration opportunities and how it identified which people and teams should be focused on delivering these opportunities. A new approach to revenue growth, and a move away from traditional CRM.

Dr Heidi Gardner, distinguished fellow, Harvard Law School Jennifer Emery, director of strategy, CMS Ray Oldfield, CEO, ObjectiveManager

14.00-14.20 AND 14.25-14.45
TAKE A DEEP DIVE

Elemental Concept

Get to grips with latest initiatives. Select two favourites to attend and ask our experts what you've always wanted to know.

A How is blockchain impacting other sectors? Alastair Marke, cor chair, British Blockchain Paul Sitoh, head of blockchain,

How are other sectors using data to drive business performance? . Andrew Lloyd, managing director, Search Acumen

What do future roles in law firms look like? Patrick McCann, global head of learning, Linklaters Gráinne Bryan, CEO, legal technology solution McCann FitzGerald

Navigating your way around the legal tech space - who's doing what? Samantha Steer, director, law firm strategy, Thomson Reuters

14.50-15.30

PROBLEM SOLVING —
HOW SHOULD YOU 'DO'
INNOVATION?

Every law firm is doing innovation differently - but what is the best system? What, or who, is going to be driving transformation, and what's coming up on the horizon?

This interactive session will allow you to work through these questions and leave with tangible initiatives to take back to your business.

Jana Blout, innovation manager **DLA Piper** Lizzy Morgan, innovation analyst, **DLA Piper**

15.30-16.30 SMARTER LAW

• Transforming busy lawyers into business leaders

 • The 2008 revolution — law firm convergence and new entrants through disaggregation

• The new revolution - going from zero-sum game to win-win-win behaviour; using Big Four growth techniques for free and modernising business development

· The challenge of change Trevor Faure, former global GC and leader of legal services. Ernst & Young, and GC, Tyco

16.30-16.35 STARTUP CORNER – ROUND FOUR

Lightning talk with Monax, the blockchain and smart contract technology company.

Casey Kuhlman, co-founder and CEO, Monax

16.35-16.45 **ROUND-UP** (WITH CHAMPAGNE)

Find out who won our call for papers and buzzword bingo. Kate Bassett, global head of legal project ient, Ashurst

post your problem round up

16.45 - 17.30 CHAMPAGNE RECEPTION









