

# AGENDA 2022

Briefing  
FRONTIERS

## TECHNOLOGY-DRIVEN BUSINESS CHANGE

**THURSDAY 10 FEBRUARY 2022**

9.00AM-12.30PM | SHOOSMITHS, LONDON

[@Briefinglegal](#) [#Briefingfrontiers](#)**8:30-9:15 Breakfast and networking****9:15-9:25 Chair's welcome**

Richard Brent  
Head of content  
Briefing

**9:25-9:40**

### Sneak peek into the future: three key findings from Briefing's Frontiers research 2022

We'll reveal three key insights from the Briefing Frontiers research around tech-driven business change. From the industry position on productivity and employee wellbeing to the practicalities of hybrid-work transformation, we'll explore the trends that are most influencing law firms' priorities and future directions, and what to keep a keen eye on this year.



Rupert Collins-White  
Co-chief executive officer  
Burlington Media

**9:40-9:50 Lightning talk**

### 9:50-10:40 Billable vs. no billable targets: the big talk

Time to get moving! We'll start this interactive session with a division bell to bring everyone together on the topic: does the law firm of the future need billable-hours targets? You'll then be invited to tackle connected sticky questions in two rounds of ideas exchanges in smaller groups. The group discussions will be facilitated by your table host for meaningful conversations around:

- How do you release time for innovative thinking and change making while using billable hours as a measurement of success?
- How do you balance catering for employee wellbeing and creating a legal workplace where people strive in a world of billable hours?
- How do you measure productivity and performance without billable hours targets? What are alternative performance metrics? Should we rethink the process of recording billable hours?

10:40-10:50 Roundup

12:20-12:30 Roundup

10:50-11:20 Refreshments

12:30 After-event tea, coffee and chat

11:20-11:30 Lightning talk

11:30-12:20 Workshop – How do you get a deeper understanding of what the business needs?

Big tech decisions, either purchasing new tech or building your own, require an in-depth understanding of what the business needs. But how do you get more diversity of thoughts feeding into IT or knowledge about what people really need to do their job better? This workshop will be all about sharing challenges, crowdsourcing practical solutions, and generating new ideas.

Choose to delve deeper into either:

**Option 1)** Achieving greater internal understanding of needs – how do you better understand what the needs are across the business?

**Option 2)** Gaining a greater understanding of external needs – how do you become a better listener when it comes to what clients really want out of tech or products?

*Explore the tech trends most influencing law firms' priorities*

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