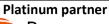


## **Briefing Operations Leaders**

#### **Thursday 20 November 2025**

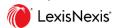
Norton Rose Fulbright, 3 More London Place, London SE1 2AQ





Workplace Solutions **Event partners** 





**NOVAPLEX** 

#### Draft day shape, subject to change

08:00 -	BREAKFAST AND NETWORKING			
08:30	Grab a coffee and croissant, and connect with your peers!			
08:30 -	WELCOME			
08:40	Richard Brent, head of content, Briefing			
08:40 -	KEYNOTE:			
09:10	Business leaders in all sectors are grappling with unprecedented levels of uncertainty, fuelled by geopolitical conflicts, escalating trade wars and financial and market volatility. Our expert speaker will assess the economic impact, what that means for client firms, and how law firm leaders can navigate a volatile environment to maintain profitability.			
09:10 - 09:55	<ul> <li>LEADERS PANEL:</li> <li>Seeking profitable growth amid strong industry competition and global uncertainty</li> <li>Responding to the shifting business model and the pricing challenge raised by AI</li> </ul>			
	Creating a data-led business fit for the AI-enabled law firm			
	Understanding the impact of evolving client work models and needs			
09:55 -	ROUNDTABLE: Technology, process and people			
10:40	Choose a table and share your perspective on the strategic challenges around business transformation.			
	Addressing the challenge of firm-wide training and adoption of AI tools and other tech	Digital transformation – streamlining and automating for agility	Meeting client needs: the growing importance of legal operations and project management	Integrating people and systems to enhance client service
10:40 – 10:55	COFFEE BREAK			
10:55 -	ROUNDTABLE QUICKFIRE FEEDBACK			
11:15	A quickfire session to share the key points that have emerged from each table's			om each table's
	topic discussions. Feedback needs to be short, concise and succinct – it's a timed			
	exercise!			



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11:15 -	Digging into data: moving to a new era of data management		
11:45	Utilising data management to drive insight and profitability		
	Integrating fragmented data systems and the role of the cloud		
	Getting ahead of data legislation		
	Understanding and preparing for the new risks associated with AI integration		
	Creating a firm-wide 'data-hygiene' culture, and eliminating human error		
11:45 -	PANEL: The evolving hybrid working model:		
12:30	<ul> <li>Designing effective workplaces and predicting the impact of genAI on the future workspace</li> </ul>		
	Balancing flexibility, empowering collaboration and creating new working		
	environments to meet cross-generational expectations and needs		
	Training the hybrid workforce		
	<ul> <li>Harnessing data-driven decisions to support workplace transformation and profitability</li> </ul>		
12:30 -	CLOSING KEYNOTE: Leadership and organisational change		
12:55	Shaping culture to maintain resilience in a disruptive world		
	What does it take to lead in the fast-changing law firm of the future?		
	• Values, emotional intelligence and critical thinking – the skillsets of the future?		
12:55 -	CLOSING REMARKS		
13:00	Richard Brent, head of content, Briefing		
13:00 -	LUNCH		
13:45	Join us for a light lunch before you head back to your office		