



Presented by  
Falconbury

# Change Management for In-house Lawyers

19 September 2024

Proactively managing change can be challenging and sometimes complicated. This highly focussed course will give you the latest best practice tools and techniques you need to have alongside your legal knowledge and skills in order to succeed.



**Format:**  
Live online



**CPD:**  
6 hours for your records



Certificate of  
completion

# Course overview

***'Change is the law of life and those who look only to the past or present are certain to miss the future'*** - John F. Kennedy

At its core, 'change management' is about how to proactively use specific tools and techniques to transition employees and teams, or an entire organisation, to a desired future state with the minimal of disruption and resistance. It's crucial to have the skills and knowledge to manage change and minimise the resistance to organisational change, by using structured approaches based on years of research.

Change is hard and humans are naturally resistant to it, so most organisations continue to struggle with effectively implementing it successfully and efficiently.

Change management **empowers in-house lawyers to proactively address legal challenges, mitigate risks, and contribute strategically to the organisation's success in a dynamic business environment.** This highly focussed course will provide the latest best practice tools, knowledge and techniques that lawyers should have alongside their legal knowledge and skills.

This course is also relevant to other business leaders and executives who need to manage change necessary for 21st Century innovation.

## Benefits of attending

By attending this course you will:

- **Learn** how to manage change efficiently
- **Understand** the methods needed to implement change successfully
- **Get to grips** with overcoming resistance and changing culture
- **Improve** your skills of persuasion and communication
- **Gain** insights into how to measure the effectiveness of change
- **Recognise** the importance of rewards and recognition in change management

## Who should attend?

This course is especially relevant to:

- In-house and private practice lawyers
- Heads of legal departments
- Commercial and business development managers
- Board members, company directors and senior executives

Plus all those who have a change management role within their business.

# Programme

## **Introduction**

- Introducing the topics to be covered

## **Background, research and theory**

- Lewin's 3 step unfreeze, change, refreeze process
- Kotter's 8 step process for change
- Kubler-Ross change curve
- Chip and Dan Heath's three rules for change (see-feel-change)
- Recent survey results

## **Overcoming resistance: persuasion and compulsion**

- Culture – norms and behaviours
- Motivations for change
- Imparting information, changing behaviours and improving performance

## **Communication and engagement**

- Understanding the needs of colleagues, clients and other stakeholders
- Assessing and responding to stakeholder needs
- Communications planning
- Aligning to corporate objectives

## **Measurement, rewards and recognition**

- Metrics to understand the effectiveness of changes
- Creating “before and after” success stories
- Formal and informal incentives, gaming

## **Final questions**

# Presenter



## Helene Russell

**Hélène Russell**, founder of The Knowledge Business, is a UK solicitor (non-practising) and specialist in Knowledge, Learning and Innovation. After 8 years in practice, primarily in clinical negligence litigation defence, she has worked as a self-employed knowledge management consultant for 13 years. Hélène specialises in practical tools to improve the efficiency and profitability of real-life law firms.

Hélène has extensive experience in business strategy, project management and teaching leadership skills. She runs a popular 'KM Strategy + coaching' course in UK and has written short form and lengthy strategies for a variety of law firms, as well, of course, as writing her own business's strategy. Hélène has spoken at various events, including Ark's KM Legal, Lexpo-18, for UWE, St Andrew's University, BLS and Alice, and chaired international conferences.

She runs a global online KM training and networking group and is a core committee member organising the annual UK Knowledge Mobilisation Conference and Chair of CILIP's Knowledge and Information Management Special Interest Group. Hélène has an executive MBA with distinction (which included a strategy module), and she is the sole author of two textbooks, contributor to five of Ark's multi-author books and is currently contracted to Facet Publishing to write a handbook on KM Strategy.

# Course date

19 September 2024

Live online

09:30-17:00 **UK (London)** (UTC+01)

Course code 14238

GBP ~~499 599~~

EUR ~~719 859~~

USD ~~823 979~~

**Until 15 Aug**

## How to book



**Online:**

[ipi.academy/2689](https://ipi.academy/2689)

Alternatively contact us to book, or if you have any queries:



**Email:**

[info@ipi.academy](mailto:info@ipi.academy)



**Phone:**

[+44 \(0\)20 7749 4749](tel:+442077494749)

## Discounts

- Booking more than one delegate on any one date qualifies for a **15% discount** on the second and subsequent places.
- Most events qualify for an **early booking discount** prior to 6 weeks before the course date. Be sure to check on our website, where the latest discounts will be shown.

## Further information

### Fee

The fee includes all meals and refreshments for the duration of the course (for venue-based courses) and a complete set of course materials (provided electronically). If you have any particular requirements, please advise customer services when booking.

### Please note

IPI Academy (and our training partners) reserve the right to change the content and timing of the programme, the speakers, the date and venue due to reasons beyond their control. In the unlikely event that the course is cancelled, we will refund the registration fee and disclaim any further liability.

### Terms and conditions

The rest of our terms, the event cancellation policy and the terms and conditions are on our website, please visit [ipi.academy/content/terms-and-conditions](https://ipi.academy/content/terms-and-conditions)

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Academy

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