



# CLEAA Newsletter

June 2016

## From the executive

Our executive committee has been hard at work over the past few months pulling together some exciting and, we believe, highly engaging and relevant concepts for our Adelaide conference, happening on 20 and 21 October.

The theme for the conference is: New World – New Law – New Learning. We are putting the finishing touches on the conference agenda, but our key objective has been to develop a conference that connects with the needs and interests of as many of our members as possible. Given that we are such a disparate group, this isn't always an easy thing to do, and has generated many interesting discussions amongst the executive as we challenge each other to see the broader picture.

There have been several questions that have come up again and again as we consider who our membership is, what you do, how and where you do it, what would resonate with you, and I wanted to share some of those questions with you. The executive and I would be very interested in hearing your views on these topics as well.

The first question is this: we have been talking for some years now about the change in the legal profession and the need for L&D providers to be innovative in their response to that change. But what is an L&D provider in the legal context anyway? Is it someone who specialises in the provision of CPD education? Is it someone who provides skill development to a range of industries and professions, the legal profession being a small part of that range? Is provider the right term to use in the first place?

My view, for what it's worth, is that in order to broaden our network and our ability to learn from each other, we need to work out how to connect with the second of those provider types. CLEAA and the CPD provider is a natural fit (but one we should never take for granted). CLEAA and the provider arms of law societies, bar associations and other regulatory entities is also a natural fit. But what about the specialist in leadership development? In marketing, tendering and pitching? In strategic thinking?

This question leads onto the second that we have been considering: where do the law firms fit in all of this? I admit a vested interest up front – I have been in L&D roles in law firms for many years, and so I have a particular perspective. We have discussed the fact (we think it's a fact) that law firms tend to divide into two types: those that are large enough to have a specialist L&D function, and those that have either no such function, or it is shared with another role/responsibility, usually in human resources.

The significance of the distinction is this: the larger firms with the internal, specialist L&D function tend to look to the "skills development" type of provider, whilst the firms with a limited L&D function tend to look to the specialist CPD provider.

Where does CLEAA fit? At the moment, our membership tends to be the L&D in-house people and the CPD providers. We are missing (not entirely, but in large part) the other two key groups – the people in firms who have L&D as a small part of their role and the providers who are sometimes used by firms for professional development.

Our aim is to bring all of these groups together at our conference – to find relevance and connection for those who may not be making those connections yet. We don't have all the answers, but the discussion is a fascinating one. We hope to see you all at the conference to continue it.

*Jan Christie*

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## Introducing executive member Carl White



**Carl is a Director of CXINLAW and is in his first year on the CLEAA Executive.**

It was in April 2014 when I said goodbye to my wife in the UK. She was returning to Australia after seven years in London. We had married a month earlier and I had a further seven months to wait before a visa to Australia would be granted allowing me to rejoin her in Melbourne, our new home. I will not forget arriving in October knowing that my visa was now online but there was no reassuring stamp in my passport to show the immigration officer. After 24 hours flying, waiting for my details to pop up on the screen was a very nerve wracking moment, let me tell you!

Having previously made contact with Jan Christie, I had already registered for the 2014 CLEAA conference in Sydney. Within two days of arriving in Australia I was on route to Sydney for the first time. I was still jet lagged when Jan twisted my arm about joining a panel at the conference. Needless to say, she did a good job of introducing me to all the fantastic CLEAA members that were there! In 2015 I expressed interest in becoming a member of the CLEAA Executive and I'm excited to be part of CLEAA's formative next steps with that group.

I don't think anyone has ever said "when I grow up I want to be an L&D Consultant in law" and of course I would still like to be an astronaut. But like most CLEAA members, I arrived in this amazing field through a number of hoops, changes of course, chance encounters and a combination of skills and interests gained along the way. One thing I knew I was about was 'performance', and later, running my own 'show'.

My background is drama and theatre arts at Manchester University which I followed with a Diploma at the Royal Academy of Dramatic Art ("RADA") in stage management and theatre production. I then worked professionally in London's West End. But that wasn't quite the right take for me, in learning about theatre, you learn about how the aspiration of the writer, director, cast and crew is realised, and when the curtain is up, you're on show.

I made a move and took on a role in training and operations at a large Japanese retailer called Muji in the UK. In doing so, I literally made up the training position as I went along and I loved the immediate impact enthusiastic and well trained staff had with customers, and on sales. I also began to see customers as the audience, just as in theatre, and the job of staff was to bring the service experience to life, just as a well-crafted and performed play does the same. Harry Gordon Selfridge once said, "people will sit up and take notice of you if you sit up and take notice of what makes them sit up and take notice". He described retail as being theatre.

I met the Learning and Development Director of Ashurst when she was shopping in Muji. I got the job at Ashurst, my first in law. I spent 6 years with the firm working globally in an L&D role that was focused on support and lawyer capabilities. I was also responsible for our team's work on the rebrand of Ashurst Morris Crisp to Ashurst, which is still for me, a project highlight. When I left in 2009, I also knew that law was about theatre too, and no matter how corporate the service, it was also more about retail best practice than most firms had considered. Most still don't.

These experiences underpinned the formation of CXINLAW which focused on the delivery of Client Experience Excellence in law and professional services. As such, we know that the word 'service' must be in the 'DNA' of everyone at a firm, with all roles and functions responsible for exceptional delivery. As with the Sydney and London Olympics, theatre, retail or any service provision, we're all "games makers" when the curtain is up.

That's why I'm passionate about the part Learning and Development plays. Client excellence is about people, principally it's about the right 'service mind set', then the skills, techniques and support required to deliver at a level customers and clients find positively memorable. It's not just about lawyers, it's about reception, paralegals, business services and accounts 'rehearsing' and working together to create

the service that clients demand today. We know that 78% of Australian firms we assessed in 2015 failed to impress at the start of the client journey and 60% of clients are less satisfied with their service, once engaged, than firms realise.

Apple train their people for 3 weeks before new staff speak to customers on the sale floor. How much service education have lawyers and those who support a firm had in their career? You know the answer. You could say that legal educators are now sitting in the box row, not shouting from the wings. The impact we have can drive the bottom line of a firm. I mean that literally of course, it's about 'client bums on seats.



*Supreme Court of South Australia, Adelaide*

## **CLEAA Conference 2016** — Adelaide

Mark the dates and plan to be there!

This year's annual conference will be on 21 and 22 October 2016 at the Law Society of South Australia. We look forward to welcoming you to Adelaide. The finishing touches are being put to the conference agenda, but to whet your appetite; we will be taking a different approach to part of the conference this year. We will be engaging the conference delegates in an ever-evolving hypothetical, calling on all of us to share and utilise our skills and knowledge in the environment that is being called New Law. More details very soon.

## Introducing member Romona Saligari



**Ramona has been a member for some time, has served on a conference organising committee and is currently a member of the membership subcommittee.**

I'm a late bloomer in the legal industry. I started my career in it after having had 20 years of experience in other professional services (Accounting and Finance).

My background is in Human Resources and Learning so I have been exposed to all aspects of HR and Learning & Development.

I currently also dabble in the Knowledge Management space and work with a KM Consultant and KM lawyers in developing and enhancing tools that will make lawyers more efficient and effective in their work.

My passion is to develop people to enable them to reach their full potential. I am also very keen on pushing the boundaries in the programs we develop to move the firm forward.

As a Learning & OD Manager for a law firm (Maddocks) I often tell people I have the best role in the firm. I get to interact and collaborate with everyone in the business!

In my spare time I love to read, travel, garden, watch crime shows and spend time with my lovely husband and two teenage children.

It's a really exciting and daunting time right now with all of the change and disruption challenging law firms. But it provides us with opportunities to reshape our strategy, how we develop lawyers and the services we offer to clients in the future.

As has been suggested in previous newsletters, members of CLEAA will also need to embrace these changes when providing development and education in the legal industry.

## CPD news from jurisdictions, other than Australasia, of interest to L and D professionals

### England and Wales

Plans for a new qualifying exam to be taken by all would-be solicitors have been delayed after an overwhelmingly negative response, the Solicitors Regulation Authority admitted on 1 June. However the regulator insisted the case for the solicitors qualifying exam (SQE) remains strong. Read more at [http://www.lawgazette.co.uk/law/exam-plan-delayed-after-100-wholly-negative-reactions/5055575.article?utm\\_source=dispatch&utm\\_medium=email&utm\\_campaign=GAZ02062016](http://www.lawgazette.co.uk/law/exam-plan-delayed-after-100-wholly-negative-reactions/5055575.article?utm_source=dispatch&utm_medium=email&utm_campaign=GAZ02062016)

## CLEAA and social media

CLEAA now has an expanded presence across social media, with new pages having been launched on Facebook, LinkedIn and Twitter, checkout below:

### Facebook

<https://www.facebook.com/pages/CLEAA/1558089917739702>

### LinkedIn

<https://www.linkedin.com/groups/Continuing-Legal-Education-Association-Australasia-6797192/about>

### Twitter

<https://www.twitter.com/CLEAAhq>

Here's how you can be part of CLEAA's social media presence:

- Join up as a member of these groups if you haven't done so already.
- Encourage your peers, colleagues and networks to also join up. There is plenty on these forums for both CLEAA members and non-members.
- Write articles and post them, or share articles that you've seen that you think would be interesting for the wider CLEAA community.
- Take part in forums, discussions and debates. Help make this a genuinely interactive community.
- If you see things you like in these pages, don't forget to "like" them. One click makes a big difference!

If you have any comments you wish the executive to know as regards the social media or the CLEAA website please contact Jonathan Seifman at [jonathanseifman@gmail.com](mailto:jonathanseifman@gmail.com)

## Membership Renewals

June is the end of the CLEAA membership year. Felicity is sending out the email inviting all members to renew their membership. The email will be accompanied by the usual membership brochure. You can pay for your membership by cheque, credit card or by direct credit into the CLEAA bank account.

The Executive has again held the membership fees which are \$135 for either individual or primary membership, \$100 for secondary membership and no fee for additional secondary membership. Details of the membership types are in the registration brochure. We have a healthy membership of 147 as at the beginning of June so let's see if we can beat that for 2016/17.

If you encounter or work with someone who is a recent recruit to the legal CPD/KM/ talent management field please ensure they know about CLEAA and do encourage them to join. Pass their contact details on to Felicity at [cleaa@leocussen.vic.edu.au](mailto:cleaa@leocussen.vic.edu.au) or forward them your renewal email and brochure when you receive it. *Thank you*

## Think links

Bringing together items of interest to members to browse.

### **Lawyers' alcohol-use study: Implications, next steps discussed**

A report from the USA published earlier this year makes sober reading (pun intended). Read more at [http://www.americanbar.org/news/abanews/aba-news-archives/2016/02/joint\\_study\\_identifi.html](http://www.americanbar.org/news/abanews/aba-news-archives/2016/02/joint_study_identifi.html)

### **Susskind: 'you have five years to reinvent the legal profession'**

Another sobering observation. Read more at [http://www.lawgazette.co.uk/law/susskind-you-have-five-years-to-reinvent-the-legal-profession/5054990.article?utm\\_source=dispatch&utm\\_medium=email&utm\\_campaign=GAZ27042016](http://www.lawgazette.co.uk/law/susskind-you-have-five-years-to-reinvent-the-legal-profession/5054990.article?utm_source=dispatch&utm_medium=email&utm_campaign=GAZ27042016)

### **Allens CIO bets on legal sector AI boom — Tips fast-paced local growth in cognitive technologies**

Most major Australian law firms will begin adopting cognitive computing technologies within the next year, Allens CIO Philip Scorgie predicts. Read more at <http://www.itnews.com.au/news/allens-cio-bets-on-legal-sector-ai-boom-420028>

### **Four Approaches to Happiness**

Happiness is not an emotion, an inherited disposition that is awarded to a select few, or even dependent on events that happen to you in life. Rather, the U.S. Surgeon General Vivek Murthy argues that happiness is a perspective, and that everyone can create it for themselves with four simple, free approaches: gratitude exercises, meditation, physical activity and social connectedness. Read full story at <http://www.dailygood.org/2015/12/08/the-surgeon-general-on-health-via-happiness/>

### **The Profound Act of Talking to Each Other**

One of the paradoxes of our times is the fact that many people would like to simplify their lives, yet the world grows only more complex. Complexity has taken over how we attempt to get things done. Yet real change is possible, and it begins with the simple act of people talking to one another about what they care about. Read full story at <http://www.dailygood.org/2014/01/07/the-profound-act-of-talking-to-each-other/>

### **Four Ways to a Happier Workday**

Do you suffer from the Sunday night blues five nights a week? In his study at Harvard University, author Shawn Achor found that only 45 percent of workers surveyed were happy at their jobs. Achor concludes, "Most people believe that success leads to happiness, but that formula is backwards. The truth is that happiness is the precursor to success. He shares four tips to bring happiness to the workplace. Read full story at <http://www.dailygood.org/2010/10/22/4-ways-to-a-happier-workday/>

## Member Moves

**Graham Jobling** will commence as Executive Director of the College of Law South Australia in July. Graham is well known to CLEAA members for his work as former CLEAA President and Manager (Education) at The Law Society of South Australia.

**Ruth Windeler** has retired from the Judicial Commission of NSW. Also a Past President of CLEAA, Ruth has been a strong contributor to CLEAA and the world of legal education in general. We wish Ruth well.

**Dick Edwards**, another valued supporter, has retired from NZLS CLE but continues to contribute to CLEAA.

**Terri Mottershead** appointed to head up the recently established College of Law Centre for Legal Innovation. Terri is also a member of the CLEAA Executive.

## CLEAA Executive

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