

## Master Class: Transforming Client Relationships with Innovation Program Schedule

Date / Time	Wednesday, February 24, 2021	Thursday, February 25, 2021	Friday, February 26, 2021
10:00 AM	10:00 - 10:45 <b>Program &amp; Participant Intros</b>	10:00-10:15 <b>Goals Day 2 &amp; Team Exercise</b> Michele DeStefano	10:00-10:30 <b>Goals Day 3 &amp; Team Exercise</b>
10:15 AM	Michele DeStefano	10:15 - 12:30	Michele DeStefano
10:30 AM		<b>Learning and Applying</b>	10:30 - 11:30
10:45 AM	10:45 - 12:15	<b>Collaborative Innovation</b>	<b>A Legal Entrepreneur's</b>
11:00 AM	<b>Innovation Techniques to</b>	<b>Techniques and Tools</b>	<b>Perspective on Client Relationships</b>
11:15 AM	<b>Transform Client Relationships</b>	(workshop)	(case study)
11:30 AM	(case study)	Michele DeStefano	Michele DeStefano & Scott Westfahl
11:45 AM	Michele DeStefano		11:30 - 12:15
12:00 PM			Off-Line Break
12:15 PM	Break 12:15 - 12:30		12:15 - 1:30
12:30 PM	12:30 - 1:00	12:30 - 1:15	<b>Drivers of Innovation: Building</b>
12:45 PM	<b>A Client Centricity Exercise</b>	Off-Line Break	<b>a More Innovative Culture</b>
1:00 PM	Michele DeStefano		(workshop)
1:15 PM	Off-Line Break	1:15 - 2:45	Scott Westfahl
1:30 PM			Off-Line Break 1:30 - 1:45
1:45 PM	1:45 - 2:15	<b>Readiness to Change</b>	1:45 - 2:45
2:00 PM	<b>Using Collaborative Online Tools</b>	(case study)	<b>Create &amp; Share Your Action Plan</b>
2:15 PM	Michele DeStefano	David Wilkins	(workshop)
2:30 PM	<b>The Global Legal Market</b>		Michele DeStefano & Scott Westfahl
2:45 PM	(lecture & discussion)	Off-Line Break 2:45 - 3:00	3:00 - 3:30
3:00 PM	David Wilkins	3:00 - 3:45	<b>Celebratory Farewell &amp; Evaluations</b>
3:15 PM		<b>Frameworks for Leading &amp; Operationalizing Innovation</b>	
3:30 PM		Michele DeStefano & Scott Westfahl	
3:45 PM	<b>Reflections Day 1</b> 3:45 - 4:00 Michele DeStefano & David Wilkins	<b>Reflections Day 2</b> 3:45 - 4:00 Michele DeStefano & Scott Westfahl	
4:00 PM			