

Notes of VANCOUVER ASSOCIATION OF LAW LIBRARIES LUNCH MEETING

Guest Speaker: Gordon Holley
Director Bekken, Bickford & Associates, Chartered Accountants

Topic: "The Business Practice of KM: How to Get Lawyers and Law Firm Management to Support Implementing Your Projects - Seven Secrets for Implementing Positive Change in Law Firms For Non-lawyers!"

#1 Build Personal Capital

Your skills, knowledge and reputation will determine whether your project is taken seriously or not. Know the business of the practice of law and know what other firms are doing (lawyers want to know what other lawyers are doing). Suggested reading: True Professionalism by David Maister

#2 Develop Relationships with the Lawyers

Know what the lawyers in the firm lose sleep over at night, what their interests are, what their goals are. Become part of the solution not the problem.

#3 Develop a Strategic Plan

Create mission values and a personal development plan. Communicate those values and that plan to others (key players) in the firm

#4 Pick the Right Projects

Know what best practices are on the market and which are being used successfully but determine which are important to the lawyers in your firm. What are the pain points in the firm, what is the firm's strategic plan, again, what keeps the lawyers awake at night?

#5 Understand the Politics of the Firm and its Budget Cycle

Projects that are supported and successful are usually for the successful groups in the firm. Align yourself with the successful groups. Present your project before the budget for the coming year is finalized.

#6 Build a Business Case in Writing

A business case does not always have to be quantitative, it can be qualitative. There are many sample business cases on the Web. Suggested searches: "business case outline" or "strategic business case outline"

#7 Make it Easy for Admin to Sell

Additional tips:

Create an APOO (Accomplishments, Problems, Opportunities, Outlook) report every month and share it with key players in the firm.

Find a champion within the firm to whom you can sell your idea.