

Further Reading COLPM 2016 Futures Conference

Panel #2 - How will we better deliver what clients want, and get paid for it?

Will the billable hour finally be dead? Kevin Bielawski

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Tom Baldwin - Are lawyers going to get better at getting things done?

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Nat Slavin - What will client service look like?

- Danny Meyer, *Setting the Table* - a seminal text on how to deliver service.
- Peter Sims, *Little Bets* - how breakthrough ideas emerge from small discoveries
- David Maister, *The Trusted Advisor* - what every client wants, and still relevant
- Harry Beckwith, *Selling the Invisible* - service isn't something that easily quantifiable and ultimately sales, service and satisfaction are intertwined.
- Client Experience & Client Journey Mapping. There are large organizations in the CX space, and many companies are investing in talent to lead those initiatives. Also, organizations are investing in client journey mapping; if you don't understand that client experience, you can't deliver on service.

Connie Brenton - What will clients want and need?

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Dan Pinnington – What will law look like in 2026?

- Legal Futures blog (<http://www.legalfutures.co.uk/blog>): Great source of news on what is happening in England and Wales on ABSs, legal regulation changes etc.
- *The future of law: The challenges and opportunities of practising law in a global village* article in LAWPRO Magazine by Dan Pinnington (<http://www.practicepro.ca/LawPROmag/Pinnington-Future-of-Law.pdf>): A good overview of the future of law and some of the challenges the profession faces.
- Futures: Transforming the Delivery of Legal Services in Canada (http://www.cba.org/CBAMediaLibrary/cba_na/PDFs/CBA%20Legal%20Futures%20PDFS/Futures-Final-eng.pdf) This report from the Canadian Bar Association offers insights on the changing legal marketplace, the value that lawyers will bring to the future of legal services in Canada and the opportunities that can arise from lawyers choosing to adapt to change.