

Integrating Technology into Advocacy Work

The effective use of technology now includes much more than using email lists or posting documents to a website. Use technology to shape policy initiatives and advocacy efforts, to stay informed and to expand the reach of your message. Increase your comfort with the thorny issues: security, remote access, client email, document management, training, and online collaboration.

Let's Make Our Meetings Work for Us

Meetings, Bloody Meetings. How much time do you spend in meetings and how much of that time is fruitful? Meetings that lack direction and focus are all too common. Declare independence from the drain and drudgery of rudderless meetings! This session, based on the award-winning John Cleese program will give you unequaled instructions on how to shorten meetings and make them more productive.

By the Numbers: Using your Case Management System to Supervise for Quality Advocacy

Electronic case management systems can be powerful tools for legal work supervisors. Are you using yours as effectively as possible? This session will introduce the new "MIE Guide to Using Case Management Systems to Support High Quality Supervision." The guide, a user friendly self assessment tool, includes real world examples of innovative best practices that can improve and strengthen our work for clients.

REGISTRATION

MIE subscribers: \$415; non-subscribers: \$515 Registration includes all workshops, materials and continental breakfast.

Visit www.m-i-e.org/Calendar to register. Pay by credit card on the website, or mail your check to MIE.

Hotel Reservations:

The conference will take place at the Holiday Inn Express — Nashville Downtown, 920 Broadway, Nashville, TN 37203, 877-443-7829. Rooms are \$122/night single/double plus tax. Mention the Management Information Exchange group.

Register for the conference and reserve your room by February 16, 2011.

Contact

Patricia Pap, MIE Executive Director, at ppap@m-i-e.org or 617-556-0288, for more information.



MANAGEMENT ESSENTIALS IN CHALLENGING TIMES: TOOLS AND BEST PRACTICES

March 10 and 11, 2011, Nashville, TN



MANAGEMENT INNOVATION EXCELLENCE FOR LEGAL AID

MANAGEMENT INFORMATION EXCHANGE
99 CHAUNCEY ST., SUITE 700
BOSTON, MA 02111-1743

MIE 2011 BIENNIAL CONFERENCE FOR LEGAL SERVICES MANAGERS

Management Essentials in Challenging Times: Tools and Best Practices

March 10 and 11, 2011
Nashville, TN

Register by February 16, 2011



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Being a successful manager has never been more challenging than it is today. A poor economy, shrinking resources, tight staffing, surging client need – these are just some of the issues facing legal services managers. This conference offers you the essential skills you need to manage effectively in challenging times.

In two intensive days, you will achieve greater insight into the tools and best practices of managing and leading. Through presentation, discussion, self-assessment and feedback, you will learn to build teams, manage performance, solve problems, manage conflict and improve advocacy for clients. Having determined your own areas for development, you will prepare a personal action plan to become a more effective, less stressed manager.

You will leave this conference with new insights, strategies, tools — and a personal action plan — to use immediately upon returning to your office.

WHO SHOULD ATTEND?

- » **New legal aid managers** — come to learn essential management skills that will help you succeed at your job.
- » **Experienced legal aid managers** — come back to this Managers Conference to improve your management skills in challenging times.
- » **For best value**, come to this conference with colleagues from your program — managers, supervisors, deputy directors and executive director.

SPECIAL GUEST PRESENTERS

Jules Lobel



Jules Lobel's *Success Without Victory: Lost Legal Battles and the Long Road to Justice in America* suggests winning isn't everything in the practice of law. Lessons can be learned from legal and political activists who have advocated losing causes in court, only to make huge contributions to changing American society.

Lobel is a University of Pittsburgh professor who lectures on constitutional, international, human rights and foreign relations law.

Deb Ellis



Deb Ellis has spoken and published on women's rights and public interest legal careers, and brings the conference ideas on effective hiring and retention practices, and nurturing the next generation of public interest lawyers. Deb is the Assistant Dean for Public Interest Law and directs the Public Interest Law Center (PILC) and the Root-Tilden-Kern Scholarship Program

at the New York University School of Law. She has taught NYU's Public Policy Advocacy Clinic, based at The Brennan Center.

Jeff Sherr

Jeff Sherr, Manager of the Education and Strategic Planning Branch of the Kentucky Department of Public Advocacy, is a master at Getting Things Done and reframing thinking about problems and problems solving. Besides that he is an experienced trainer of public defender leaders and other public interest advocates.



YOU WILL LEARN

Principles of Supervision and Professional Development

Learn the basics of effective supervision: the supervisor's role; creation of measurable objectives; effective feedback and performance review; orientation, training and professional development; supervising the under-performer and providing continuing challenges to the high performers.

Managing Grants and Projects

More and more, legal aid supervisors and managers are called upon to manage grants and projects. This session will explore the fundamental elements of successful grant and project management start to finish. These include the need to: analyze whether the project fits within the mission of the organization, set realistic project goals, actively manage so the work gets done well and on time, troubleshoot problems, and evaluate and learn from both process and results.

The Manager's Role in Challenging Times

In these difficult financial times, how can we help navigate our organization? Learn about the critical leadership roles that managers and supervisors must play in communicating strategic and intentional messages, focusing on top priority work, rigorously evaluating efficiency and effectiveness for clients, and guiding significant organizational changes.

Getting Things Done

If you are ready to stop stressing and start accomplishing your goals, Getting Things Done (GTD) will help you create a simple effective personal productivity system. GTD is a "bottom-up" approach to productivity. Gain a sense of comfort and control over the work on your plate right now, so you can free up mental energy and space for the work that matters.

Leading Effective Teams

In a time of diminished resources we are being forced to become more efficient and effective with fewer staff. What do we need to know about effective team management so we can produce the best possible results for clients? This session will review the elements of effective teams and discuss challenges and solutions for building highly productive, harmonious teams.

Beyond Difficult Conversations

Take your communication skills to the next level to better manage conflict, give qualitative feedback, and conduct effective performance evaluations. Let's talk about your next conversation: using role plays and other techniques, you will enhance difficult conversation skills and learn practical tips on conducting more effective challenging conversations.

Performance Management, Evaluation, Review and Improvement

Managers cite performance appraisals as one of their most disliked tasks. Performance management eliminates the annual evaluation as the focus and concentrates instead on the entire spectrum of performance management and improvement strategies: professional development, training, cross-training, challenging assignments, 360 degree feedback and regular performance feedback.

Managing Up!

When our own supervisors stand in the way of progressive change, how do we move beyond this barrier and produce results? Come to this session to develop strategies and learn practical tips to engage our supervisors in our change efforts.

Communicating in a Crisis

How do we inform staff about troubling situations without paralyzing daily activities? How can we effectively engage staff to discuss possible solutions and minimize fear or erosion of staff morale? In this session we will review sample written and oral communications and discuss critical elements to effective communication in a crisis.

Nurturing the Next Generation on a Shoestring Budget

Many law students and new lawyers would love to be legal aid lawyers, but obstacles prevent committed attorneys from entering and remaining in a career of public interest law. We can remove some of those obstacles. Join this session to talk about hiring summer interns and externs and learn ways to use law students effectively in your work. Get the inside scoop on obtaining post graduate fellowships, learn ways to improve retention, and gain additional great strategies to help build the next generation of legal aid lawyers.

Advocacy Partnerships: Best Practices for Leveraging Services and Funding

Collaborating with community partners is an essential strategy for leveraging more comprehensive client services. Funders reward or even require community collaborations in grant awards. This session will look at the management challenges inherent in advocacy partnerships and offer tools and tactics for optimizing relationships and avoiding pitfalls.

Money, Money, Money: Developing and Implementing Policies to Collect Attorneys' Fees in an LSC Program

Attorneys' fees offer a new source of potential revenue in financially trying times. Is your program making the most of this resource? In this session, we will learn to develop and implement policies on attorneys' fees and to train staff to seek attorneys' fees.

Making a Difference by Design: Tools for Developing a Program Culture in Support of Wider Change

How does your program ensure that all advocates are evaluating and creatively addressing issues that affect our clients in a systemic way? This panel will discuss a diverse set of tools and approaches to advocating for wider change.