



MANAGEMENT | INNOVATION | EXCELLENCE | FOR LEGAL AID

2011 Biennial Conference for Legal Services Managers

**Management Essentials in Challenging Times:
Tools and Best Practices**

**March 10 and 11, 2011
Nashville, TN**

Draft Agenda – 2/18/11

Wednesday, March 9

6:00 pm	Informal get together local spot
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Thursday, March 10

7:30 – 8:30 am	Registration, <i>Foyer</i>		
8:30 – 8:45 am	Welcome: The Honorable Karl Dean, Mayor of Nashville <i>Entertainment District</i>		
9:00 – 10:30 am	Principles of Supervision and Professional Development <i>Entertainment District</i>	Compassion Fatigue <i>Arts District</i>	Advocacy Partnerships: Best Practices for Leveraging Services and Funding <i>Amphitheater</i>
10:30 – 10:45 am	Break		
10:45 am – 12:00 pm	Plenary: Productivity - Time and Project Management, by Jeff Sherr, Manager, Education and Strategic Planning Branch, Kentucky Department of Public Advocacy <i>Entertainment District</i>		
12:00 – 1:30 pm	Lunch on your own		

1:30 – 3:00 pm	Reframing as a Problem Solving Tool <i>Entertainment District</i>	Making a Difference By Design: Tools for Developing a Program Culture in Support of Wider Change <i>Arts District</i>	Leading Across the Generations: Productive Relationships Between Age Groups <i>Amphitheater</i>
3:00 - 3:15 pm	Break		
3:15 – 4:45 pm	Communicating in a Crisis <i>Entertainment District</i>	Managing Up! <i>Arts District</i>	Performance Management, Evaluation, Review and Improvement <i>Amphitheater</i>
4:45 – 5:00 pm	Break		
5:00 – 5:30, with dinner option	Roundtables <i>Foyer</i>		

Friday, March 11, 2011

7:30 -8:30 am	Coffee <i>Foyer</i>		
8:30 – 10:00 am	By the Numbers: Using Your Case Management System to Supervise for Quality Advocacy <i>Entertainment District</i>	Managing Grants and Projects <i>Arts District</i>	Nurturing the Next Generation on a Shoestring Budget <i>Amphitheater</i>
10:00 – 10:15 am	Break		
10:15 – 11:15 am	Plenary: "Success Without Victory: Lost Legal Battles and the Long Road to Justice in America," by Jules Lobel, Professor of Law, University of Pittsburgh <i>Entertainment District</i>		

11:15 – 11:30 am	Break		
11:30 – 1:00 pm	Let's Make Our Meetings Work for Us <i>Entertainment District</i>	The Manager's Role in Challenging Times <i>Arts District</i>	Integrating Technology into Advocacy Work <i>Amphitheater</i>
1:00 – 2:30 pm	Lunch		
2:30 – 4:00 pm	Leading Effective Teams <i>Entertainment District</i>	Money, Money, Money: Developing and Implementing Policies to Collect Attorneys' Fees in an LSC Program <i>Arts District</i>	Hot Topics in Legal Aid <i>Amphitheater</i>
4:00 – 4:15 pm	Break		
4:15 – 5:15 pm	Closing Plenary: The Expert Is In! Get help with your personal action plan in an upbeat, collegial, not-to-be-missed wrap-up. <i>Entertainment District</i>		