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**2017 National Conference for Legal Services Administrators -**

**“Blues, Soul, Rock ‘n Roll”**

**November 2 and 3, 2017**

**The Westin Memphis Beale Street**

**Memphis, TN**

**Agenda**

Thursday, November 2, 2017

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| 7:15 – 8:15 am | Registration and Continental Breakfast, Tennessee Ballroom Foyer |
| 8:15 – 9:20 am | Welcome and **Opening Plenary, Tennessee Ballroom**Bias and Cultural Competence in the Age of Political Incorrectnesswith Harrison D. McIver III, Executive Director and CEO, Memphis Area Legal Services, and Professor Demetria D. Frank, University of Memphis Law |
| 9:20 – 9:30 am | Move to first workshops |
| 9:30 – 11:00 am | We Have to Talk: A Candid Approach to Difficult ConversationsTennessee Ballroom | Knowing and Respecting Rights of Employees – Even if “The Thrill is Gone”Buffalo | Making the Band: Who’s In and Who’s Out for IT and HRCumberland |
| 11:00 – 11:15 am | Break |
| 11:15 – 12:45 pm | Managing the Office Manager – Tell Me Again Why This Is Important?Tennessee Ballroom | Case Management and Statistical Reporting – “Tell It Like It Is”Buffalo | Retirement Plans in Legal Services – “Golden Oldies”Cumberland |
| 12:45 – 2:15 pm | Enjoy lunch with a colleague |
| 2:15 – 3:45 pm | Diversity in Hiring – You Know the “Why,” Let’s Focus on the “How”—Tips and Best Practices on Implementing Diversity and Inclusion in HiringBuffalo | Someone to Watch Over Me: Successfully Navigating LSC VisitsTennessee Ballroom |
| 3:45 – 4:00 pm | Break |
| 4:00 – 5:30 pm | Turn and Face the Strange Ch-ch-changes: Managing ChangeBuffalo | Whole Lot of Shakin’ Goin’ On – Strategic Planning in Uncertain TimesTennessee Ballroom | Telling Your Financial Story: Learn to Use Charts and Dashboards to Engage and Teach Board and Management Cumberland |
| 6:00 pm  | Meet colleagues in the hotel bar for a drink and networking for dinner |

Friday, November 3, 2017

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| 7:15 – 8:15 am | Continental Breakfast, Tennessee Ballroom Foyer |
| 8:15 – 8:45 am | A Moment to Remember Colleagues and Clients Suffering DisastersTennessee Ballroom |
| 8:45 – 9:00 am | Move to workshops |
| 9:00 – 10:30 am | Social Media Uses and PoliciesCumberland | LSC Regulations 1630 and 1631 –“Walk the Line”Tennessee Ballroom |
| 10:30 – 10:45 am | Break |
| 10:45 – 12:15 pm | Retention – Has Legal Services Lost Its Soul or Do We Need to Find a New Way to Rock and Roll?Cumberland | “You Know There Got to be Some Changes Made” - Triage and Intake:  Towards a More Efficient and Coordinated SystemBuffalo | “That’s All Right” - Cost Allocations in Legal ServicesTennessee Ballroom |
| 12:15 – 1:45 pm | Enjoy lunch with a colleague |
| 1:45 – 3:15 pm | Financial Roundtable:Planning and Budgeting in Uncertain TimesTennessee Ballroom | HR/Office Management RoundtableBuffalo | End of the Line – Preserving the Knowledge of Key Staff MembersCumberland |
| 3:15 – 3:30 pm | Break |
| 3:30 – 5:00 pm | Self-Care Is Not Selfish, You Cannot Serve from an Empty Vessel!Cumberland | Legal Data Analysis and VisualizationTennessee Ballroom |
| 5:00 pm | Meet colleagues in the hotel bar for a drink while waiting for flights or dinner |