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## Legal Professionalism in the 21st Century

James, Nickolas

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# QLS Symposium 2017 – Core CPD Combo 1

Recorded: Friday 17 & Saturday 18 March 2017  
2017/2018 CPD year

4.5 CPD Points





## The neuroscience behind good client outcomes



Class leading neuroscience undertaken by Monash University across a range of disciplines was conjoined with comprehensive case analysis by Lexon to deconstruct examples from recent claim experiences. Dr Sanjay Nandam and Lexon's David Durham will be discussing how cutting edge neuroscience can be the difference between good and bad outcomes for your clients.

*Presenters:* **David Durham**, Legal Risk Counsel, Lexon Insurance

**Dr Sanjay Nandam**, Consultant Psychiatrist, The Prince Charles Hospital

*Chair:* **Mylton Burns**, Principal, Commercial Litigation and Insurance, McInnes Wilson Lawyers



## Beyond technical legal competence: What value the client of the future will want from you



For decades clients have looked to their lawyer for accurate, timely and risk-free advice. This has served clients and law firms extremely well. With the advent of online services, artificial intelligence and new competitors clients want and expect more value than technical expertise. Our presenter will look at the market, where it is headed and what value looks like for clients. You will gain ideas about how you can provide additional value to clients and thus differentiate your firm from the competition of the future.

*Presenter:* **Keith Dugdale**, Managing Director, The Business of Trust and co-author of Smarter Selling

*Chair:* **Mylton Burns**, Principal, Commercial Litigation and Insurance, McInnes Wilson Lawyers



## The networked lawyer: Conscious, conscientious, connected

Contemporary legal practice would be impossible without digitally mediated networks, but in a profession trained to identify and avoid risk, digital networks have posed a particular problem for lawyers. Social media in particular has been viewed with suspicion although other networks, principally those associated with the running of business, have been less critically embraced – despite their own risks. As network technologies themselves are evolving, lawyers must connect or become redundant. Our presenter draws on the law, professionalism in the law, and the world of digital networks to present an achievable, positive model of conscious and conscientious connection for the networked lawyer.

*Presenter:* **Kate Galloway**, Assistant Professor, Faculty of Law, Bond University

*Chair:* **Matt Dunn**, Acting Chief Executive Officer, Queensland Law Society



## What every business owner needs to know to protect themselves from viruses, hackers and other cyber-security threats

According to the Australian Competition and Consumer Commission \$229 million was estimated to be 'scammed' out of Australians in 2015 with small to medium businesses being a primary focus for cyber-criminal activities. Why are they targeting you? What do they want? Join our presenter as he demystifies the cyber-underworld and provides you and your firm with actionable steps you can implement to minimise your risk of being a victim!

*Presenter:* **David Rudduck**, Managing Director, Insane Technologies

*Chair:* **Greg Spinda**, Partner, Carew Lawyers



## The future of legal practice: Are you keeping up?

Keeping up with the rapid change of technology and the impact it has on the operation of a business is a challenge for any organisation. Whilst most organisations embrace change and evolve to meet sophisticated and demanding client needs the legal professional is still slow to catch up and adopt new technology, new business structures and styles in the provision of professional services. So throw away your timesheets, move away from your desk and open your mind to learning about the legal practice in the future. This practical session will provide ideas on how you can future proof your business and discuss the following:

- the changing legal landscape – doing business in the worldwide market
- dealing with the one click generation
- outsourcing and offshoring
- pricing pressures
- commoditisation – unbundling of legal services
- the informed and sophisticated client
- flexible working practices
- information highway.

*Presenter:* **Matthew Burgess**, Director, View Legal

*Chair:* **Matt Dunn**, Acting Chief Executive Officer, Queensland Law Society



## Legal professionalism in the 21st century

The contemporary legal services delivery landscape is undergoing radical transformation, and so too is our understanding of what it means to be a legal professional. Professionalism for lawyers today means much more than courtesy to colleagues and clients, or compliance with professional conduct rules. It embraces cultural competency, digital literacy, emotional intelligence and an authentic commitment to the public good. Our expert presenters deliver an inclusive and inspiring model for legal professionalism in the 21st century, and consider how it can be practised and how it can be taught.

*Presenters:* **Professor Nick James**, Executive Dean, Faculty of Law, Bond University

**Stafford Shepherd**, Director, QLS Ethics Centre, Queensland Law Society

*Chair:* **Matt Dunn**, Acting Chief Executive Officer, Queensland Law Society