



DAY 1 SCHEDULE: June 5

Wednesday 6.5.24	Start time	Legal Sales and Service Program
Registration Caffeinated Connections	8:30 AM	Registration, breakfast and networking
Welcome	9:30	Patrick Fuller & Jill Z
Session 1	9:40	Stop Meeting Like This – Shani Harmon, Stop Meeting Like This
Break: Networking	10:00	
Session 2	10:25	Beat the Odds with a Better Business Development Strategy – Scott Love
Session 3	10:50	Lightning Strike and a Flash of Insight
Lunch: Networking	11:40	Networking Lunch
Session 4	12:45 PM	Leveraging Law Firm Networks as a Sales and Service Strategy - Alina Gorokhovskiy, SCG Legal; Terri Pepper, TerraLex; and Kim Heinrichs, Meritas
Session 5	1:15	Fishbowl
Break: Networking	1:30	
Session 6	1:55	Pipeline Plus – David Ackert
Session 7	2:20	Improving the Client Intake Process for Better Experiences – Frederick J. Esposito, Jr., MBA, CLM
Break: Networking	2:40	
Session 8	3:05	Rapid Fire Panel: Voice of the Client – Moderated by Derek Jones, Acugen, Featuring Dan Weintraub and others
Break: Networking	3:55	
Session 9	4:20	Responding to an RFP: A Case Study from the In-House Perspective - Ben Hayden, VP, Legal Operations, Cengage Group
Wrap-Up	4:40	
Reception: Networking	4:45	
Reception: Ceremony	5:45	Honoring this (and last year's) winners of LSSO's Sales and Service Awards
Reception: Networking	6:30 – 7:00	



DAY 2 SCHEDULE: June 6

Thursday 6.6.24	Start time	Legal Sales and Service Program
Breakfast Caffeinated Connections	8 AM	Breakfast and networking
Session 10	9:00	Next Level Sales Teams: Targeting & Forecasting - Chris Landry, Sig Parser
Break: Networking	9:45	
Session 11	10:05	Strategies for Leading Inclusive Teams - Hermence Matsotsa, Ubuntu
Session 12	10:35	Rainmaking with Intapp
Break: Networking	11:10	
Session 13	11:30	Partners, Innovation & Change Management - Scott R. Jablonski, Esq., Berger Singerman
Session 14	12:05	Using AI for Surgical Precision Networking -Linda Orton, Linda Orton Consulting
Lunch: Networking	12:30	
Session 15	1:30	The Client Journey: Experience Management
Session 16	2:05	RainDance Forecast Calls for Collaboration
Session 17	2:25	Working Together Workshop
Wrap-Up	2:45 – 3:00	RainDance Reflections