



## DAY 1 SCHEDULE: Wednesday, June 5

Wednesday 6.5.24	Start time	Legal Sales and Service Program
<b>Registration</b> <b>Caffeinated Connections</b>	8:30 AM	Registration, breakfast and networking
Welcome	9:30	<a href="#">Patrick Fuller</a> , ALM & <a href="#">Jill Zwetchkenbaum</a> , Goulston & Storrs
<b>Session 1</b>	9:40	<b>Time Money is Wasting!</b> – <a href="#">Shani Harmon</a> ; Stop Meeting Like This
<b>Networking Break</b>	10:00	Build your network; connect with new and existing contacts
<b>Session 2</b>	10:25	<b>Beat the Odds with a Better Business Development Strategy</b> – <a href="#">Scott Love</a> ; Attorney Search Group
<b>Session 3</b>	10:50	<b>Lightning Strike and a Flash of Insight</b>
<b>Networking Lunch</b>	11:40	Networking Lunch
<b>Session 4</b>	12:45 PM	<b>Leveraging Law Firm Networks as a Sales and Service Strategy</b> – <a href="#">Alina Gorokhovskiy</a> , SCG Legal; <a href="#">Terri Pepper</a> , TerraLex; and <a href="#">Kim Heinrichs</a> , Meritas
<b>Session 5</b>	1:15	<b>BD Hail Storm</b>
<b>Networking Break</b>	1:30	Build your network; connect with new and existing contacts
<b>Session 6</b>	1:55	<b>Converting Connections: How to Build Business using Legal Sales Pipelines</b> – <a href="#">David Ackert</a> ; PipelinePlus
<b>Session 7</b>	2:20	<b>Improving the Client Intake Process for Better Experiences</b> – <a href="#">Frederick J. Esposito</a> , Jr., MBA, CLM; Rivkin Radler
<b>Networking Break</b>	2:40	Build your network; connect with new and existing contacts
<b>Session 8</b>	3:05	<b>Rapid Fire Panel: Voice of the Client</b> – Moderated by <a href="#">Derek Jones</a> , Acuigen; Featuring <a href="#">Dan Weintraub</a> , Audax Group; <a href="#">Dannia Altemimej</a> , Balyasny Asset Management; and Richard J. Sullivan, Gibson Sotheby’s International Realty
<b>Networking Break</b>	3:55	Build your network; connect with new and existing contacts
<b>Session 9</b>	4:20	<b>Responding to an RFP: A Case Study from the In-House Perspective</b> – <a href="#">Ben Hayden</a> ; Cengage Group
<b>Dew Drops Wrap Up Day 1</b>	4:40	Patrick Fuller, ALM & Jill Zwetchkenbaum, Goulston & Storrs
<b>Networking Reception</b>	4:45	
<b>Awards Ceremony &amp; Reception</b>	5:45-7:00	Honoring LSSO’s 2024 Sales and Service Awards Winners!



**DAY 2 SCHEDULE: Thursday, June 6**

Thursday 6.6.24	Start time	Legal Sales and Service Program
<b>Breakfast Caffeinated Connections</b>	8 AM	Breakfast and Networking
<b>Session 10</b>	9:00	<b>Next Level Sales Teams: Targeting &amp; Forecasting</b> – <a href="#">Chris Landry</a> ; Sig Parser
<b>Networking Break</b>	9:45	Build your network; connect with new and existing contacts
<b>Session 11</b>	10:05	<b>Strategies for Leading Inclusive Teams</b> – <a href="#">Hermence Matsotsa</a> ; Ubuntu
<b>Session 12</b>	10:35	<b>Improve Your Firm’s Revenue by 30%+</b> – Intapp
<b>Networking Break</b>	11:10	Build your network; connect with new and existing contacts
<b>Session 13</b>	11:30	<b>Partners, Innovation &amp; Change Management</b>
<b>Session 14</b>	12:05	<b>Using AI for Surgical Precision Networking</b> – <a href="#">Linda Orton</a> , Riveron
<b>Networking Lunch</b>	12:30	Build your network; connect with new and existing contacts
<b>Session 15</b>	1:30	<b>The Client Journey: Experience Management</b>
<b>Session 16</b>	2:05	<b>RainDance Forecast Calls for Collaboration</b> – <a href="#">Jim Cranston</a> ; LawVision
<b>Session 17</b>	2:25	<b>Working Together Workshop: Your BD Team 2026</b> – A Visualization Table Team Exercise
Dew Drops Wrap-Up	2:45 – 3:00	<b>RainDance 2024 Reflections</b>