



# Empower YOU

## Balanced for Business

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BCLMA 2024 Conference & Marketplace  
April 18-19, 2024 | Vancouver Convention Centre East





The British Columbia Legal Management Association (BCLMA) and the 2024 Conference Committee proudly present our 2024 Biennial Educational Conference.

## 2024 Conference Registration Package

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## About the Conference

This conference is all about **Empowering YOU.**

Through gathering, learning, and networking with colleagues and industry leaders, you'll move forward with new tools and ideas for work and home -- ready, empowered, and balanced for business.

Opening speaker Clinton Gary sets the tone of the conference with his sought-after insights on working collectively towards success. The Founder and President of CREDO Consulting LLC, a growth and collaboration consultancy for law and professional services firms, will share his expertise and best practices regarding Smarter Collaboration and collaborative business development.

Day 1 features a panel discussion on Hybrid Work, offering a balanced and thought-provoking exploration of how hybrid workplaces impact employee wellness. Participants will reflect on current and sometimes controversial events and developments on this issue, as well as recent research. Within this context, they will consider the perspectives of the individual, the firm, and how the two points of view interact.

New this year! Due to popular demand, we will offer each of our three breakout sessions on both days of the conference. Members can choose and benefit from two out of the three sessions scheduled, on such varied and timely topics as: Safety and Inclusion through Communication; the emerging area of Environmental, Social and Governance (ESG); and examining leadership through the lens of an entrepreneur.

We wind-up the Conference with our closing keynote speaker, Tanis Frame of the Luminous Leadership Collective. Known for her fun and engaging presentations, Tanis will offer uplifting keys to effectively navigate the overwhelm of everyday life and leadership. She'll have you thinking about what matters most to you and provide clarity from your conference experience to carry forward into your work and life.

More than ever, law firm leaders and staff are striving to find balance in their lives. Join us for a lineup of powerful presentations, breakout sessions and an engaging panel discussion on hybrid work.



## Meet your 2024 BCLMA Conference Committee

### Chair



Lorraine Burchynsky  
**Administration Manager**  
Boughton Law Corporation

### Committee Members



Natalie Egger  
**Legal Operations Facilitator**  
Forte Workplace Law



Marissa Fyles  
**HR & Talent Coordinator**  
Norton Rose Fulbright Canada LLP



Maggie He  
**Executive Assistant to COO**  
Alexander Holburn Beaudin + Lang LLP



Priscilla Martindale  
**Marketing & Business Development Manager**  
Richards Buell Sutton LLP



Yasaman Mohandesi  
**Records Management Coordinator**  
Dentons Canada LLP



Marketa Rumlana  
**Director, Administration**  
Bennett Jones LLP

### Support



Jane Kennedy  
**Administrator**  
BCLMA



Heather Orchison  
**Topics Committee Chair & Administrative Assistant**  
BCLMA

# Why attend the 2024 Conference?

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## High Caliber Educational Sessions

- ▶ The conference will feature a variety of presenters appealing to the various facets of our experienced membership. With applicable knowledge and takeaways being the focus of all the sessions, you will leave the conference feeling enlightened and educated.

## Return on Investment

- ▶ Our members have found our conferences to be an invaluable source of information, by providing attendees with innovative solutions for their professional roles and useable takeaways to simplify day-to-day operations and struggles. The conference can also provide firms with savings which more than offset the cost of attending.

## Different Learning Formats

- ▶ The varied Conference agenda will allow attendees to experience professional development in many different formats, including exceptional keynote speakers, informational breakout sessions, and a moderated panel.

## Multiple Networking Opportunities

- ▶ The majority of the attendees rate networking as the most important benefit of their membership in the BCLMA. At the Conference, we offer several opportunities for you to connect and build relationships within the membership. Time is allotted between, before, and after sessions for you to share and discuss your new-found knowledge.

## Value

- ▶ With the tremendous support of our sponsors, we are able to offer competitive registration fees inclusive of all education sessions, entrance to the Marketplace, meals, networking events, taxes, and gratuities. While hotel costs are the responsibility of the delegate, a reduced group rate has been arranged at the Pan Pacific Hotel.

## Marketplace

- ▶ Explore the Marketplace featuring 25+ key vendors providing solutions and services to the legal industry that would benefit your firm or department. Discover the latest technologies that can result in greater efficiencies.

## Savings and Offers

- ▶ Along with the usual early bird fee reduction and register-now-pay-later feature, we've extended the payment date to January 31, 2024.



# Agenda at a Glance

## DAY 1

Thursday, April 18, 2024

8:30 am - 9:30 am	<b>Registration</b>
9:30 am - 9:45 am	<b>Opening Remarks</b>
9:45 am - 10:45 am	<b>Keynote Speaker</b> <b>Overcome your Firm's Barriers with Collaborative Growth</b> <b>Speaker: Clinton Gary</b>
10:45 am - 11:00 am	<b>Networking Break</b>
11:00 am - 12:30 pm	<b>Breakout Sessions</b> <b>Building Safety &amp; Inclusion Through Communication</b> <b>Speaker: Tracey Charet and Sarah Pledge</b>
	<b>From Managers to Entrepreneurs: Empowering Managers to Think Like Client-Centric Business Owners</b> <b>Speaker: Jane Iannacone</b>
	<b>Environmental, Social, and Governance (ESG) and Reconciliation</b> <b>Speaker: Larissa Maxwell and Angela Kermer</b>
12:30 pm - 1:30 pm	<b>Lunch</b>
1:30 pm - 3:00 pm	<b>Moderated Panel Discussion on Hybrid Work</b> <b>Moderator - Lejla Pekaric</b> <b>Panelists:</b> <b>Sara Forte, Forte Workplace Law</b> <b>Blair Lill, Singleton Urquhart</b> <b>Reynolds Vogel LLP</b> <b>Shalisha Senkow, Colliers</b>
3:00 pm - 3:15 pm	<b>Networking Break</b>
3:15 pm - 5:30 pm	<b>Marketplace &amp; Reception</b>
5:30 pm - 6:00 pm	<b>Networking Break</b>
6:00 pm - 9:00 pm	<b>Dinner</b>

## DAY 2

Friday, April 19, 2024

8:00 am - 9:00 am	<b>BCLMA AGM</b>
9:00 am - 9:15 am	<b>Networking Break</b>
9:15 am - 10:45 am	<b>Breakout Sessions:</b> <b>Same 3 Sessions from Day 1 repeated here</b>
10:45 am - 11:00 am	<b>Networking Break</b>
11:00 am - 12:00 pm	<b>Keynote Speaker:</b> <b>What Matters Most? Key to living an empowered life at home and at work - Speaker: Tanis Frame</b>
12:00 pm - 1:30 pm	<b>Buffet Lunch</b>

# 2024 Conference Program

Thursday, April 18, 2024  
9:45 am – 10:45 am | Room TBC

## Overcome Your Firm's Barriers with Collaborative Growth

Opening Keynote Speaker - *Clinton Gary, Founder, CREDO Consulting LLC*

Collaboration is rising as a strategic priority in organizations of all sizes based on the growing demands for firm growth, talent expectations, WFH conditions, DEI considerations, and evolving client expectations. Yet every firm faces obstacles to collaboration that aren't always obvious. In fact, firms frequently jump directly to disparate initiatives without really identifying their unique cultural and structural barriers.

Clinton will cover the principles of Smarter Collaboration and the traits of "Highly Collaborative Law Firms," then outline an approach for you to identify your firm's unique combination of strengths and barriers to collaboration. This will position you to help guide your firm's selection of implementable ideas and programs to create a more collaborative culture, with an emphasis on collaborative business development.

### Learning Objectives:

- A case for investing in smarter collaboration
- Frequent barriers in law firms to smarter collaboration
- A methodology to identify a firm's unique barriers to smarter collaboration
- Examples to accelerate smarter collaboration



Clinton is the founder of CREDO consulting, specializing in guiding law firms and their professionals to incorporate Disciplined Growth and Smart Collaboration for greater value to clients, professionals, and firms.

Clinton is an Accredited Partner with Gardner & Co, founded by Dr. Heidi Gardner, author of the best-selling books "Smart Collaboration: How Professionals and Their Firms Succeed by Breaking Down Silos" and "Smarter Collaboration."

He served as Chief Strategy and BD Officer for prominent AmLaw firms, as well as a leader for a "Big 5" accounting firm and an employment training firm. His firms have been awarded "Best Law Firm Marketing" by The American Lawyer and the exclusive "Midsize Hot List" designation for best law firm strategy by The National Law Journal.

With his combination of consulting and leadership experience, he injects principles with practicality in collaboration and growth engagements. Clinton is a frequent speaker at law firm retreats and national conferences as well as a content contributor to more than 40 articles and case studies.

Clinton is a native of New Orleans, a graduate of the University of Alabama, and lives in Atlanta with his wife, four kids, and a basset hound named Gumbo.

11:00 am – 12:30 pm | Room TBC  
Session 1

## Building Safety & Inclusion through Communication

*Tracey Charette, MBA, Certified Organizational Coach & Master Facilitator*

*Sarah Dawn Pledge, Professional Actor and Faculty of Tightrope Improv Theatre*

This workshop is designed to take your skills and awareness in communication to new heights by leveraging the principles of improv to enhance the inclusion of others; to deepen your presence in conversation; and to adapt to the constant of change. Together we build a safe space for everyone to explore the communication concepts within your own comfort level.

### Learning Objectives:

Enhance our communication practices to:

- Empower ourselves through better listening to enhance trust and build better partnerships
- Build unity by expanding the sense of inclusion and contribution in conversation
- Strengthen our organizations by practicing adaptability and mitigating fear of failure



Tracey brings over 20 years of experience supporting professionals across many sectors to enhance their communication and leadership. She holds an MBA, is a PCC Certified Coach - trained at the UBC Organizational Coaching Program and is a certified practitioner of Core Strengths © and EQi 2.0.

Working with folks at all levels of organizations from C-Suite to the frontline, Tracey specializes in supporting people to enhance their impact by broadening their self-awareness, mindsets, and communication toolkits. She brings a joyful and energetic approach to all her work and leaves participants and audiences feeling empowered and optimistic.



Tracey is the winner of the 2019 BC Health Care Award for Workplace Health Innovation as part of a collaborative team. She is a leadership coach for UBC Sauder Executive Education programs and teaches for UBC in several of the professional-based Master's Programs.

Sarah Dawn Pledge is an actress, producer & instructor. She is of mixed descent born & raised in W('honnock)BC. She has been fortunate enough to carve a path acting and improvising for the last two decades and is grateful to acknowledge she creates, works & plays as a guest on the traditional, ancestral & unceded territories of the Coast Salish peoples–Skwxwú7mesh (Squamish), Stó:lō and Səlíl̓wətaʔ/Selilwitulh (Tsleil-Waututh) and xʷməθkʷəy̓əm (Musqueam) Nations. She raises her hands to the stewards of these lands.

She is a long-time member & former Education Director of Queerprov and a co-producer of Momentous Comedy including such improv delights as Dirty Little Secrets, Random Acts of Comedy & Puff the Magic Improv show. She fell in love with teaching improv and has taught, facilitated & enjoyed corporate workshops all over Turtle Island. She also works extensively in film and television.



## Session 2

## From Managers to Entrepreneurs: Empowering Managers to Think Like Client-Centric Business Owners

*Jane Iannacone, Owner and Founder of Jigsaw Performance Inc.*

Embracing the mindset of an entrepreneur will shift your perspective and help you to step into your personal power. When you think like an entrepreneur, your level of ownership grows, and the focus on your customer's experience inspires you to approach your work, responsibilities, and relationships in a new way. This mindset encourages you to leverage your unique strengths, talents, and ideas, leading to a greater sense of confidence and satisfaction. By tapping into your entrepreneurial self, you become more proactive, assertive, and willing to take risks to unleash your full potential.

### Learning Objectives:

- Understand the entrepreneurial mindset
- Identify and address limiting beliefs that are diminishing your personal power
- Cultivate a client-centric mindset by learning to view lawyers as your clients and understand their goals, motivations, and needs
- Enhance relationship-building skills to increase your level of influence
- Identify tangible next steps you can take to apply this learning



Jane Iannacone is the founder of Jigsaw Performance, a business advisory firm that helps entrepreneurs build the skills and confidence needed to improve business performance, while also realizing the full benefits they dreamed of when going into business for themselves. Jane has advised 100's of leaders across the country and around the globe from solopreneurs to large global corporations. She is passionate about working with owners of small businesses, who put themselves out there every day and make significant contributions to the world around them. There are many great lessons to be learned from entrepreneurs that we can apply to our personal and professional lives. Jane is excited to share how you can improve your performance by thinking like a client-centric entrepreneur.



## Session 3

**ESG and Reconciliation***Larissa Maxwell, CEO, Principal Consultant, Maxwell Consulting Group**Angela Kermer, Principal, Good Way Consulting and Collaborator, Maxwell Consulting Group*

Environmental, Social, and Governance (ESG) is an increasingly used term.... but what does it mean and how should leaders think about its objectives? This session is about why companies are embracing ESG and how they begin integrating it into their work (proactively and reactively). Also explores what role leaders must play in ESG and what kind of leadership best leads to lasting impact. The session will focus on dimensions of ESG in practice and what it looks like – responsible, accountable, purpose-driven, as well as an additional dimension exploring Indigenous reconciliation.

**Learning Objectives:**

- Learn key concepts in ESG in a digestible way
- Explore actionable ESG steps you can take back to your workplace
- Explore how truth and reconciliation can be a part of ESG, and how it stands alone



Larissa Maxwell (she/her/hers) BA, MBA, RCT, CLC is a researcher at UBC, the CEO of ESG Consulting Firm the Maxwell Consulting Group, and an executive leadership coach. Larissa leads groundbreaking ESG strategies, impact projects, transformative education series and custom leadership coaching programs, and storytelling design for clients including Telus, Slack, Salesforce, RCMP, CBRE, Migrant Worker's Centre, The City of Surrey, RBC, AMSSA, Unifor, Scotiabank, the United Nations University, Native Courtworkers and Counseling Association, and Melki Films. Larissa believes in building organizations with a soul that are responsible, accountable, and purpose-driven.



Angela Kermer ancestry includes Haida and Coast Salish. She carries the Haida name Sgaan Jaad Kwahst'aang, Finning Killer Whale Woman. As principal of In a Good Way Consulting and a regular collaborator with the Maxwell Consulting Group, Angela uses strength-based values from her cultural, academic, career, and life experiences to create future reconciliatory legacies with non-government, government, corporate, and Indigenous clients. In her work, Angela focuses on assertion, governance, relationships, and reciprocity, the elements of a potlatch put into a modern context, as she helps people groups develop, implement, and measure reconciliation goals and actions.

1:30 pm – 3:00 pm

## Moderated Panel Discussion - Hybrid Work

*Moderator - Lejla Pekaric, Kolibri Consulting*



Lejla is a senior leader and owner of Kolibri Consulting, providing fractional COO services and specializing in strategic, leadership, and operational matters for law firms. She is also an executive coach working with numerous leaders across Canada.

Lejla is a CPA-CA with a Master of Professional Accounting (MPAcc) and over 15 years of advisory experience including over 10 years in senior leadership roles in prominent professional services organizations. She started her career at KPMG, and then moved into a senior regional leadership role at Grant Thornton where she led various initiatives such as integrating over 20

M&A deals, spearheading the creation of new departments, and leading multiple national projects. Lejla is also a certified Professional Project Manager, Change Management Professional, and Coach and taught courses at Simon Fraser University's Beedie School of Business.

### Hybrid Work

The return to the office continues to be a controversial topic, with the discussion having shifted from whether it's going to happen, to how it's going to work. With the evolution of employer and employee needs and expectations comes a myriad of questions, considerations, challenges and opportunities. Organizations have an opportunity to not just re-occupy the office but to seize this moment to define a new and better way to work. The pandemic flattened previous cultural and technological barriers, resulting in more people with a choice of where to do their best work. This shift has caused firms to rethink the purpose of the workplace itself. For employees, going to the office is about much more than sitting at a desk and attending meetings - all of which can be done remotely. The future office considers a more holistic approach, creating in-person experiences that make it easy, make it work, and most of all, make it worth it.

## Panelists:



Sara Forte is a lawyer, mediator, workplace investigator, speaker, entrepreneur, community builder, mother of 3, and backyard henkeeper. Sara founded Forte Workplace Law in 2016, a boutique employment law firm with offices in Surrey and Calgary that include a team of 13 lawyers.

In addition to their representative work, Sara and the Forte Workplace Law team offer an innovative respectful workplace offering, StandUP Teams™. This program includes bystander training, an emerging best practice that Sara wrote about recently in Canadian Lawyer Magazine. Sara is also Chief Happiness Officer of Not Your Average Law Job, a project focused on lawyer happiness and wellbeing.

Sara built out a new office space for the firm in 2021, with a focus on an environment that nourishes both productivity and well-being. Her commitment to crafting a peaceful, welcoming, and invigorating workplace was showcased in a recent news article "Greening the office: It Started with a Tree".



Blair Lill is the Chief Operating Officer at Singleton Reynolds, Blair is responsible for firm strategy and the overall day-to-day operations of the Firm. He is a member of the Management Committee, Partner Compensation Committee, and provides strategic input to Firm direction and opportunities. Blair oversees the activities of Finance, HR, IT, Marketing & Business Development, Knowledge Management, Litigation Support, and Office Services.



Shalisha Senkow is part of the Colliers Workplace Advisory team, specializing in providing strategic solutions to respond to the shifting needs of the workplace. Shalisha is an experienced strategy and change consultant and has worked across industries and geographies to develop and implement workplace transformations. Over the past year, she has worked with several legal firms, both national and regional, to guide them in the development of workplace and flexible work strategies to meet the unique needs, business strategies, and culture of each firm.

## What Matters Most

**Closing Keynote Speaker - Tanis Frame, MSc, CAPP**

**Thrive-catalyst, Possibilitarian, Leadership Coach, Luminous Leadership**

The key to living an empowered life at home and at work, and to finding balance in the demands of your life and leadership is to develop and hone the ability to get crystal clear about what matters most. Then move accordingly.

Strategic priorities, daily delegation, leading with legacy in mind. Avoiding burnout and overwhelm, finding joy, and leading a life and career you can look back on with great pride and few regrets. All of this requires you to decide and live by what matters most.

Not only will you leave equipped with the clarity of what matters most to you, you'll also leave with clarity on your key golden nuggets from your conference experience to carry forward into your work and life so you can be empowered and balanced for business.

### Learning Objectives:

- The session will inspire you with new ways of thinking about your priorities and introduce you to a new tool and process to gain clarity in the chaos and demands of daily life
- You will leave with insights and tools to help you navigate your full life with more spaciousness, ease, and impact and be inspired to show up for yourself in new ways without the guilt!



Tanis Frame is a long-time facilitator, speaker, and sought-after leadership coach who helps passionate people create the impact they are called to make in the world while thriving in all aspects of their lives.

With a background steeped in science and human development, she teases out relevant insights and connects the dots in a profoundly actionable way. She brings a refreshingly adventurous spirit to exploring our human nature which unlocks huge opportunities for change and growth.

Tanis is relentlessly curious about what cultivates thriving and what gets in the way. After supporting leaders across industries for nearly two decades, she knows that thriving starts with deeply aligned and integrated personal leadership – without which we can't effectively nor sustainably lead anyone or anything else.

As a Whistler local, most days you'll find her playing in the mountains with her husband, teen girls, pup or her horses.

## Registration Information

### What's included?

Thursday, April 18, 2024

**Register now & don't pay  
until January 31, 2024**

- An exciting keynote speaker to start the conference off right
- Choice of attending one of three breakout sessions
- A diverse, professionally moderated panel providing broad insight into hybrid work
- Endless networking opportunities including time set aside for breaks
- Marketplace and reception where you can continue mingling with colleagues and make connections with vendors
- Delicious buffet dinner to end the first day

Friday, April 19, 2024

- Start your day at 8 am with a full breakfast while attending the optional BCLMA AGM or choose a continental breakfast at 9 am in your workshop room. Please note your choice on the registration form
- Choice of attending a different breakout session on Day 2
- More networking opportunities during coffee breaks
- Closing keynote speaker
- Tasty buffet lunch

### Pricing details

**\$575** Early Bird - until December 29, 2023

**\$650** Member - after December 29, 2023

**\$725** Non-member

**10% rebate on three  
or more registrations  
from the same firm if  
registrations are received  
by December 29, 2023  
and payment submitted  
by January 31, 2024**

### Register now!

To register, complete the 2024 Conference Registration Form document by clicking [HERE](#) or visit the conference website [HERE](#).

## Staying Connected

We encourage you to follow BCLMA on social media to stay current with conference updates, contests, speaker information and other exciting news.



[BC Legal Management Association](#)



[BC Legal Management Association](#)



[@BCLMA](#)



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## Conference Information

### Dress Code

The dress code is business casual throughout the conference.

### Items to remember

- Business cards
- Coffee thermos / refillable water bottle

### Bringing a guest

Your guest is welcome to join you at the conference Thursday night dinner. Register your guest by purchasing a ticket and note any specific dietary restrictions on your registration form. There is an additional cost of \$195 to bring a guest.

## Conference Venue

### Vancouver Convention Centre East

1055 Canada Place  
Vancouver, BC

[www.vancouverconventioncentre.com](http://www.vancouverconventioncentre.com)



## Conference Accommodation

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### Pan Pacific Vancouver

300 - 999 Canada Place  
Vancouver, BC

A limited block of guest rooms is being held until Tuesday, March 19, 2024. Or until the group block is sold out (whichever comes first).

All reservations are made on an individual basis. Delegates should use the contact information below to reserve a room. Check-in is 4:00 pm. Check-out is at 12:00 pm.

Deluxe Room \$284. Rooms are subject to the following taxes (total 20%):

- Municipal Regional District Tax (MRDT) 3%
- Major Events Municipal Regional District Tax (ME MRDT) 2.5%
- Goods and Services Tax (GST) 5%
- Destination Marketing Fee (DMF) 1.5%
- Provincial Sales Tax (PST) 8%
- Taxes & Fees are subject to change without notice.

These room rates are also available to BCLMA conference delegates two days before and after the conference.

- Reservations ID: BCLMA424 (Please quote to the Reservations Agent)
- Reservations Direct Phone: 604.662.8111
- Reservations Direct Fax: 604.895.2469
- Toll-Free Numbers: 1.800.663.1515 (Canada)/ 1.800.937.1515 (USA)
- E-mail: [Reservations@PanPacificVancouver.com](mailto:Reservations@PanPacificVancouver.com) (Quote ID# BCLMA424)
- Passkey [LINK](#)

## Questions?

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If you have any questions or would like more information about the conference, please contact:

Lorraine Burchynsky

Conference Chair

E-mail: [burchynsky@boughtonlaw.com](mailto:burchynsky@boughtonlaw.com)

Phone: 604.647.4162

Jane Kennedy

Conference Coordinator

E-mail: [info@bclma.org](mailto:info@bclma.org)

Phone: 604.988.1221