Ignite Your Leadership Journey
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PHOENIX, AZ

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Follow the 2020 Bar Leadership Institute on Twitter at #BLI20

Use password BLI20 to access complimentary Wi-Fi service Wednesday through Friday.

1. Find the ABA-BLI wireless network connection in your Wi-Fi settings
2. Connect to the internet on the Marriott page
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Visit the ABA Division for Bar Services website for BLI program schedule, speaker bios and handouts: ambar.org/bli20.
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RAFFLE PRIZE $100 AMAZON GIFT CARD
The opening plenary with Vicki Clark is brought to you by Fastcase.

Silver

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RAFFLE PRIZE 2 SMART SPEAKERS
Bronze

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www.smith.ai

RAFFLE PRIZE $200 ACCOUNT CREDIT
Dear Bar Leader:

On behalf of ABA President Judy Perry Martinez, President-elect Trish Refo, the Standing Committee on Bar Activities and Services, and the staff of the Division for Bar Services, I welcome you to the ABA’s “must-attend” event for successful bar leaders: the Bar Leadership Institute.

For 42 years, the ABA has offered this premier leadership training experience for bar leaders across the nation. Throughout the two days of the BLI, we have one goal—preparing you to be the best leader you can be for your bar.

Throughout the conference, you will learn about inspirational leadership, best practices in governance, and effective communication tools for you and the members you serve.

We have assembled an outstanding faculty for the exciting year ahead, including experienced bar presidents and executive directors as well as industry experts, to support you, challenge you, and energize you.

To maximize the benefits of the BLI, we encourage you to commit to these principles:

• Attend programming.
• Listen actively.
• Participate fully.
• Connect with those you meet.
  (Collect business cards and communicate upon your return.)
• Learn (Be inspired!).
• Take it home.
• Make a difference.

We hope that, as it was for the thousands of graduates before you, your BLI experience is truly transformative, and that the ABA and the Division for Bar Services will become an essential resource for your leadership journey. Please call on us anytime, here at the BLI or in the months ahead.

WE ARE HERE FOR YOU.

Hon. Pamila J. Brown

Chair, ABA Standing Committee on Bar Activities and Services
3:15 PM–6:30 PM
**EARLY REGISTRATION**
7TH FLOOR REGISTRATION DESK

3:15 PM–6:30 PM
**PROFESSIONAL HEADSHOTS**
7TH FLOOR NORTH FOYER
Don’t miss out on an opportunity to receive a free headshot when you pick up your BLI materials. Photographer Harvey Tillis is on hand to photograph bar leaders on a first come/first served basis.

4:00 PM–5:30 PM
**MASTERING EXECUTIVE PRESENCE**
GRAND BALLROOM SALONS I/II, 7TH FLOOR
As we move into positions of leadership, we are expected to project confidence, command respect, convey authenticity, and motivate others through our words and actions. Join Brooke Vuckovic, clinical professor of leadership at Northwestern’s Kellogg School of Management, to learn about the core components that make up presence, and strategies for establishing it early in our leadership journey.

**BROOKE VUCKOVIC**
Chicago, IL
Clinical Professor of Leadership, Kellogg School of Management, Northwestern University

5:30 PM–6:30 PM
**SPONSOR NETWORKING TIME AND WELCOME RECEPTION**
7TH FLOOR FOYER
Kick-start your BLI experience by joining sponsors and colleagues at the signature social event of the 2020 ABA Bar Leadership Institute. Take advantage of the relaxed setting to learn about sponsor resources available to you, your organization, and your law practice. Members of the ABA Standing Committee on Bar Activities and Services also will be on hand to answer your questions about the BLI.

5:30 PM–6:00 PM
**MEETUP FOR WOMEN BAR LEADERS**
7TH FLOOR SOUTH FOYER
Grab a drink and meet other women bar leaders from around the country for this informal gathering and networking opportunity.
Thursday
MARCH 12, 2020

7:00 AM–4:30 PM
REGISTRATION
7TH FLOOR REGISTRATION DESK

7:00 AM–8:15 AM
CONTINENTAL BREAKFAST - DISCUSSION BY REGION
GRAND BALLROOM SALONS I/II, 7TH FLOOR
Throughout this casual breakfast, you will have the opportunity to meet your bar leader peers and begin to discuss issues of interest and questions about your presidential journey. Table discussions will be organized by region and will begin at 7:30 AM. See table signs for information regarding bar region.

8:15 AM–8:35 AM
WELCOME AND ORIENTATION
GRAND BALLROOM SALONS I/II, 7TH FLOOR
HON. PAMILA J. BROWN
Ellicott City, MD
Chair, ABA Standing Committee on Bar Activities and Services
JUDY PERRY MARTINEZ
New Orleans, LA
President, American Bar Association

8:35 AM–8:50 AM
TRANSFER BREAK
8:50 AM–10:00 AM
ESSENTIAL PRACTICES OF EFFECTIVE STEWARDSHIP
GRAND BALLROOM SALON III, 7TH FLOOR
If leadership today is more about influence than it is about authority, what questions should you be thinking about as you prepare to step into your leadership role? Governance expert Vicki Clark joins us to explore the practices that set exceptional leaders apart, and that enable them to help guide their organizations through periods of challenge and opportunity.

VICKI CLARK
Memphis, TN
Building the Capacity of Organizations
The opening plenary with Vicki Clark is sponsored by Fastcase.

10:00 AM–10:40 AM
A SNAPSHOT OF OUR CHANGING LANDSCAPE
GRAND BALLROOM SALON III, 7TH FLOOR
As we dive into the issues that face our bar organizations, our speakers will share their pithy perspectives on four major questions we all should be considering.
The strategy sessions that follow will take a more in-depth look at different ways to approach these challenging issues and equip you with questions to lead these discussions at your own bar.

MODERATOR
JONATHAN COLE
Nashville, TN
Past President, Nashville Bar Association; Past President, National Conference of Bar Presidents

SPEAKERS
HOW DO WE THRIVE IN A TIME OF DIMINISHED RESOURCES?
ERIC COOPERSTEIN
Minneapolis, MN
Past President, Hennepin County Bar Association

HOW DO WE ENGAGE WITH MEMBERS WHERE THEY ARE?
WHITNEY VON HAAM
Raleigh, NC
Executive Director, Wake County Bar Association & Tenth Judicial District Bar

HOW DO WE WELCOME MORE DIVERSE VOICES?
VICKI CLARK
Memphis, TN
Building the Capacity of Organizations

HOW DO WE FIND MORE FOCUS?
ELIZABETH DERRICO
Albany, NY
Principal, Elizabeth Derrico & Associates

10:40 AM–11:05 AM
SPONSOR BREAK
7TH FLOOR FOYER
Grab a beverage and talk with sponsors about the resources available to your bar organization and members.

11:05 AM–11:10 AM
TRANSFER BREAK

11:10 AM–12:10 PM
STRATEGY SESSIONS
These sessions will give you the questions to ask and tools to use to lead a more productive and strategic board. All the sessions will repeat in the afternoon, except where noted.

STRATEGY SESSION 1A: LEAN AND FOCUSED: SHRINKING SMARTLY AND STRATEGICALLY
NORTHWESTERN/OHIO STATE/PURDUE/WISCONSIN, 6TH FLOOR
A smaller budget paired with a membership that has increasingly specialized needs can leave an organization stretched thin. But even challenges like these open up unique governance opportunities. Finance and strategy experts Jim Croft and Bela Barner will help you think more strategically and prioritize budgets to do more with less.

BELA BARNER
Chicago, IL
Consultant

JIM CROFT
Chicago, IL
Principal, J.W. Croft Consulting Group
STRATEGY SESSION 2A: RAISING OUR COLLABORATION GAME
CHICAGO BALLROOM F/G, 5TH FLOOR
While all of our bars collaborate in some manner, most of us still largely go it alone as we strive to carry out our missions and demonstrate value to our members. As resources become increasingly limited and challenges to our bars, the profession and the community become increasingly complex, strategic collaboration must play a more significant role in our plans for the future. Join three chief staff executives to hear about the ways in which their bars’ collaborative efforts have created exceptional benefits for members, and important change in the justice system and their communities.

VICTORIA CONNOR
York, PA
CEO, York County Bar Association and York County Bar Foundation

C. ALLEN NICHOLS
Akron, OH
Executive Director, Akron Bar Association and Foundation; Executive Director, Ohio Notary Services, LLC

JANET WELCH
Lansing, MI
Executive Director, State Bar of Michigan

STRATEGY SESSION 3A: FOCUSING ON THE METRICS THAT MATTER
CHICAGO BALLROOM E, 5TH FLOOR
Metrics and key performance indicators are important ways for organizations to underscore priorities, align resources, and monitor progress toward goals and objectives. In this session, our strategist and measurement expert, Kim Silver, will help us think about crafting metrics that are both practical and relevant, and that allow staff to manage effectively and boards to govern wisely.

KIMBERLY SILVER
Chicago, IL
Principal, The Silver Line

STRATEGY SESSION 4A: RETHINKING MEMBER ENGAGEMENT
LOS ANGELES/MIAMI/SCOTTSDALE, 5TH FLOOR
While most of us are beyond thinking that member engagement means participating on a committee or in a section, many of our bars still view engagement through a pretty traditional lens. Join bar executives Liz Neeley and Whitney von Haam to explore how our bars can recognize that a member’s engagement often doesn’t move in a straight line, and how we can more effectively meet members where they are.

LIZ NEELEY
Executive Director, Nebraska State Bar Association

WHITNEY VON HAAAM
Raleigh, NC
Executive Director, Wake County Bar Association & Tenth Judicial District Bar

STRATEGY SESSION 5A: BOARD GOVERNANCE ... DO THE MATH!
DENVER/HOUSTON/KANSAS CITY, 5TH FLOOR
The changes impacting the bar and the legal profession demand assertive actions from our organizations. Is your governance structure ready to face these challenges? Join executive consultant and retired bar CEO John Phelps as he outlines practical tips on how to assess governance and structure and how to lead organizational renewal and change. This program will not repeat in the afternoon.

JOHN PHELPS
Phoenix, AZ
Pathfinder Executive Consulting, LLC
12:10 PM–12:15 PM
TRANSFER BREAK

12:15 PM–1:15 PM
LUNCH
GRAND BALLROOM SALONS I/II, 7TH FLOOR
In addition to having time to network with colleagues, hear from Bill Bay, Chair, ABA House of Delegates, who briefly will explain why and how bar associations can become involved in developing resolutions for consideration in the ABA House of Delegates. Aurora Austraico, President-elect of the National Conference of Bar Presidents, also will share information about NCBP and how the organization can assist you during your bar presidency. Make sure you stay until the very end for your chance to win free registration for the 2020 NABE Annual Meeting, the 2020 NCBP Annual Meeting or the 2021 ABA Bar Leadership Institute.

1:15 PM–1:30 PM
TRANSFER BREAK

1:30 PM–2:30 PM
STRATEGY SESSIONS

STRATEGY SESSION 1B: LEAN AND FOCUSED: SHRINKING SMARTLY AND STRATEGICALLY
NORTHWESTERN/OHIO STATE/PURDUE/WISCONSIN, 6TH FLOOR
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Consultant

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KIMBERLY SILVER
Chicago, IL
Principal, The Silver Line

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LIZ NEELEY
Executive Director, Nebraska State Bar Association

WHITNEY VON HAAM
Raleigh, NC
Executive Director, Wake County Bar Association & Tenth Judicial District Bar

STRATEGY SESSION 5B: TAKING OUR DIVERSITY, EQUITY AND INCLUSION EFFORTS TO THE NEXT LEVEL
DENVER/HOUSTON/KANSAS CITY, 5TH FLOOR
Creating board rooms and organizations that champion diversity, equity and inclusion is a critical responsibility for all bar leaders and staff. Join Vicki Clark for a frank discussion about how unintended roadblocks and counterproductive practices can impede our efforts.

VICKI CLARK
Memphis, TN
Building the Capacity of Organizations

2:30 PM–2:50 PM
SPONSOR BREAK
7TH FLOOR FOYER
Talk with sponsors about the resources available to you, your bar organization, and your members.

2:50 PM–2:55 PM
TRANSFER BREAK

2:55 PM–3:10 PM
INTERVIEW WITH ABA PRESIDENT-ELECT TRISH REFO
GRAND BALLROOM SALON III, 7TH FLOOR
Get to know Trish Refo as she discusses the vital role of the organized bar and the impact we can have when leaders at the local, state and national levels work together.
3:10 PM–4:15 PM
40 TIPS TO THRIVE DURING YOUR BAR PRESIDENCY
GRAND BALLROOM SALON III, 7TH FLOOR
Leadership can be daunting, but we can’t let stress and constant activity prevent us from truly enjoying this unique experience. We close out the first day of the BLI with a series of quick, practical tips on leadership, wellness, time management, technology, and more, from bar leaders and staff who know what it takes to make the most of a whirlwind year.

PATRICIA JARZOBSKI
Denver, CO
Past President, Colorado Bar Association; Past President, Colorado Women’s Bar Association

CATHERINE SANDERS REACH
Cary, NC
Director, Center for Practice Management, North Carolina Bar Association

LISA PIERCE REISZ
Columbus, OH
Past President, Columbus Bar Association

JOYCELYN STEVENSON
Nashville, TN
Executive Director, Tennessee Bar Association; Past President, Nashville Bar Association

4:15 PM–4:30 PM
WRAP-UP AND ADJOURN
GRAND BALLROOM SALON III, 7TH FLOOR

4:30 PM–5:30 PM
AFTERNOON APERITIF: PHOTO SESSION WITH ABA PRESIDENT AND PRESIDENT-ELECT
GRAND BALLROOM SALON I, 7TH FLOOR
Grab a quick refreshment before your evening plans and take advantage of the opportunity to meet and be photographed with ABA President Judy Perry Martinez and ABA President-elect Trish Refo.
Friday
MARCH 13, 2020

7:30 AM–3:30 PM
REGISTRATION
7TH FLOOR REGISTRATION DESK

7:30 AM–8:45 AM
LEADERSHIP PLANNING BREAKFAST
GRAND BALLROOM SALONS I/II, 7TH FLOOR
Throughout this working breakfast, you will rejoin your bar leader peers to
discuss the most important issues you and your bar are likely to face during your
presidency and beyond. We encourage you to use this time to strategize with those
around the table about your shared concerns. The working session will begin at
7:50 AM. Make sure you’re in the room for the sponsor raffle taking place toward
the end of breakfast.

8:45 AM–9:00 AM
TRANSFER BREAK

9:00 AM–9:20 AM
EVERYDAY COMMUNICATIONS FOR BAR LEADERS
GRAND BALLROOM SALON III, 7TH FLOOR
Bar leaders often spend a lot of time preparing for the last-minute call from a
reporter, the unflattering article, and other situations where “communications”
means “bad news.” That’s important— but bar leaders can and should also get ready
to share good news, using their platform to serve as positive brand ambassadors
for their organizations. Farrah Fite, a veteran bar communications expert, will
walk us through best practices in bar leader communications. How can we speak
effectively and authentically to our members and the community at large? Learn
tips for social media, media relations, and how to make yourself heard in an often
relentless media cycle.

FARRAH FITE
Jefferson City, MO
Media Relations Director, The Missouri Bar

9:20 AM–9:35 AM
AVOIDING THE TEDIOUS IN BAR LEADER COMMUNICATIONS
GRAND BALLROOM SALON III, 7TH FLOOR
Fasten your seatbelts and get ready to laugh and learn. Get practical advice from
a longtime bar journal editor and bar communications expert who has seen it all—
from sublime president’s pages to ridiculously bland tweets.

TIM EIGO
Phoenix, AZ
Editor, Arizona Attorney Magazine, State Bar of Arizona
9:35 AM–9:50 AM
**BE PREPARED: BEST PRACTICES IN CRISIS COMMUNICATIONS**
GRAND BALLROOM SALON III, 7TH FLOOR
Explore how to develop and deliver an organization’s message to ensure the greatest impact, particularly in times of crisis. Learn how to address strategic approaches to communications in a wide variety of situations and apply proven techniques to help you in your role as one of the bar’s chief communicators.

**FARRAH FITE**
Jefferson City, MO
Media Relations Director, The Missouri Bar

9:50 AM–10:25 AM
**COMMUNICATIONS LIGHTNING ROUND: PRESIDENTS ON THE HOT SEAT**
GRAND BALLROOM SALON III, 7TH FLOOR
A collection of current and past bar presidents will be asked about potential communications challenges that bar leaders and staff might face. The trick is, they will have less than a minute to answer each question! Think fast as you learn quick tips on how to react to the unexpected.

**MODERATORS**
**FARRAH FITE**
Jefferson City, MO
Media Relations Director, The Missouri Bar

**TIM EIGO**
Phoenix, AZ
Editor, *Arizona Attorney* Magazine, State Bar of Arizona

**PANELISTS**
**JENNIFER GRIECO**
Birmingham, MI
Past President, State Bar of Michigan; Past President, Oakland County Bar Association

**NDIDI MOSES**
Bridgeport, CT
President, Connecticut Bar Association

**DAVID SHERLIN**
Raleigh, NC
Past President, Wake County Bar Association

10:25 AM–10:40 AM
**SPONSOR BREAK**
7TH FLOOR FOYER
Take a lap through the exhibit area, and enjoy extended conversations with sponsor representatives.

10:40 AM–10:45 AM
**TRANSFER BREAK**

10:45 AM–11:45 AM
**SKILL WORKSHOPS**
These sessions focus on personal leadership skills that will help you lead your board, and connect with members, the media and the community. Unless noted, programs will repeat in the afternoon.
WORKSHOP 1A: CHARTING A SUSTAINABLE FUTURE FOR YOUR ORGANIZATION: FAQs FOR STRATEGIC PLANNING
CHICAGO BALLROOM A/B, 5TH FLOOR
To end up with a strategic plan that truly guides the organization and becomes part of its DNA, there are lots of questions bar leaders should consider. What do we need from our plan? What process will work best for our organization? Whom should we include in the process? What information do we need to have an informed discussion? In this session, bar expert Elizabeth Derrico will address the most frequently asked questions about planning—and any others you may have—to help you lay a successful foundation for any upcoming planning effort.

ELIZABETH DERRICO
Albany, NY
Principal, Elizabeth Derrico & Associates

WORKSHOP 2A: PRESIDENTIAL COMMUNICATIONS BASICS
DENVER/HOUSTON/KANSAS CITY, 5TH FLOOR
Whether through a president’s column or social media outlets, communicating is a big part of a bar leader’s job. This session will help those who are less comfortable with social media and technology communicate more effectively. Get practical advice about what to talk about, what to avoid, and how to tell your story well. A bar communications professional will give you tips on how to inform, entertain, and connect with your legal community. Bring the questions you have been afraid to ask! An advanced presidential communications workshop will take place after lunch.

FARRAH FITE
Jefferson City, MO
Media Relations Director, The Missouri Bar

WORKSHOP 3A: ACING THE INTERVIEW
LOS ANGELES/MIAMI/SCOTTSDALE, 5TH FLOOR
In this “hands on” lab, broadcast interviewer Julie Brown will put volunteers to the test in mock—but very realistic—live, on-camera interviews designed to help make the most of media opportunities. You will leave this experience much better prepared to serve as one of the official spokespersons of your organization. This session is interactive, with plenty of opportunity for questions and personal attention.

JULIE BROWN
Chicago, IL
Manager, Broadcast Communications, ABA Division for Media Relations and Communications Services

WORKSHOP 4A: BOARD MEETINGS THAT INSPIRE (YES, REALLY)
NORTHWESTERN/OHIO STATE/PURDUE/WISCONSIN, 6TH FLOOR
Here’s a familiar scenario: Bar leaders put tremendous effort into compiling materials and developing an agenda for a board meeting. And then the meeting begins, no one seems prepared, the discussion gets in the weeds, a few board members dominate, and board members leave feeling as though they’ve wasted their time. It doesn’t have to be this way. This interactive session will explore how we can create board meetings that more effectively meet 21st century governance needs. Topics include:
• Fulfilling the board’s fiduciary duty without boring everyone,
• Monitoring the strategic plan without undermining it,
• Carving out time for meaningful discussions that lead to positive action, and
• Engaging the diverse voices in the room to yield better decisions.

DAVID TABAK
Chicago, IL
Principal, Tabak Nonprofit Strategies
WORKSHOP 5A: PUBLIC SPEAKING/ART OF THE INTRODUCTION  
CHICAGO BALLROOM D, 5TH FLOOR  
As the leader of your bar organization, you will regularly be asked to “say a few words” at a wide variety of events. You may be asked to give two-minute opening remarks or a 15-minute presentation in front of an audience of five or 500. At other times, you may be recognized as a guest at an event and asked to introduce yourself to the group. Each time you are given the floor presents an opportunity to set a tone and convey a message on behalf of your organization. In this workshop, our speaker will offer strategies for taking advantage of each of these opportunities. You’ll learn tools to confidently craft and successfully express your message and do it in a way that is interesting and authentic.

CHRISTINA PLUM  
Milwaukee, WI  
Adjunct Professor, University of Wisconsin Law School; Past Chair, ABA Young Lawyers Division

11:45 AM–11:50 AM  
TRANSFER BREAK

11:50 AM–12:55 PM  
ABA EXPERT EXCHANGE  
GRAND BALLROOM SALONS I/II, 7TH FLOOR  
Sample the wealth of resources available to you through the American Bar Association. Grab a lunch, learn from ABA Executive Director Jack Rives and stop by the staffed tables to talk to an ABA staff member or volunteer expert on an issue of concern. Topics include:

- Diversity and Inclusion  
- Gender Bias in the Legal Profession  
- Legal Aid and State Access to Justice Commissions  
- Legal Services for Military and Veterans  
- Innovations in the Delivery of Legal Services  
- Lawyer Referral and Information Services  
- Developments in Pro Bono  
- Legal Ethics/Professional Responsibility  
- Civic Education Initiatives/19th Amendment  
- Lawyer Wellness  
- Leadership Development for Staff Leaders Beyond the BLI  
- Leadership Development for Elected Bar Leaders Beyond the BLI  
- ABA House of Delegates

12:55 PM–1:05 PM  
TRANSFER BREAK

1:05 PM–2:05PM  
SKILL WORKSHOPS

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ELIZABETH DERRICO  
Albany, NY  
Principal, Elizabeth Derrico & Associates
WORKSHOP 2B: PRESIDENTIAL COMMUNICATIONS MASTER CLASS
DENVER/HOUSTON/KANSAS CITY, 5TH FLOOR
If you know your hashtag from your gif, this is the session for you. Whether through a president’s column or social media outlets, this session will help you take full advantage of social media and technology to better communicate effectively. Get some practical advice about what to talk about, what to avoid, and how to tell your story effectively. A bar communications professional will give you tips on how to inform, entertain, and connect with your legal community. Bring the questions you have been afraid to ask.

FARRAH FITE
Jefferson City, MO
Media Relations Director, The Missouri Bar

WORKSHOP 3B: ACING THE INTERVIEW
LOS ANGELES/MIAMIScottsdale, 5TH FLOOR
In this “hands on” lab, broadcast interviewer Julie Brown will put volunteers to the test in mock—but very realistic—live, on-camera interviews designed to help make the most of media opportunities. You will leave this experience much better prepared to serve as one of the official spokespersons of your organization. This session is interactive, with plenty of opportunity for questions and personal attention.

JULIE BROWN
Chicago, IL
Manager, Broadcast Communications, ABA Division for Media Relations and Communications Services

WORKSHOP 4B: BOARD MEETINGS THAT INSPIRE (YES, REALLY)
NORTHWESTERN/Ohio State/Purdue/Wisconsin, 6TH FLOOR
Here’s a familiar scenario: Bar leaders put tremendous effort into compiling materials and developing an agenda for a board meeting. And then the meeting begins, no one seems prepared, the discussion gets in the weeds, a few board members dominate, and board members leave feeling as though they’ve wasted their time. It doesn’t have to be this way. This interactive session will explore how we can create board meetings that more effectively meet 21st century governance needs. Topics include:

• Fulfilling the board’s fiduciary duty without boring everyone,
• Monitoring the strategic plan without undermining it,
• Carving out time for meaningful discussions that lead to positive action, and
• Engaging the diverse voices in the room to yield better decisions.

DAVID TABAK
Chicago, IL
Principal, Tabak Nonprofit Strategies

WORKSHOP 5B: PUBLIC SPEAKING/ART OF THE INTRODUCTION
CHICAGO BALLROOM D, 5TH FLOOR
As the leader of your bar organization, you will regularly be asked to “say a few words” at a wide variety of events. You may be asked to give two-minute opening remarks or a 15-minute presentation in front of an audience of five or 500. At other times, you may be recognized as a guest at an event and asked to introduce yourself to the group. Each time you are given the floor presents an opportunity to set a tone and convey a message on behalf of your organization. In this
workshop, our speaker will offer strategies for taking advantage of each of these opportunities. You’ll learn tools to confidently craft and successfully express your message and do it in a way that is interesting and authentic.

**CHRISTINA PLUM**
Milwaukee, WI
Adjunct Professor, University of Wisconsin Law School;
Past Chair, ABA Young Lawyers Division

2:05 PM–2:15 PM
**TRANSFER BREAK**

2:15 PM–3:25 PM
**CONSUMER LEGAL SERVICES AND CLIENT-CENTERED BAR ASSOCIATIONS**
GRAND BALLROOM SALON III, 7TH FLOOR

Our closing session begins with two lightning talks, followed by a conversation about one of the most highly anticipated legal books of the year. We’ll start with a high-level look at the current state of the profession and the justice system and discuss how our bars have an important role to play in shaping both for this new decade. After a look at the legal marketplace and an overview of the legal regulatory landscape, we close the 2020 BLI with a conversation between two legal technology CEOs, discussing how we can help our organizations and our members adopt a client-centered mindset to stay relevant in the current consumer environment.

**MODERATOR**
**PAULA FREDERICK**
Atlanta, GA
General Counsel, State Bar of Georgia; Past President, Atlanta Bar Association

**PANELISTS**
**BOB GLAVES**
Chicago, IL
Executive Director, Chicago Bar Foundation; Past President, National Conference of Bar Foundations

**SARI MONTGOMERY**
Chicago, IL
Member, ABA Standing Committee on Professional Regulation

**JACK NEWTON**
Vancouver, BC
Co-founder & CEO, Clio

**ED WALTERS**
Washington, DC
CEO, Fastcase

3:25 PM–3:30 PM
**WRAP-UP AND ADJOURN**
GRAND BALLROOM SALON III, 7TH FLOOR

**HON. PAMILA J. BROWN**
Ellicott City, MD
Chair, ABA Standing Committee on Bar Activities and Services

**THANK YOU FOR ATTENDING THE 2020 ABA BAR LEADERSHIP INSTITUTE. GOOD LUCK AS LEADER OF YOUR ORGANIZATION! PLEASE KEEP IN TOUCH AND LET US KNOW HOW WE CAN HELP YOU.**
Congratulations

TO THE

BLI CLASS

OF 2020
HELPING YOU BUILD AN EXCEPTIONAL BAR

BAR NEWS & CRITICAL ISSUES
• Bar Leader—free bimonthly digital magazine
• Bar Leader Weekly—free weekly newsletter
• @ABABARSERVICES on Twitter
• The Bridge—free newsletter containing ABA resources for bars
• ABA State and Local Benchmarks Survey—critical membership, administration and finance data

CONSULTING & ADVISORY SERVICES
• Strategic planning
• Market research services
• Board retreats
• An outside perspective on any issue you may be facing

CLEARINGHOUSE & POLICY LIBRARY
• Specialized library of sample programs, policies and best practices
• Topical collections of resources on in-demand topics like governance, the future of the legal profession, diversity and inclusion and membership

LEADERSHIP DEVELOPMENT
• ABA Bar Leadership Institute—the ABA’s flagship leadership program for upcoming bar leaders
• New Bar President—essential primer for incoming presidents
• New Bar Board Member—essential primer for board members
• Board Catalyst Video Series
• Support for the National Association of Bar Executives, National Conference of Bar Presidents and National Conference of Bar Foundations

For more information, visit ambar.org/barservices or email barservices@americanbar.org
Resources for Bar Leaders

The ABA Division for Bar Services has several resources you will want to have handy as you chart your way to success. To learn more visit www.ambar.org/BarResources.

Connect with the Bar Services Division & Standing Committee on Bar Activities and Services

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