



Elizabeth Harris

Director, Ovid Consulting, Member, Legal Services Council

THE FUTURE OF LAW

12:30pm-1:30pm

Emerging Legal Markets: Understanding and reaching the latent market for legal services

Part 2: New markets need new offerings

In part two, 'New markets need new offerings', we think about how your new offering might look. Liz Harris will look at the new business structures and pricing that firms need. Tania Sourdin will take us through the apps, technology and tools to help us practice more efficiently, effectively and economically. Finally, Carly Stebbing and Tomoyuki Hachigo will share with us what this journey looks like in real life.

About Elizabeth Harris

Liz is a value specialist, intent on challenging the way that other lawyers think about client relationships, service delivery and client retention. With experience consulting to corporate and government in-house counsel on management of the lawyer/client relationship, and a background as a practising lawyer specialising in costs law, she has insights into how clients perceive value in the delivery of legal services.

Liz works with lawyers to maximise profitability through innovative service delivery, pricing, and process improvement, always through the prism of client value. She has extensive expertise in costs in class actions, both in advising on budgets and as a Court-appointed Special Referee.

She is a recognised expert in costs law as co-author of *Quick on Costs*, the pre-eminent Australian text.

Liz regularly presents workshops on value, legal spend management and legal project management in Australia, the UK and the USA.