



Laura Vickers

Principal, Nest Legal

INNOVATION IN LAW

10:45am-11:15am

Legal Operations Part 2: Client-centred design

Recently, we have been hearing a lot about client-centred design, user-centred design, human-centred design and design thinking, and how these ideas can be used to strengthen relationships with clients, improve internal processes and spark innovation. But what does it all mean? This presentation looks at key elements of design thinking processes, including gaining insight into client needs, generating novel ideas, and implementing solutions. Examples from legal practice are used as illustrations throughout to ensure that this session gives practical ideas for applying design thinking in your firm or organisation.

About Laura Vickers

Laura founded Melbourne-based law firm Nest Legal in 2013. Her team of 20 meet weekly to brainstorm new ways to make the law easier for busy people to families to buy their first nest and protect it. The LexisNexis Legal Innovation Index judges described Laura as an 'industry game-changer' through her team's 'innovative approach to client service that perfectly services its target market'. She is the founder of NewLaw Chambers (1300+ innovative Australian lawyers trying to do law differently) and a finalist in this year's PEXA PropertyX Innovate Awards for some of the ideas her team has produced by applying design thinking in their practice.