

FLIP Buzzwords: Leadership

Wednesday 8 December 2021 – 4.00pm – 5.30pm



Susan Hackett

CEO, Legal Executive Leadership

Susan Hackett is the CEO of Legal Executive Leadership, LLC, which she founded in 2011 after serving for 22 years as the Senior Vice President and General Counsel of the Association of Corporate Counsel in Washington, DC.

Susan specializes in helping law departments (and the law firms and other legal service providers who support them) re-think and re-engineer the way they work. She guides law departments through strategic change processes, as they move from the way they used to work, to explore how they will provide value

and client results in the future. She helps her clients leverage leadership, operations, change, data and technology practices to deliver measurable results and improve collaboration.

Her practice includes: strategic planning, establishing metrics and continuous improvement processes, benchmarking leading knowledge practices, assessing workflow and staffing options in-house, improving the value outside counsel deliver, evaluating technology and data options, re-engineering legal operations and service delivery, and more.



THE LAW SOCIETY
OF NEW SOUTH WALES