

Program

Welcome remarks

Presenter: **Sharon Sangha**, Learning Professional Development Solicitor, Queensland Law Society

60 mins



Session one: Understanding the fine print – cloud computing & AI contracts

There are some critical considerations for law firms when analysing cloud data storage contracts, cloud-enabled software, and AI tools. This session holds significance for both lawyers representing their firm in such agreements and those offering advice to clients about them. Learn how data can be misapplied without being copied, how AI systems use data, and even what contract wording might warn you that the data might be used for more than you bargained on!

Join us to navigate the complexities of cloud technology and AI applications, arming yourself with knowledge for informed decision-making in the legal landscape.

Presenter: **David Bowles**, Special Counsel, Queensland Law Society
Sarah Daniell, Senior Fellow, Melbourne University

60 mins



Session two: Confidentiality and its exceptions

Can you keep a secret? It depends... Join QLS Ethics and Practice Centre's Special Counsel, Shane Budden, as he explores a solicitor's fundamental duty of confidentiality, the importance of maintaining it for clients and the times when a solicitor can - and indeed *must* - reveal a client's confidential information.

Presenter: **Shane Budden**, Special Counsel, QLS Ethics and Practice Centre, Queensland Law Society

60 mins



Session Three: Sell like a professional

Looking to elevate your sales skills to a professional level? Whether you're a newcomer or a seasoned professional, this session is designed to enhance the abilities of individuals handling sales responsibilities or those feeling uneasy about certain aspects of their sales role. Delving into the world of consultative sales, this method involves spending time understanding the customer's problem and providing tailored solutions.

In a packed session, we'll discuss:

- developing the right sales mindset and addressing common challenges faced by salespeople
- dispelling sales myths and understanding essential sales attributes
- building rapport and trust with customers
- utilising effective questioning frameworks to uncover customer needs
- demonstrating empathy to connect on a deeper level
- mastering the art of closing deals
- approaching pricing with confidence.

By the end of the session, you will walk away with a diverse set of tools and strategies but, more importantly, gain the confidence needed to convert future opportunities successfully.

Presenter: **Giles Watson**, Legal Practice Management Consultant

Presenters



David Bowles

Special Counsel, QLS Ethics and Practice Centre, Queensland Law Society

David was admitted as a solicitor in 1996 and was in private practice from that time until joining Queensland Law Society's QLS Ethics and Practice Centre in November 2012.

David's experience, initially as an employee and then as a sole practitioner includes crime, property, litigation and estate planning. As an ethics solicitor he is responsible for providing ethical guidance to members, and continuing legal education.

He holds postgraduate certificates in Cybersecurity from Harvard University Extension School, in Project Management from the University of Adelaide EdX program and is a director of the Australasian Computer Law Institute.



Shane Budden

Special Counsel, QLS Ethics and Practice Legal Centre, Queensland Law Society

As a Special Counsel Ethics in the QLS Ethics and Practice Centre/QLS Solicitor Support Pty Ltd, Shane provides ethical guidance and instruction to practitioners. He contributes significantly to the QLS journal *Proctor*, both through his regular column and by authoring feature articles.

Shane was admitted in 1992 and worked in general practice with a focus on Criminal Law, before moving to in-house work, initially with the Ipswich City Council internal legal team.

Prior to joining QLS he headed up the internal legal team at the Queensland Building Construction Commission/Queensland Building Services Authority and was Chair of the Society's Government Lawyers Committee.



Sarah Daniell

Senior Fellow, Melbourne University

Sarah Daniell is the Managing Director of Lextechia, a director of the Australasian Cyber Law Institute, and a Senior Fellow of the University of Melbourne.

Sarah has over twenty years' experience in technology and commercial law advising public and private sector organisations on all aspects of technology and other procurement, including privacy and cyber security law compliance, operational risk management, and contract design. She has previously led the Commercial Law team at the Victorian Department of Health and Human Services, the Intellectual Property & Information Technology team at the Victorian Government Solicitor's Office, and commercial purchasing for the Victorian government centralised IT purchasing body CenITex.

Sarah is a former member of the LexisNexis Privacy Law Bulletin Editorial Committee and a regular contributor to the knowledge-sharing of the profession through the Law Institute Journal and other publications.

Alongside her legal expertise, Sarah has a background in computer programming and web design and founded the tech startup CarePool.



Giles Watson

Legal Practice Management
Consultant

Giles helps law practices realise their potential through coaching, consultancy and tailored professional development. He specialises in client-facing challenges such as positioning, strategy, pricing, marketing, business development, customer experience and client service.

Prior to setting up his own consultancy in 2015, he managed the Practice Management Course at Queensland Law Society, ran a practice management quality mark scheme for the Law Society of England and Wales, and was a business development manager for three London law firms.

Giles has a degree in politics, a Masters in marketing and an MBA. He lectures on costs communication for QUT's Diploma of Legal Practice, and on 'Dynamic strategy and disruptive innovation' for Kaplan Business school's MBA course.



Sharon Sangha

Professional Development
Solicitor, Queensland Law
Society

A Canadian abroad, Sharon came to Australia in the pursuit of further tertiary education after completing an undergraduate degree in psychology. Starting out studying medicine, Sharon found her calling in the legal profession and completed her law degree in regional Townsville. After being admitted as a solicitor in 2018 and period of private practice, her passion for education and learning led her to joining the Professional Development team at the Queensland Law Society in 2020.

At QLS, Sharon implements programs to support and empower legal professionals throughout their career in legal practice. Through her education and career journey, Sharon has developed a particular interest in the utilisation of psychology to support wellbeing in the legal profession.