



GENERAL CONFERENCE
NOUMEA – 9 & 10 OCTOBER, 2016

Saturday 8 October	
5.30pm – 8.00pm	<p>Welcome cocktails and canapes - A short gathering to catch up but still enable everyone to make their own arrangements for dinner and the evening ahead.</p> <p>Suggestions are:-</p> <p>STONE GRILL (Anse Vata bay, next to Hilton) https://www.tripadvisor.fr/Restaurant_Review-g294130-d2422504-Reviews-Stone_Grill-Noumea_Grand_Terre.html</p> <p>ASTROLABE (Bay des Citrons) https://www.tripadvisor.fr/Restaurant_Review-g294130-d1637175-Reviews-L_astrolabe-Noumea_Grand_Terre.html</p> <p>Les 3 Brasseurs https://www.les3brasseurs.ca/</p> <p>There are also restaurants on site at the Chateau Royale and next door at the Le Meridien (Sheraton property).</p>

Day 1 – Sunday 9 October	
8.45am	Arrival Coffee and Registration
9.00am	<p>Client Experience Facilitated by Peter Carew morning will be spend analysing the results of the firms results.</p> <p>Choosing the Top 3 Firms and the bottom 3 we will establish a “best practice” for all LA and how the customer experience should be established within firms.</p>
10.30am	Morning tea
11.00am	<p>Workshop environment in firm and small groups to establish the key actions items for all firms.</p> <p>Finishing off the Client Experience session with a Call to Action and how firms can implement what they have learned and how they will be judged in the future.</p>
12.30pm – 1.15pm	Lunch
1.15pm	<p>Productivity (and back of office) Facilitated by Scott Freidman we will analysing the results of the firms results.</p> <p>Choosing the Top 3 Firms and the Bottom 3 firms (in Scott’s opinion) we will establish a</p>

	“best practice” for all LA and how to improve the productivity of your firm, how it can be measured and recorded.
2.30pm	Afternoon tea
2.45pm – 4.45pm	Similarly, a Workshop environment in firm and small groups to establish the key actions items for all firms. Finishing off the Productivity section with a Call to Action and systems which firms can implement into their firms immediately.
6.30pm	Le Roof Restaurant – a 6 min short stroll from Chateau Royale for an over the water dinner experience.

Day 2 – Monday 10 October

8.45am	Arrival Coffee and Registration
9.00am	Process and Procedures Facilitated by Michael Small we will analyse the process and procedures currently in place within firms. Michael will choose the Top 3 Firms and the bottom 3 we will establish a “best practice” for all LA firms, and what can be adapted to assist your firm.
10.30am	Morning tea
11.00am	Workshop environment in firm and small groups to establish the key actions items for all firms. Finishing off this session a Call to Action and how firms can implement changes and how they will be judged in the future.
12.30pm – 1.15pm	Lunch
1.15pm	LA – Strategic Planning Facilitated by Tom McVeigh he will look at the future of LA in 2 sections. Where the firms which to see LA as an Association.
2.30pm	Afternoon tea
2.45pm – 4.45pm	What commercial opportunities are there available to LA in the future
6.00pm	Pre- dinner drinks and Gala Dinner at the Chateau Royale Dress code: After 5 Resort Wear – definitely no suits!