

Foot Notes⁵

by Front–Foot

Hi <<First Name>>,

Welcome to another edition of Foot Notes, our monthly newsletter that provides updates on events, resources and tips, as well as handy legal templates.

Read time: 2 minutes

Upcoming Events

Slip-Ups, Setbacks & Lessons Learnt

Every month, we chat candidly with GCs and legal luminaries about mistakes made and lessons learnt. In September, Dave sits down with Katrina Gowans.

Slip-ups, Setbacks & Lessons Learnt

Katrina helps in-house lawyers manage changes like working with new technologies and knowledge management. She spent five years at Origin Energy and recently moved to IFM Investors. Since 2020, Katrina has been Co-Chair of Corporate Legal Operations Consortium Australia, where she loves to bring like-minded people together to tackle real problems. Katrina is also an Advisory Board member for the Centre for Legal Innovation at the College of Law.

Q&A Webinar

Katrina Gowans

Co-Chair CLOC Australia,
Legal Operations Director,
IFM Investors

Wednesday 6 September 2023

12 – 12.30pm AEST

[Register Now](#)



Slip-Ups Round-Up

At our most recent webinar, we talked to Nick Galloway, Regional Counsel PPG (ANZ and SEA), about managing change.

Just a few highlights from our great chat:

- It's crucial to obtain real consensus and support. Think carefully about how to manage, communicate and engage with all stakeholders.
- Constantly test and challenge your own and other people's assumptions.
- Step back and laugh. It's a great way to de-escalate and look at a solution in new ways. Remember, sometimes things just go wrong.

[Watch Nick's Webinar](#)

Knowledge Management – Don't Fight the System

What is a Knowledge Management System?

A Knowledge Management System (KMS) captures, manages and shares valuable knowledge that can be reused and improved over time.

How can it help?

Benefits for legal teams:

- Managing knowledge effectively saves you time and money.
- By sharing resources and insights, you're upskilling your team.

Benefits for the organisation:

- It breaks down barriers between legal teams and clients.
- By adopting a continuous improvement approach, you'll harness undocumented knowledge and create valuable intellectual property.
- It helps to identify and manage legal issues.
- Everyone can enjoy uninterrupted workflow from remote access.

Key elements of a Knowledge Management System

1. Tech agnostic You can set up a KMS using a range of technologies.

2. Simplicity Keep the design straightforward — especially for small teams.

3. Info vs knowledge Information refers to facts. Knowledge means reusable guidance. The focus of a KMS is on knowledge - not all information belongs in a KMS.

4. Management Make knowledge easy to share and refine. Provide clear information to help users assess knowledge currency. Allocate clear responsibilities to review and update knowledge periodically

Final Thoughts A legal KMS is more than just a database; it's a dynamic tool that turns information into actionable guidance. It helps everyone navigate their work more efficiently and collaboratively.

Resources

How healthy is your system?

No matter the size of your business, you need people and processes to support, manage and measure knowledge flow.

Try our short [knowledge management health check](#) to discover your health score.

Survey

Take our [short survey](#) to tell us what topics you would like us to cover in future Foot Notes.

Inspiration

Deep work

Cal Newport, the author of *Deep Work*, states, 'The ability to perform deep work is becoming increasingly rare at exactly the same time it is becoming increasingly valuable in our economy. As a consequence, the few who cultivate this skill, and then make it the core of their working life, will thrive.'

Have a [listen](#). It's deep.

Thanks for reading,
Dave, Francesca and the Front Foot Team

Front Foot Law
frontfootlaw.com

[Secondments](#)
[Legal operations training](#)
[Legal operations consulting](#)

5 "Don't follow a model that doesn't work. If the recipe sucks, it doesn't matter how good a cook you are." – **Tim Ferriss**