

HOW DO YOU DO LPM WITHOUT P*SSING PEOPLE OFF?

Thursday January 14, 2021
12pm ET/ 9am PT

#LPMHQ Twitter Chat

SUMMARY

The key to getting partners to be forward thinking about using LPM is to communicate. Make it easy, simple and accessible. Solve problems and use case studies as reference.

It can be tricky to get a resistant partner to leverage LPM. "...Because like most of us they are set in their ways, old dog new tricks." However, if a partner can truly understand what LPM means, it will 'click' more often than not. "Talking about LPM in the abstract really does no good whatsoever."

Most can agree that the use of LPM cannot be enforced. "Always try to go voluntarily first." Try top down methods or offer incentives. "If we had a way to 'enforce LPM' I'm not sure a lot of us would still be trying to 'sell LPM'."

Regards to requisitioning the time of colleagues (of multiple departments) for initiatives, it is important to have an annual goals agenda. The firm allocates time and sets these incentives.

HOW TO COMMUNICATE INEFFICIENCIES WITHOUT OFFENDING

"We try to keep it anonymous and refer to inefficiencies, usually in the form of write-offs, at a practice group or firm level. The partners are smart, they know what their share is of those write-offs. If you press too far, you run the risk of being the boy who cried wolf, even if there is in fact a wolf! Measure your expression, stay calm, be polite and deferent. These simple things really do seem to work! Imagine my shock."

Use data insights. Demonstrate the impact of problems, and how it can be improved.

FINAL THOUGHT: TOGETHER FOR THE GREATER GOOD

"Despite being as large and geographically diverse as we are, it feels as if it's one big, extended family, and everyone seems invested in the firm's future."

QUOTE OF THE DAY

"Be simple, focus on communication, extract pain from the process."

