



A Chapter of the Association of  
Legal Administrators



*Leading Law Firms:*

## STRATEGIC CONVERSATIONS FOR MANAGING PARTNERS & FIRM ADMINISTRATORS

Wednesday, Oct. 8 | 3:00 p.m. - 6:00 p.m.

PBI CLE Conference Center, Wanamaker Bldg.,  
10th Flr., Suite 1010, Philadelphia, PA, 19107

Join the PBA and the Philadelphia-ALA for a dynamic and insightful afternoon tailored specifically for Managing Partners and Law Firm Administrators. This exclusive free event is designed to foster strategic dialogue and forward-thinking leadership within today's evolving legal landscape. The program features two concurrent, role-specific sessions, followed by a networking reception. Don't miss this unique opportunity to collaborate, learn, and lead with your peers across Pennsylvania's legal community.

### REGISTRATION | 2:30 P.M. - 3:00 P.M.

### MANAGING PARTNERS ROUNDTABLE | 3:00 P.M. - 4:00 P.M.

An interactive, closed-door discussion where managing partners can exchange ideas, share challenges, and explore innovative approaches to firm leadership, growth, and the future of the profession. This session is hosted by the PBA's Large Law Firm committee.

### LAW FIRM ADMINISTRATORS SESSION | 3:00 P.M. - 4:00 P.M.

#### Leading with Coaching: Skills for Legal Administrators

Firm administrators are being asked to do more than ever: lead teams, implement new systems, retain talent, and prepare their firms for long-term success. Thriving in this environment requires more than policies and software, it demands resilient leaders who can balance strategy with people-centered leadership. In this interactive session, **Michele Richman, Chief People Officer at Lawline and certified leadership coach**, will explore how coaching skills can strengthen leadership, reduce burnout, and secure buy-in on critical initiatives. Attendees will leave with actionable leadership skills, greater confidence in their role as trusted leaders, and practical approaches for guiding their teams and firms in a rapidly evolving environment. [Read the full session description and speaker bio here.](#)

### NETWORKING RECEPTION | 4:30 - 6:00 P.M.

Following the sessions, all attendees are invited to continue the conversation during a networking reception with refreshments and hors d'oeuvres. Join us to connect with colleagues and special guest, President Judge Anne E. Lazarus.

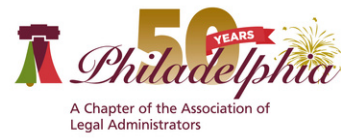
### REGISTER HERE

No cost to attend | [Registration](#) required



### THANKS TO OUR SPONSORS





## Law Firm Administrator Session

### LEADING WITH COACHING: SKILLS FOR LEGAL ADMINISTRATORS

Firm administrators are being asked to do more than ever: lead teams, implement new systems, retain talent, and prepare their firms for long-term success. Thriving in this environment requires more than policies and software, it demands resilient leaders who can balance strategy with people-centered leadership.

In this interactive session, Michele Richman, Chief People Officer at Lawline and certified leadership coach, will explore how coaching skills can strengthen leadership, reduce burnout, and secure buy-in on critical initiatives. Drawing from her leadership experience and coaching practice, Michele will introduce practical tools such as powerful questioning, reframing, and stay interviews to help administrators lead through change with confidence.

Participants will practice coaching techniques in small groups, exchange insights and challenges with peers, and return to the larger group for shared reflection. Attendees will leave with actionable leadership skills, greater confidence in their role as trusted leaders, and practical approaches for guiding their teams and firms in a rapidly evolving environment.



#### **Michele Richman, Chief People Officer and Lead Coach, Lawline**

Michele is the Chief People Officer and Lead Coach at Lawline, where she oversees HR, Legal, and Operations with a focus on leadership development and organizational growth. In her role, she designs and leads training programs for emerging and senior leaders, provides coaching for managers across the company, and drives initiatives that foster a culture of growth, inclusion, and well-being.

A former government prosecutor and personal injury attorney, Michele's career path has shaped her lifelong passion for advocacy, people development, and building resilient teams. She is certified in the Frame of Mind Coaching methodology and regularly speaks at national legal conferences on leadership, coaching, and HR best practices, including stay interviews, values-driven leadership, and performance metrics. Michele received her J.D. from American University Washington College of Law and is admitted to practice in New York and Maryland. She combines her legal background with her expertise in operations and HR to help leaders and administrators align people strategy with business goals in today's evolving legal landscape.



#### **Svetlana Glacken, Senior Enterprise Success Manager, Lawline**

Svetlana is the Senior Enterprise Success Manager at Lawline, where she is a recognized leader in client success and B2B partnerships in the legal education space. She drives initiatives to enhance the client experience, focusing on onboarding, adoption, and long-term success. A graduate of Lawline's Emerging Leaders Program, Svetlana has deepened her impact across enterprise partnerships. In her current role, she partners with law firms and corporate legal teams to maximize the value of their CLE programs and represents Lawline at conferences to share insights and foster lasting partnerships.

Previously at Lawline, Svetlana served as Customer Success Manager and began her career as a Customer Support Representative, where she connected with the company's mission of empowering attorneys through education. Before joining Lawline, Svetlana spent nearly seven years at Martindale-Avvo (formerly Martindale-Hubbell), progressing from Customer Support Representative to Ngage Live Chat Team Lead, where she gained extensive experience in client support, training, and team leadership.





*Leading Law Firms:*  
**STRATEGIC CONVERSATIONS  
FOR MANAGING PARTNERS  
& FIRM ADMINISTRATORS**  
Wednesday, Oct. 8 | 3:00 p.m. - 6:00 p.m.  
PBI CLE Conference Center, Wanamaker Bldg.,  
10th Flr., Suite 1010, Philadelphia, PA, 19107

**Attendee Information**

Name\_\_\_\_\_

Email\_\_\_\_\_

Firm\_\_\_\_\_

Address\_\_\_\_\_

City\_\_\_\_\_ State\_\_\_\_\_ Zip\_\_\_\_\_

Phone\_\_\_\_\_

Dietary Restrictions\_\_\_\_\_

**Sessions (please select the events you will be attending)**

**3:00 - 4:00**

☐ Managing Partner Roundtable ☐ Law Firm Administrator Session

**4:30 - 6:00**

☐ Social Event

**Are you a member of any of the following organizations (check all that apply)**

☐ Pennsylvania Bar Association ☐ Philadelphia-ALA

Return completed registration forms to: [lauren.derrick@pabar.org](mailto:lauren.derrick@pabar.org)