

@KTPA2017

Innovate UK
Technology Strategy Board

#KTPA2017

KTP Associates Conference 2017

Birmingham



UNIVERSITY OF
BIRMINGHAM



BIRMINGHAM CITY
University



Aston University

Professor Tim Softley

Pro-Vice-Chancellor for Research and Knowledge Transfer

UNIVERSITY OF BIRMINGHAM



Knowledge Transfer Partnerships

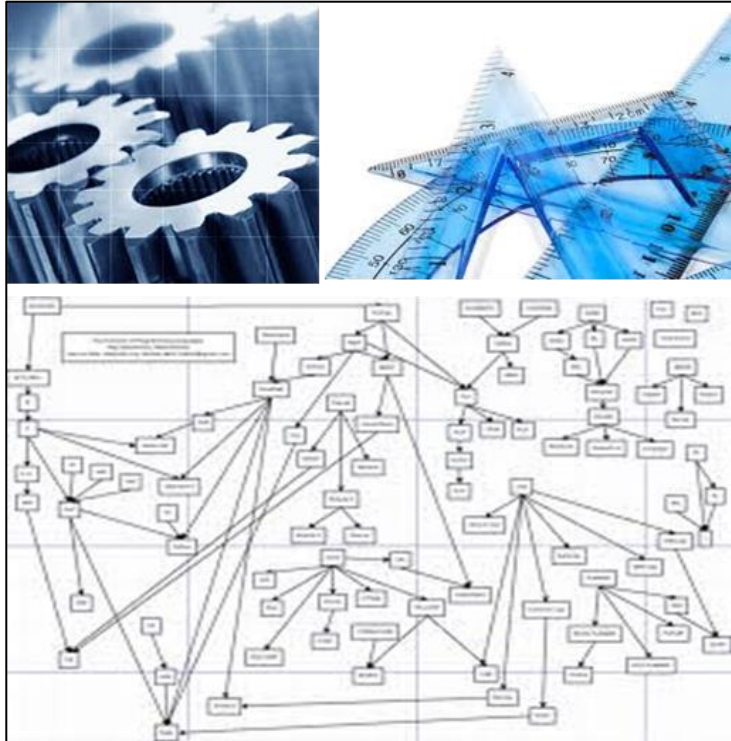
My KTP Journey

By

Krishna Chaitanya Balthu

Background

Skills & Education



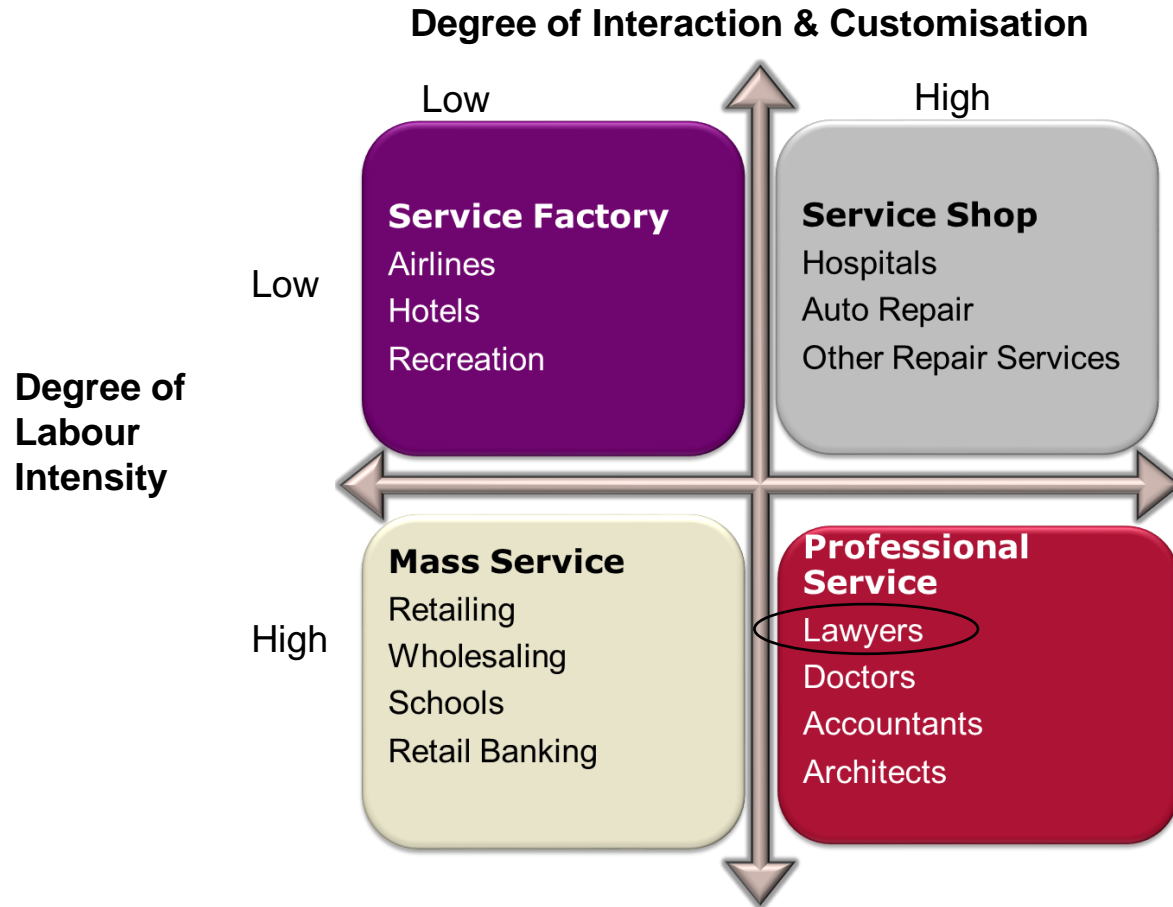
- Engineering
- Tangible
- Reductionist
- Hard systems thinking
- Mechanistic

Current Role



- Management
- Intangible
- Holistic
- Soft systems thinking
- Human-centric

Law firm operations



Source: Schmenner (1986)

Challenges in legal sector



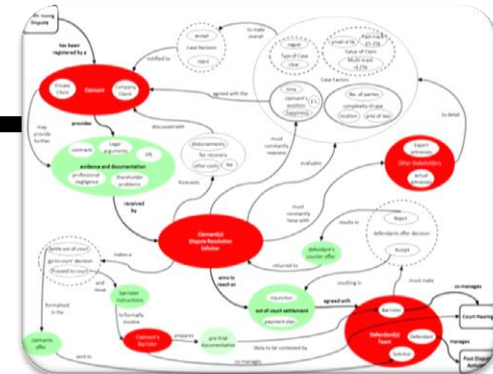
Understanding status quo

Understand Culture



Source: Balogun & Hope Hailey (2008)

Design a suitable intervention



Source: Clegg (2007)

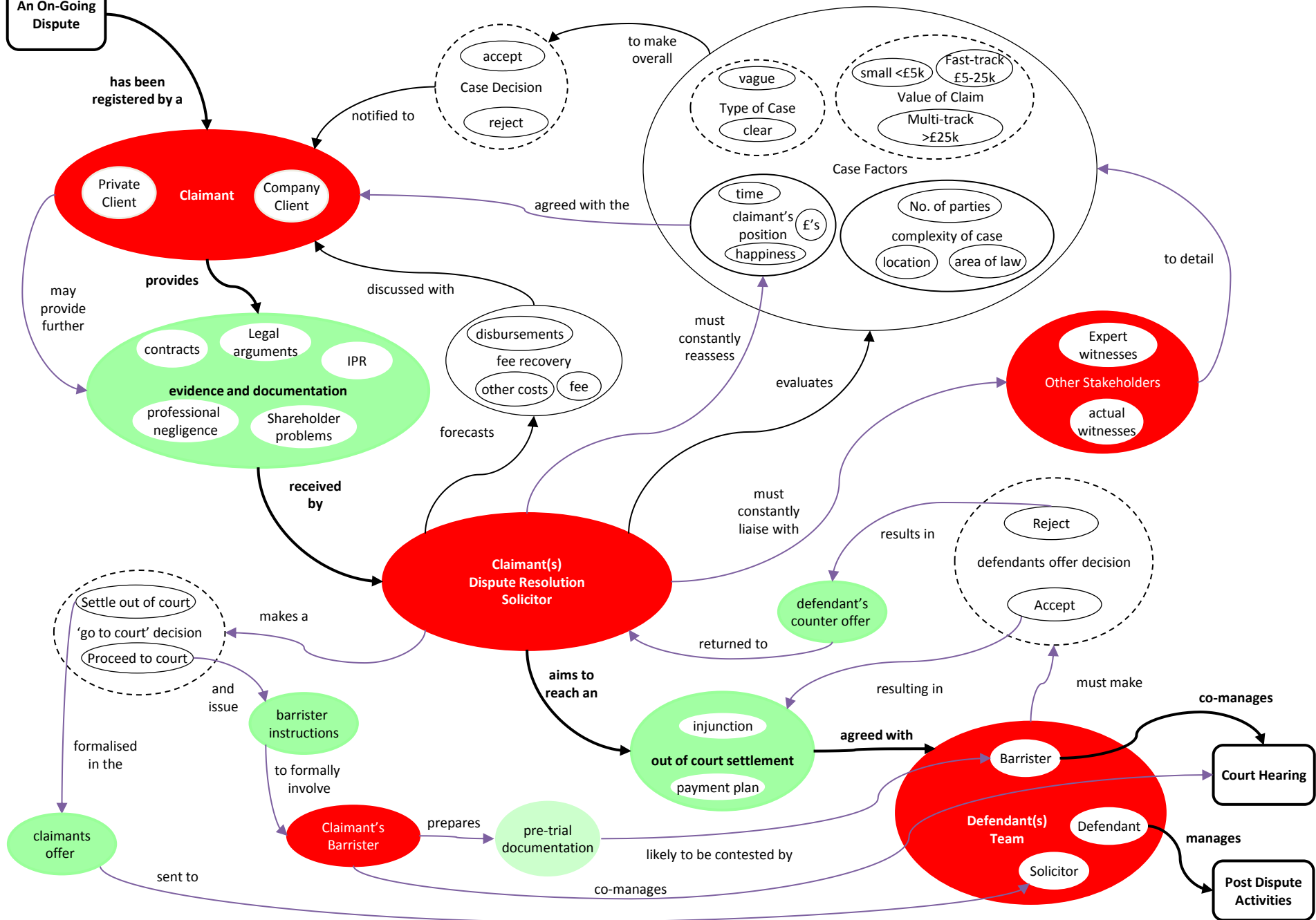


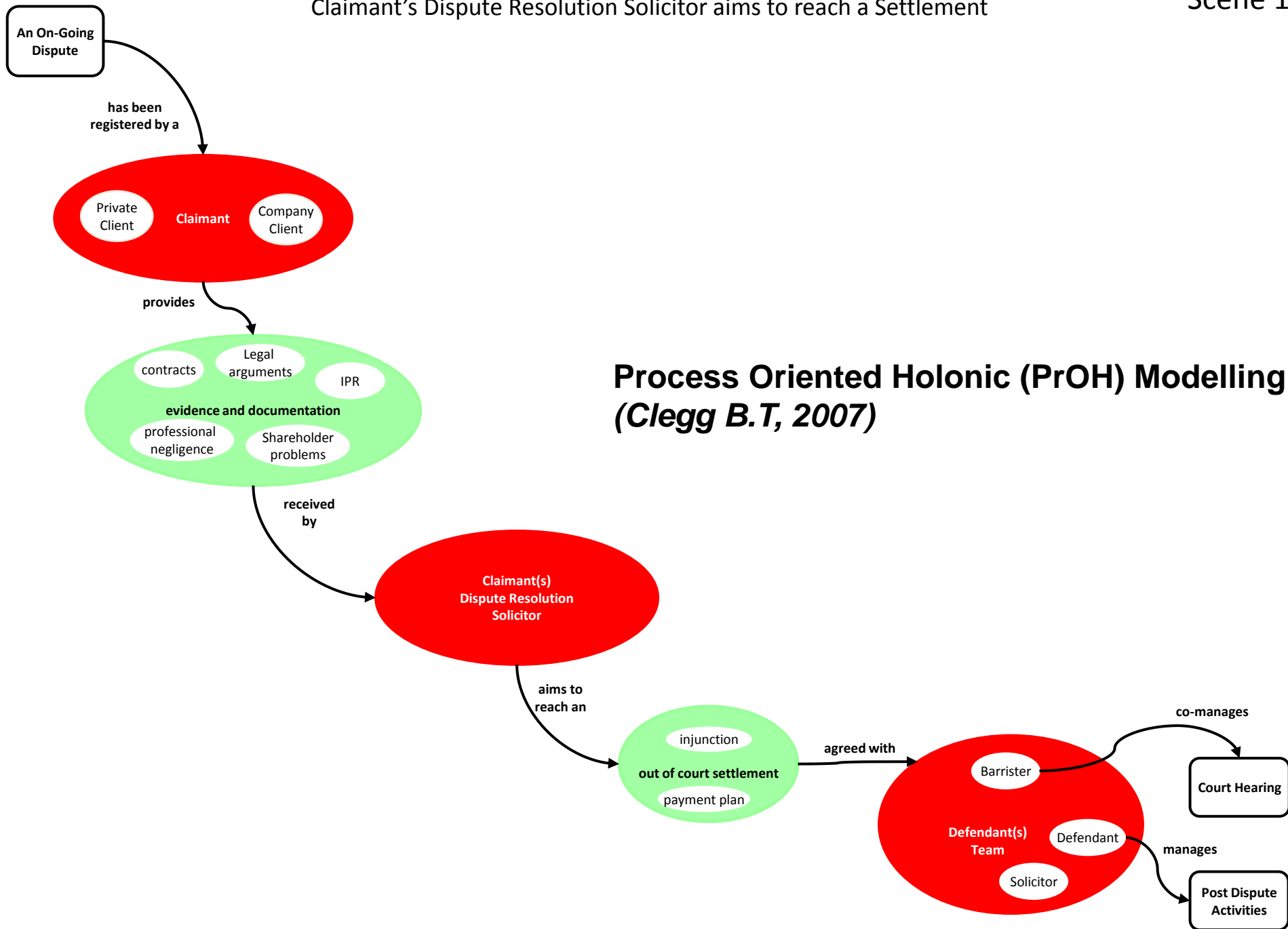
Source: Hayes & Wheelwright (1984)

Deliver improvements in 5 departments

Claimant's Dispute Resolution Solicitor aims to reach a Settlement

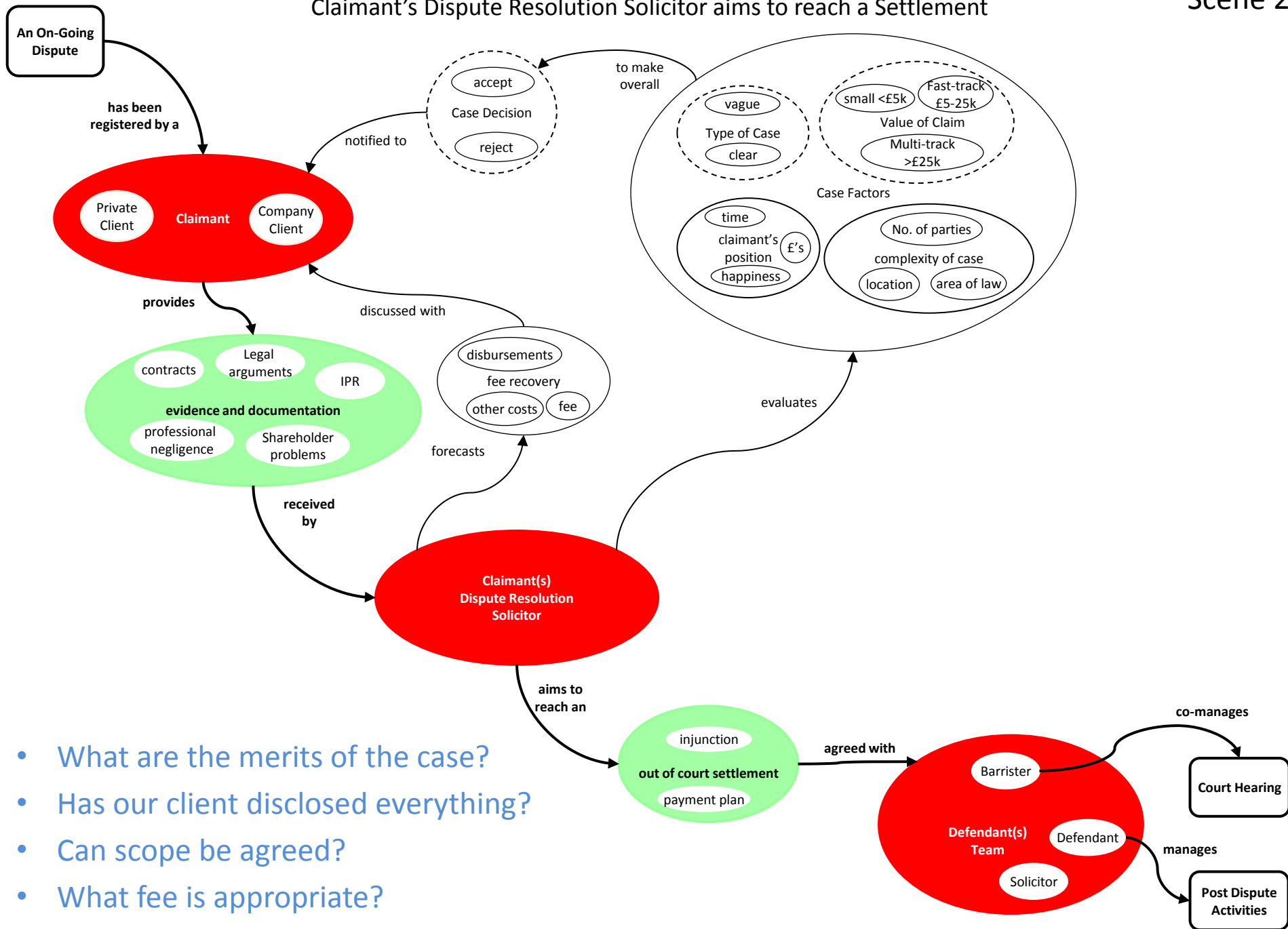
Complete





Claimant's Dispute Resolution Solicitor aims to reach a Settlement

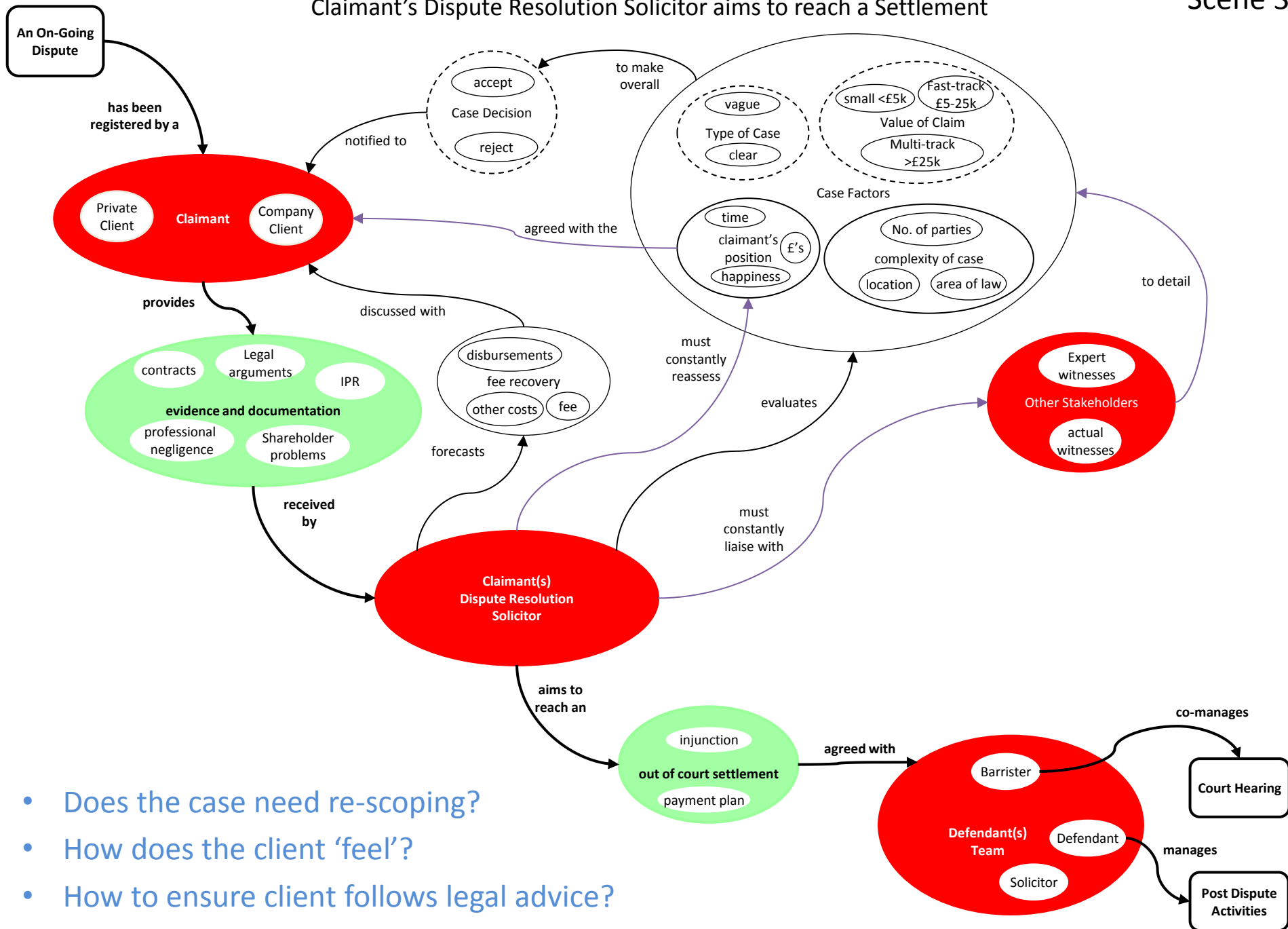
Scene 2



- What are the merits of the case?
- Has our client disclosed everything?
- Can scope be agreed?
- What fee is appropriate?

Claimant's Dispute Resolution Solicitor aims to reach a Settlement

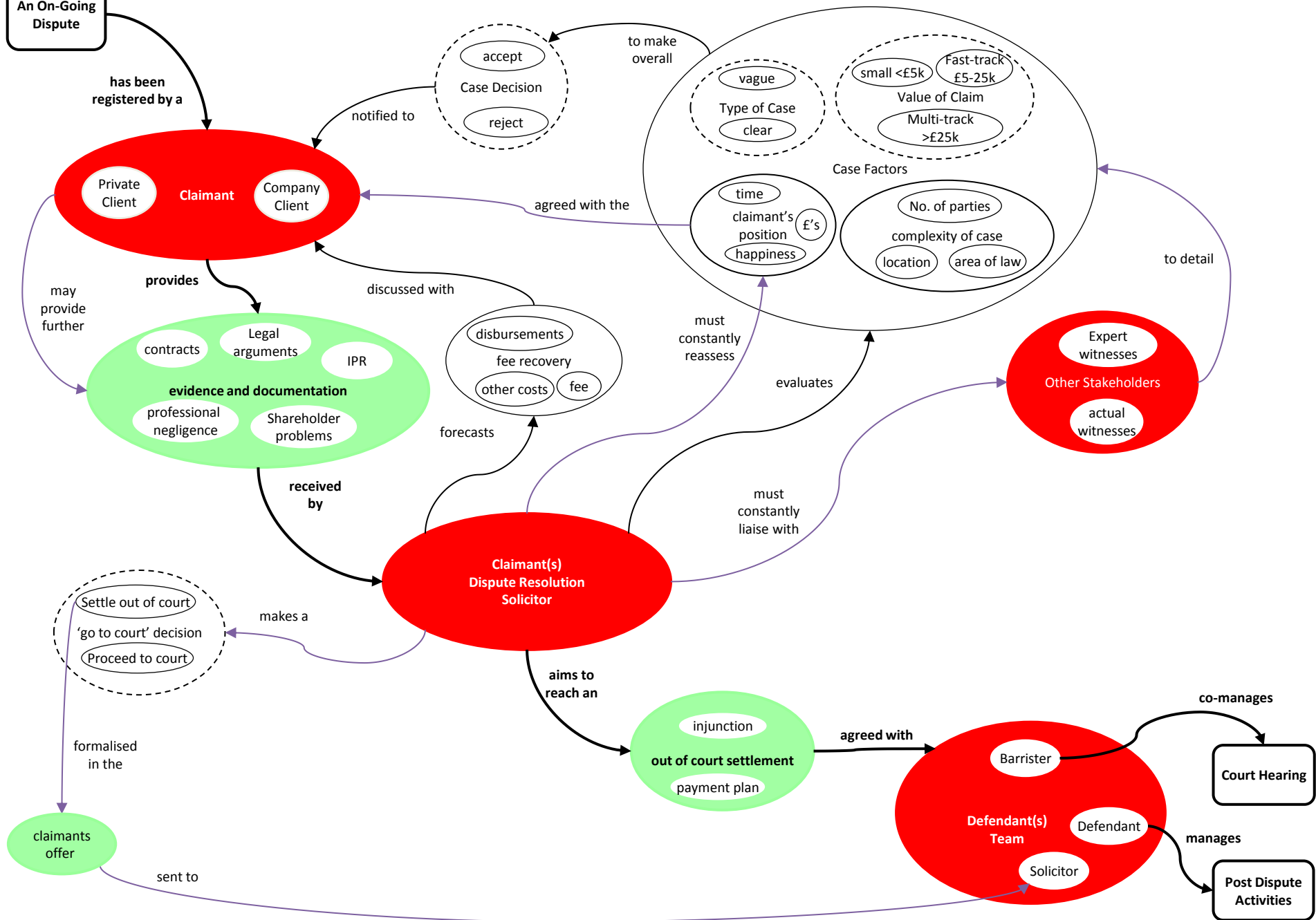
Scene 3



- Does the case need re-scoping?
- How does the client 'feel'?
- How to ensure client follows legal advice?

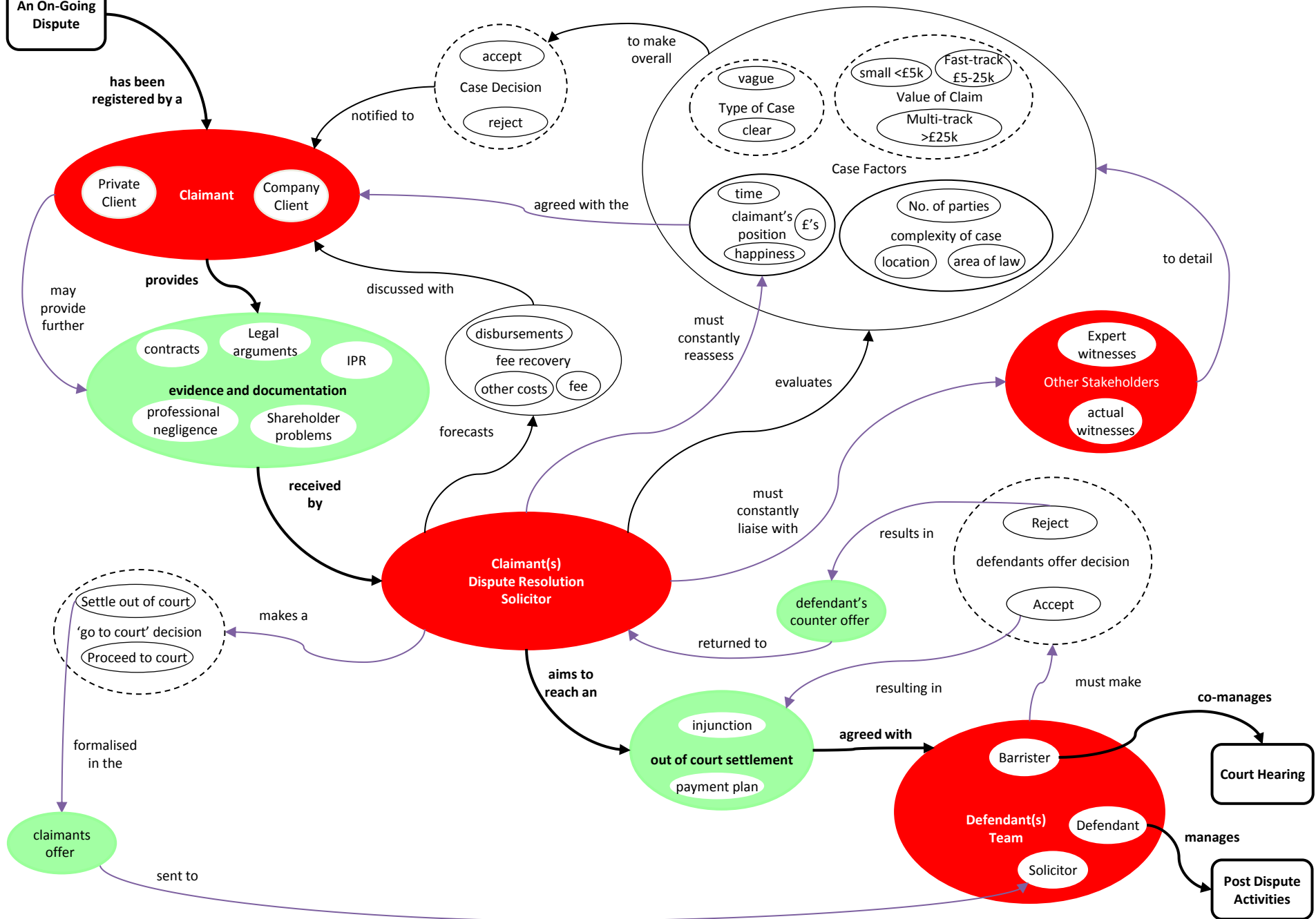
Claimant's Dispute Resolution Solicitor aims to reach a Settlement

Scene 4



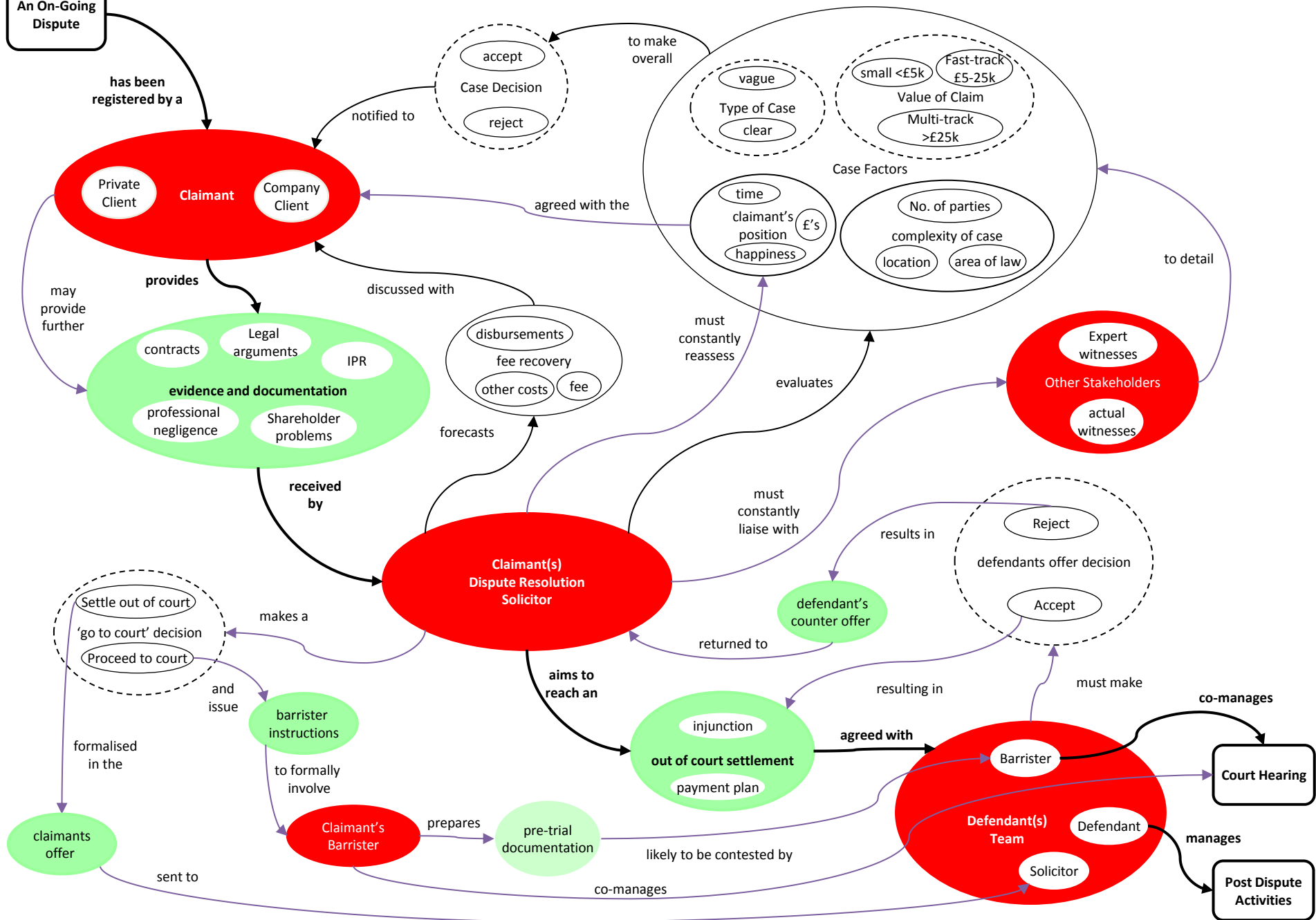
Claimant's Dispute Resolution Solicitor aims to reach a Settlement

Scene 5



Claimant's Dispute Resolution Solicitor aims to reach a Settlement

Complete



Change Levers

Focus Groups



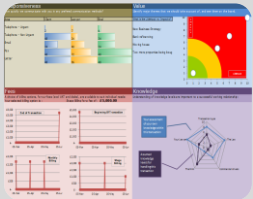
Action Teams



Agile Development of Innovative Tools

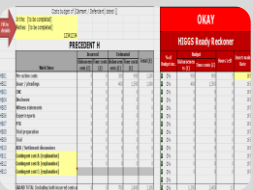
Innovative tools delivered

Working Prototypes



Client Engagement Model (Commercial Property)

Helps align the clients' and lawyers' unique perspectives in 4 areas: price, value, responsiveness and legal knowledge.



Budgeting Tool (Dispute Resolution)

Enables lawyers to accurately scope cases, prepare budgets and agree price with clients.



Scope Change Indicator (Corporate)

Helps in calculating the scope creep and its impact on the initial fee estimate.



Fee Seesaw (Corporate)

Enables lawyers to effectively communicate any variations to agreed fee and renegotiate with clients at various stages in the case.



Case Assessment Radar (Dispute Resolution)

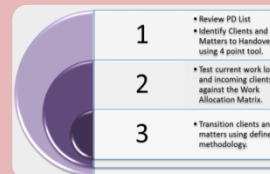
Helps manage client expectations and costs throughout the progression of the case.

Frameworks



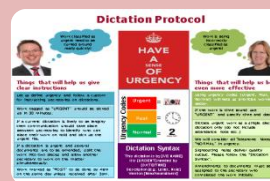
Client selection and on-boarding methodology (Commercial Property)

Helps win new clients and focus on building long term relationships.



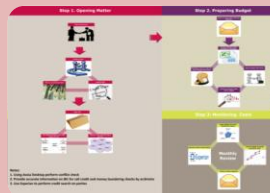
Work Allocation Procedure (Commercial Property)

Provides guidance for lawyers on managing workload and handing over clients to colleagues.



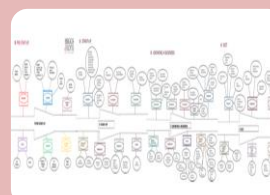
Administrative Protocols (Corporate)

Enable lawyers and secretaries to delegate and turnaround work seamlessly.



Best Practice Guide (Litigation)

Provides an overview of all the administrative procedures for managing litigation matters.



Life Cycle of a Business Client (Corporate)

Provides an overview of all key activities from first client contact through to transaction completion and post completion activities.

Impact on business



22 Service improvement workshops



International recognition as a role model for **Innovation**



165 client interviews



15 invited speeches & presentations

117 Staff trained



6 figure impact on profit



30 Press articles

Positive % growth in profits and revenue



Awards and Recognition



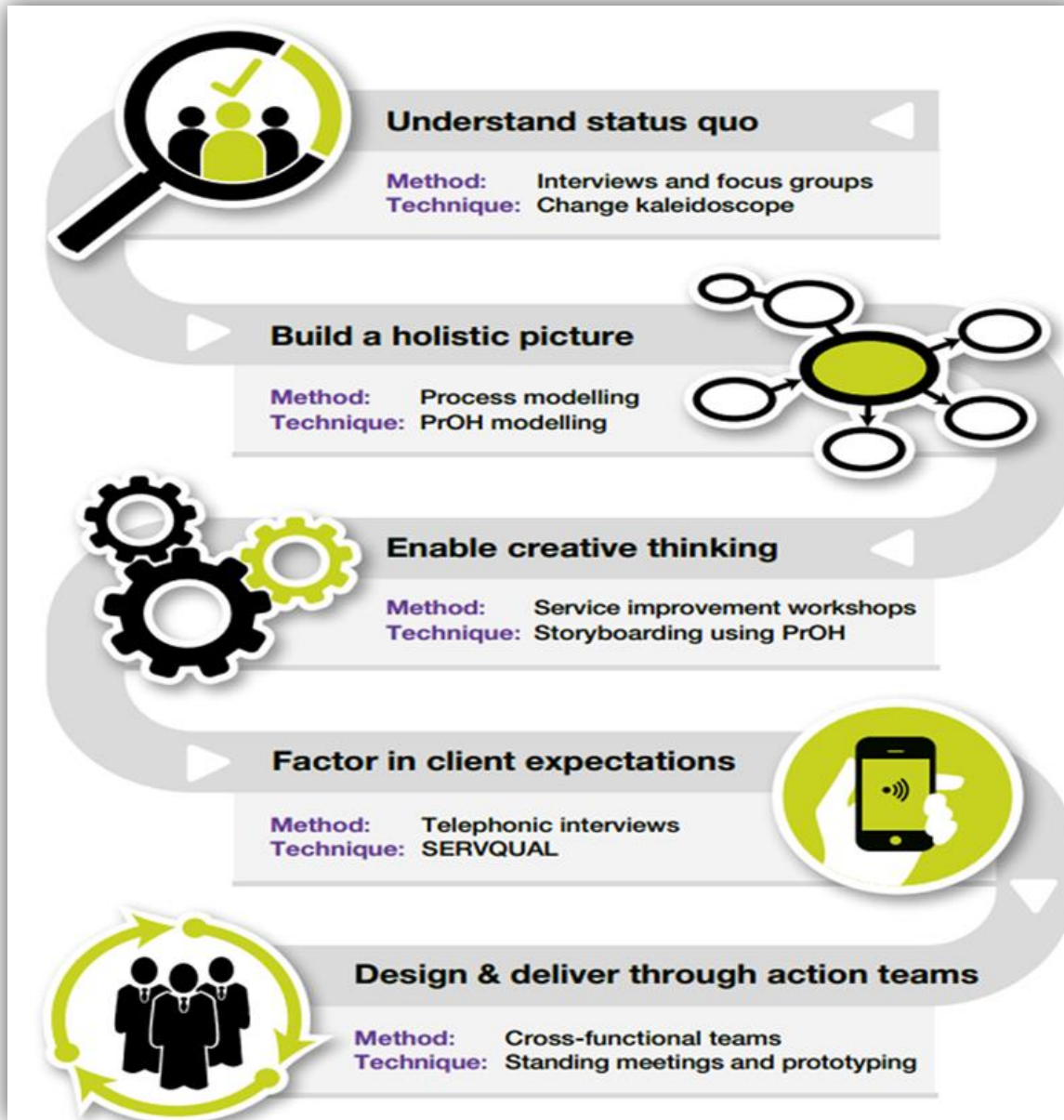
Finalist KTP
"Best Partnership" 2014



Glyn Morris was shortlisted for UK
"Finance Director of the Year" Growing
Business category in March 2014.

Krishna was shortlisted for KTP **"Business
Leader of tomorrow"** October 2013.

The Methodology



Briefing magazine published a case study on our project highlighting our methodology as unique in the industry!



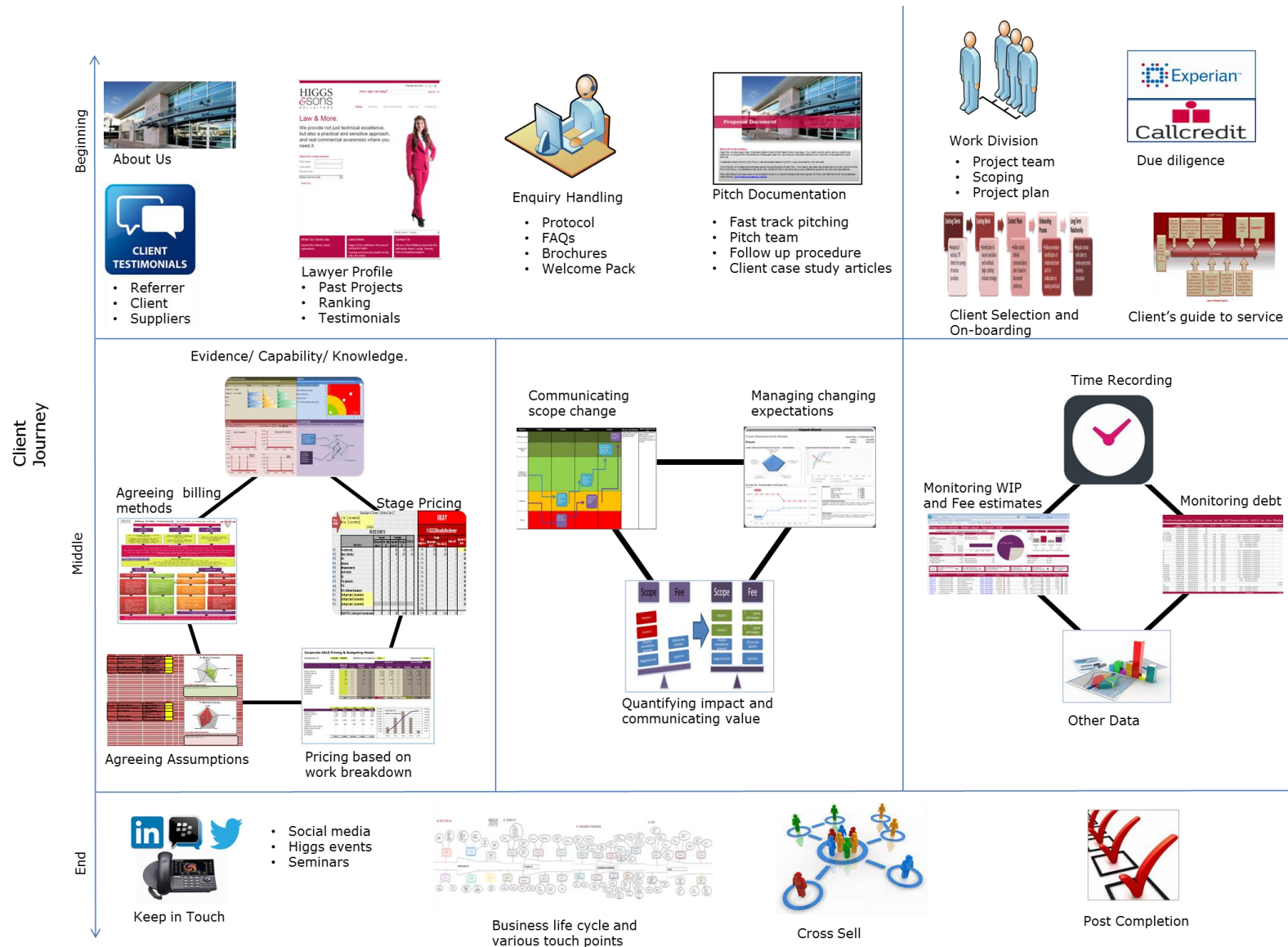
**Issue:
October,
2014**

Developing Leaders magazine published an article about the importance of change in the legal industry and Higgs' contribution as an early innovator.



**Issue 19:
2015**

Towards a Higgs Service Suite



Key lessons

- Create initial successes and establish credibility
- Innovation doesn't require massive investments
- People are key in change projects
- Quantify the benefits
- Communicate your findings to wider audience

True role of KTP Associate

- Not just a **Manager** but a **Leader**
- Not there to simply **Execute** the plan but to **Innovate**
- Both **Researcher** and **Consultant**
- Both **Product Developer** and **Sales Man**

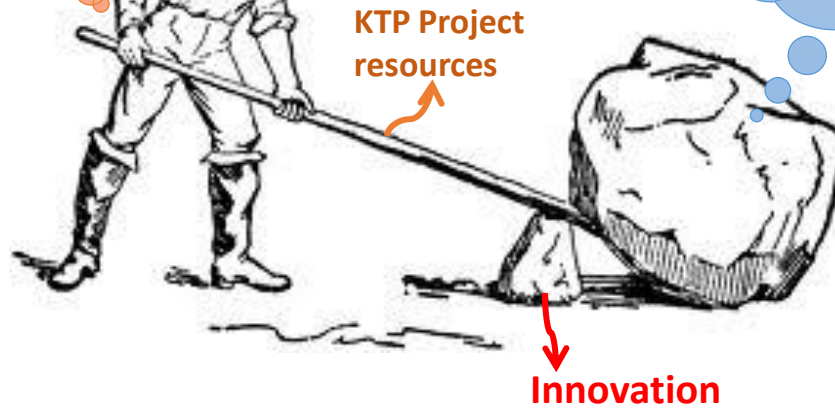
Quintessence of KTP Associate

Associate

I am capable but
need a lever &
fulcrum

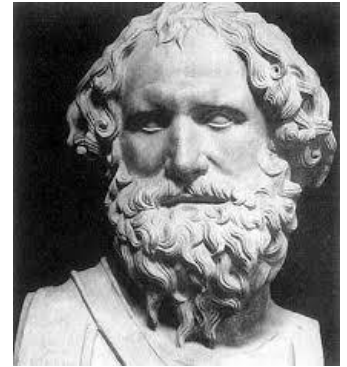
Strategic Issue

A boulder
needs moving



**“Give me a place to stand and with a lever (and fulcrum),
I will move the whole world”**

Archimedes



Eureka!





Glyn Morris

glyn.morris@higgsandsons.co.uk

Ben Clegg

b.t.clegg@aston.ac.uk

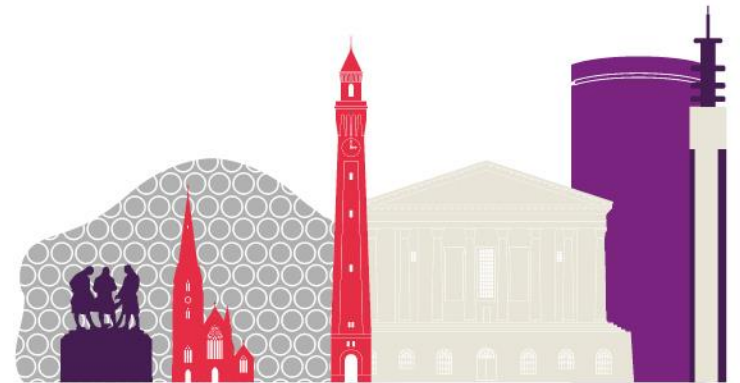
Krishna Balthu

krishna.Balthu@higgsandsons.co.uk

Mark Smith

Director of Enterprise and Employability

BIRMINGHAM CITY UNIVERSITY



Awards

Presented by Jose Freedman and Russ Bromley

Categories

Posters:

- ☐ Best early - mid stage KTP poster
- ☐ Best established KTP poster

Presentations:

- ☐ Best presentation



Professor Paul Maropoulos

Pro-Vice-Chancellor, Research and Knowledge Exchange

ASTON UNIVERSITY



**Thank you for attending the
KTP Associates Conference 2017!**



UNIVERSITY OF
BIRMINGHAM



BIRMINGHAM CITY
University



Aston University
