

Transforming Legal Services

A Solutions-Focused Approach to Cultural Change



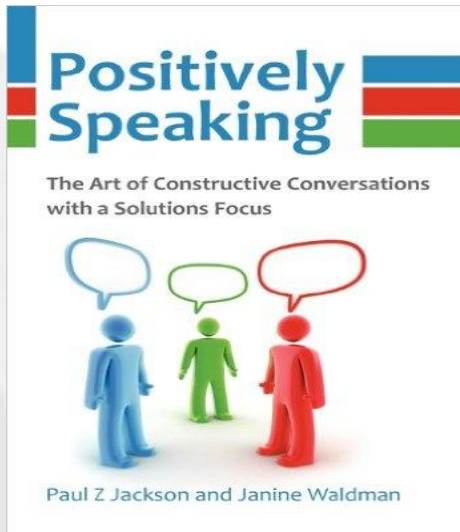
with

Michael Graham, Janine Waldman, Paul Z Jackson

Today...

- How a solutions-focused approach can drive cultural change in high-stakes environments
- The impact of shifting conversations from problems to possibilities
- Practical tools to enhance performance management and leadership
- Lessons from a real-world case study on making sustainable change in a legal services context
- How to apply small shifts in thinking for big organisational impact

Conversation as fundamental unit of change



'If you change the conversation, then there's every chance you'll change everything that surrounds it.'

Solutions 4 Reading 2008 - 2011

- SF for wellbeing + efficiency
- 40 champions
- Meet Wendy
- SF in the community



Reading Legal Services - 2021

- *‘Big restructure!’*
- *‘A lot of unhappy people!’*
- *‘We need SF’*
- *‘Help us build our team and develop our leaders’*

From Challenge to Change



The journey so far

2021 - Today

- Team day: 2nd December 2021
- Team day: 30th January 2022
- SF Leadership Cohort 1: July 2023
- Cohort 2: November 2023
- Cohort 3: June 2024
- Alumni development day January 2025
- Cohort 4 - April 2025

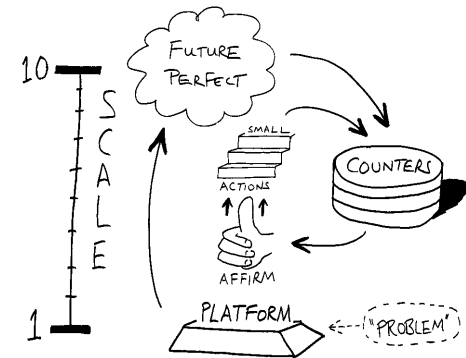
Leadership Programme – Overview

5 days over 4 months + Coaching + Buddy + SF Projects

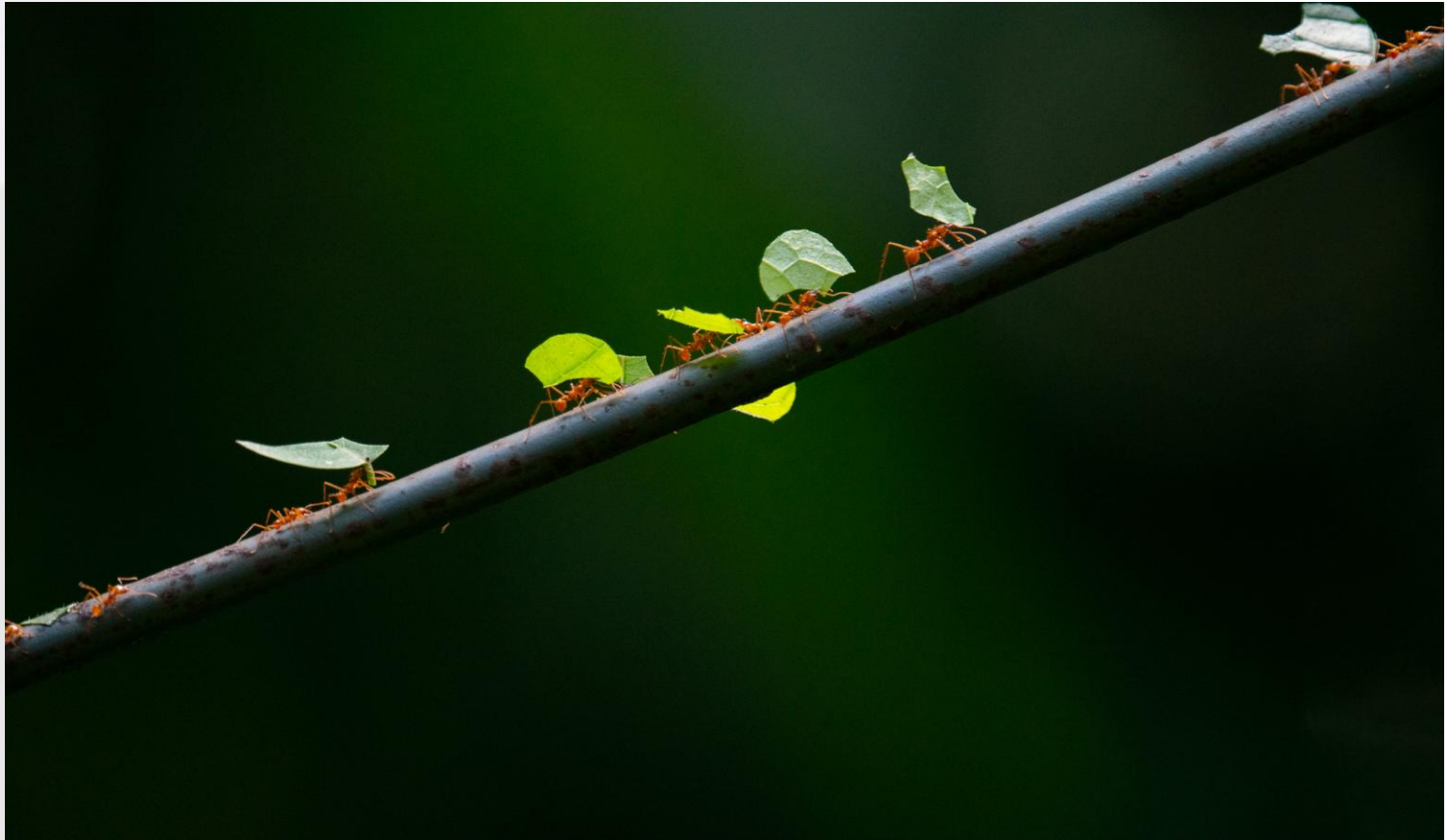
- Workshop 1: 2 days: Introduction to Solutions Focus coaching and conversational tools
- Workshop 2 : 1 – Coaching analysis + SSI's
- Workshop 3: 1 – Performance conversations and resilience
- **In-between sessions:**
 - Apply SF at work
 - Coaching buddy
 - Be coached
 - Advance your SF Projects
- Workshop 5: project presentations and review

Three levels of SF

- SF Approach/Stance
- SF Tools
- Single sentence interventions (SSI)



Outcomes



Project Criteria

- Something you're working on at the moment
- An aspect of your work that would benefit from applying SF
- Preferably ongoing
- Qualitative and quantitative results



Reflections + Questions



What else...

- From performance management to quality conversations
- Cultural transformation: changing "them and us" thinking
- The ripple effects: within the team, community and legal system





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