Developing a culture of innovation

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Why a “culture of innovation”? 

- A business priority for Mills & Reeve
- Whole firm not just “maverick pockets”
- Success or failure dependent on people
What do we mean by “innovative culture”?

An innovative culture is one where people...

- share ideas with the firm and clients
- comment on/add to/vote on other ideas
- collaborate to develop ideas which are then shared
- know it’s OK to try and fail
- are recognised for their contribution to innovation
- enjoy themselves whilst collaborating and innovating
- are actively encouraged to connect internally and externally and build relationships
- are actively encouraged to share ideas and information
- are looking to continuously improve what they do and the way they do it
- are actively encouraged to connect internally and externally and build relationships
Building a culture of innovation

- “connect / collaborate / innovate”
- People driven
  - Innovation champions
- Engagement
  - Innovation hub
  - Innovation week
Connect | Collaborate | Innovate!

The underlying theme of Connect, Collaborate, Innovate is designed to get us all focusing on being more outward looking and creative in how we approach our work. Small things like sitting down with someone you don't normally interact with can create all kinds of new ideas.

Post those ideas here, and don't forget to tag your collaborator in the post!

More »

Connect, Collaborate, Innovate!
Connect-A-Sector

We all know people. We all have something to offer. Let’s share what we know and what we can offer to make connections and collaborate across sectors.

Click on the images below to find out more about who we want to work for and add your comments.
How can we deliver better client and business services and create opportunities for growth by adopting new technologies such as Artificial Intelligence and Automation?
Removing barriers to delivery

- Collecting ideas can be the easy part
- Process to develop ideas
  - Review by cross office innovation team
  - Execution
    - Budget
    - Empowering individuals
    - Progress monitored and blockers addressed
Examples of innovations

- From small tweaks…
  - Visitors to the office

- To major projects
  - Document automation – banking; employment settlement
  - Artificial intelligence – lease extraction; corporate DD

- New products
  - Genogram
Results

- Only UK top 100 law firm to...
  - Increase turnover and profits each year for over a decade
  - Be recognised nationally each year since 1996 as one of the UK’s 100 best employers
Building an innovative culture…

People
- Mindsets
- Collaboration
- Education
- Recognition
- Activities/events

Technology
- Implement new technologies
- Maximise our use of existing technologies

Process
- Business process improvement
- Legal process improvement
- Legal project management

Comms / PR
- Campaigns
- Awards

…to develop a reputation for innovation among….

… contributing to M&R….

Clients
Legal market place
Employees and prospective employees

being a great place to work
building stronger client relationships
growing faster than the top 100 average

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