



Monday, May 16
1:00–2:00 pm

How to Succeed In-house With Really Trying *General Session*

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HOW TO SUCCEED IN-HOUSE WITH REALLY TRYING**©GARY D. ROBERTS**

1. **BE PURPOSEFUL.** Have a plan for everything. Have a system for everything. Have a check list for everything.
2. **BE A BATTERY CHARGER.** Be positive, team-oriented and obvious in your desire to exceed expectations. Be solution-oriented. Be engaged.
3. **KNOW YOUR BUSINESS.** Read everything you can. Get every bit of knowledge from anyone who will give it to you. Share it as you learn, and you'll get even more. Stop thinking of yourself as just a lawyer.
4. **BUILD PERSONAL RELATIONSHIPS** with staff, with colleagues, with your boss, with your business partners. Have lunch, get to know them as people, help them when you can – and bank the good will for a rainy day.
5. **DON'T TRY TO GO IT ALONE** - you almost certainly have no idea what you are doing. Reach out to substantive expertise on the outside. Find political help and procedural help on the inside. Ask good questions.
6. **GET THE EASY STUFF RIGHT.** Be on time for meetings and with deadlines. Proofread your work. Dress for the part. Look organized. Be accessible.
7. **BE A GOOD COMMUNICATOR.** Talk clearly. Translate well. Be candid. Remember - no one likes a surprise. Make sure they hear it from you first.
8. **FIND A WAY TO ADD VALUE.** Learn a substantive area. Start a brief bank or form file. Jump into something administrative. Make yourself indispensable .
9. **KNOW YOUR POLITICS** - how people work. Who's who. How they think. What they are about.
10. **YOU ARE 100% RESPONSIBLE FOR YOUR SUCCESS.** If you have your thumb in it, it's yours. Take ownership. Be engaged. You want everyone to see your passion and know you are on it.
11. **THE BEST SOURCE OF NEW WORK** is the work on your desk. If you want the best work, do the best job with the work that you have.
12. **NEVER PRESENT A PROBLEM** without a solution. Issue spotting is only the beginning. Even if you feel stumped, present alternatives. Question your assumptions.

13. **NEVER LET ANYONE RUIN YOUR REPUTATION.** Never do anything unethical. Never go back on your word.

14. **AVOID THE DEADLY SINS.** Never say "on the one hand this, on the other hand that." Unless absolutely necessary, never say "no" – find out what the objective is and lead the way to it legally. Irrelevance is professional death.

FOR MANAGERS

Hire the very best people you can find: the smartest, the most engaged, the most willing to learn.

Teach them everything you know - but don't count on just you to do it. Let them work with a variety of different people and styles.

Let them do their jobs. Don't micromanage, which kills initiative and stifles growth.

Hold them accountable for the results. Autonomy's price is responsibility. Don't miss teachable moments.