

# ZICO Law webinar

Managing anxiety in times of uncertainty

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# A framework for a different way of working

The charter is a collaboration (initially) between leading banks and law firms committed to driving change in how we work.

The bilateral collaboration between service providers and clients is what makes the Charter so powerful.





# Openness and respect

*In a world where we can be anything,  
be thoughtful*



## BUILDING TRUST AND EFFECTIVE COMMUNICATION:

- Discussing upfront with my colleagues, clients and contacts their preferred method of communication and clarifying any relevant implications of an individual's working patterns.
- Treating internal colleagues and external contacts with the appropriate level of respect and courtesy.
- Asking for and providing feedback to others on a regular basis.

**be brave.**



## ADHERING TO SMART MEETING AND EMAIL GUIDANCE:

- Allowing people to join meetings by the method they deem suitable, providing dial in details as default on meeting invites unless it is imperative that everyone attends in person.
- Being respectful of others' time by planning meetings properly (considering who needs to attend / giving appropriate notice / setting clear agendas and objectives) and avoiding last minute cancellations.
- Avoiding over-use of email and not copying people into emails that they don't need to receive.
- Making use of subject lines in emails and ensuring these are reflective of the email's content.

# Smart meetings and emails

*In a world where we can be  
anything, be thoughtful*

# Respecting rest periods

*In a world where we can be anything,  
be thoughtful*



## CONSIDERATION GIVEN TO THE NEED TO 'SWITCH OFF':

- Where support is required outside of someone's core working hours, giving them options for when that could be (early morning or evening / weekend).
- When sending emails outside of business hours, being clear in the title whether it needs to be read / actioned promptly or considering sending pre-timed emails (so emails are not received late at night and at weekends).
- Including working hours / availability as part of my email signature, so people are aware of each others' working patterns.
- Respecting people's right to take annual leave without the expectation of them checking emails / being on call, and role modelling the same behaviour myself where possible.



# Mindful delegation

*In a world where we can be  
anything, be thoughtful*



## IMPLEMENTING A BEST PRACTICE APPROACH TO COLLABORATION, INSTRUCTION AND DELEGATION:

- Respecting the need to provide sufficient context and information for a piece of work, ideally including the purpose and ultimate recipient.
- When instructing on a task, negotiating rather than imposing a deadline, being transparent where possible on the wider timetable, and promptly communicating timing changes which impact others.
- When being instructed on a task, being confident to flag when a deadline is unrealistic and / or unachievable.

# Signatories

- **Addleshaw Goddard**
- Allen & Overy
- Allied Irish Banks
- Ashurst
- Baker McKenzie
- **Barclays**
- BCLP
- Burness Paull
- Capsticks
- Clifford Chance
- CMS
- Coats plc
- Coventry Building Society
- DAC Beachcroft
- Dentons
- DWF
- Eversheds Sutherland
- Freshfields Bruckhaus Deringer
- Firefish
- 4 New Square Chambers
- FSCS
- Goldman Sachs
- Herbert Smith Freehills
- HFW
- Hogan Lovells
- Howden Employee Benefits & Wellbeing
- Irwin Mitchell
- JMC Legal Recruitment
- Linklaters
- Lloyds Banking Group
- Matheson
- Michelmores
- Mills Reeve
- Morton Fraser
- Nationwide Building Society
- Network Rail
- Norton Rose Fulbright
- Osborne Clarke
- Paul Hastings
- Pantheon
- **Pinsent Masons**
- Radiant Law
- RBS
- RPC
- Shoosmiths
- Simmons & Simmons
- Squire Patton Boggs
- Stone King
- TLT
- Travers Smith
- Unilever
- Ward Hadaway
- Weightmans
- Womble Bond Dickinson



# Next steps

For more information please go to  
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