



# Making Change Happen

## Case Study

**“ Their training and support has been invaluable in helping us to embed our new culture ,”**

**Lisa Bailey**

HR Business Partner - Chadwick Lawrence

### Background

Chadwick Lawrence is a broad based modern law firm proud of their Yorkshire heritage. They are trusted across the region to have the knowledge and experience to help in any legal situation. They are considered by many as Yorkshire's Legal People.

**Their Vision is:** To be recognised as the best legal practice in West Yorkshire, both from a perspective of client desire to engage our services and staff wanting to come and work for the firm. We will employ lawyers with personality who are approachable, understand our business needs and those of our clients. People who are capable of conversing in plain English but who are skilled in their profession and confident in their approach. A people culture made up of those who will do what they say they will do, within the timescale that they agree. In short, we want to be the best at what we do.

### Objectives

If Chadwick Lawrence is going to be a great place to work and the Firm of choice for clients, it is the job of the leadership team and partners to create the right environment. To drive the culture and values they have created the Chadwick Lawrence Way which will become the DNA of the firm and drive how people engage with each other and with clients.

Dale Carnegie is the long term development partner supporting them to make the Chadwick Lawrence way live and breathe in the Firm. Working with multiple groups across the Firm they are delivering practical solutions to support the changes and development happening as Chadwick Lawrence continues to grow and improve.

## Results

Stronger alignment around the Chadwick Lawrence way means that there is now more consistency of behaviour and actions around the 7 locations in Yorkshire.

The senior partners are strong advocates and role models for the Chadwick Lawrence way. Ultimately this will drive talent management and client activities. This means that when clients engage with Chadwick Lawrence, they get an authentic and genuine client serviced service, making them one of the leading law firms in Yorkshire.



**Lisa Bailey, HR Business Partner, said:**

**“ We worked in Partnership with Dale Carnegie to further develop our team with the skills needed to bring our core values to life.**

**Their training and support has been invaluable in helping us to embed our new culture and has encouraged us to recognise the part that we all play in leading by example and contributing positively to the Chadwick Lawrence Way.**”

**Neil Wilson, Managing Partner, said:**

**“ We ran the Dale Carnegie Management Programme last year to drive ongoing commitment to culture change and living and breathing our core values as part of our Chadwick Lawrence Way. We have all had to change and the Dale Carnegie Programme helped massively with that. It is helping to transform our business.**”

## Chadwick Lawrence success



**WATERMARK**  
CALDERDALE

The Yorkshire Legal  
Awards 2015

**WINNER**  
Residential Property Award

The Yorkshire Legal  
Awards 2015

**WINNER**  
Employment Law Award

**WAKEFIELD DISTRICT  
BUSINESS AWARDS 2015**

**SOLICITORS  
JOURNAL  
AWARDS |  
2016**