

Leading Through Unexpected Change

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Law firm administrators excel at being prepared for just about anything, but the past two years have taught us that the sliding scale of “unexpected” can change quickly. How do managers pivot to lead an office through an unexpected event, such as a natural disaster, death, and regional or national emergency? More specifically, how do you deal with the emotional consequences that stem from unexpected change? The global pandemic has exposed just how vulnerable we are to life-altering unexpected change; however, Covid-19 will not be the last unexpected event to impact firms. In an era of unexpected change, administrators must learn to adapt with compassion and take strategic actions to prepare for an uncertain world.

Jessica VanTroost, Strategic Operations Administrator, will co-present “Leading through Unexpected Change” for the Houston Chapter of the Association of Legal Administrators (ALA) on Tuesday, February 15, 2022, offering attendees a roadmap to help navigate their firms through a major, and often emotional, event.

[Learn more.](#)

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