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KM&I for Legal Conference - Day 1 Opening Keynote Speaker Announced!

We are honored that Professor [Michele DeStefano](#) will deliver the Day 1 Opening Keynote Address at the [Knowledge Management & Innovation for Legal Conference](#) on October 22-23, 2025 in NYC!

Professor DeStefano will share her presentation:

"Enhancing Client-Centricity: A Move From Services to Experiences"

Explore real examples of client interactions through the lens of client-centricity. Professor Michele DeStefano will highlight actions that negatively impact client relationships and initiatives that have a positive impact on client retention and loyalty.

Based on hundreds of interviews with clients of lawyers from around the world, Professor DeStefano identifies the difference between the type of advice and service legal professionals typically provide and that which is truly client-centric. This session is designed to help participants learn how to take a more client-centric approach, one that moves the focus from service and expertise to experiences that delight clients.

All attendees will receive a free copy of Professor DeStefano's latest book:
Leader Upheaval: A Guide to Client-Centricity, Culture Creation, and Collaboration.

<https://amzn.to/43sHkzT>

The graphic is a dark blue rectangular poster. In the top left corner, the logo for 'KM&I For Legal Conference' is displayed, with the dates 'October 22-23, 2025 - NYC' below it. The text 'MEET OUR KEYNOTE SPEAKER' is written in large, bold, white capital letters. To the right of this text is a portrait of Michele DeStefano, a woman with long dark hair, wearing a dark blazer over a dark top, with her arms crossed. Below the portrait is a white box containing her name 'Michele DeStefano' and her credentials: 'Professor of Law, University of Miami; Visiting Faculty Harvard Law School; Founder, LawWithoutWalls and MoveLaw'. To the left of the portrait is a small image of the book cover for 'LEADER upheaval' by Michele DeStefano. At the bottom left, a small white text box states: 'All attendees will receive a copy of Leader Upheaval: A Guide to Client-Centricity, Culture Creation, and Collaboration'. The website 'www.kmforlegal.com' is at the bottom left. The background features some red starburst graphics and a red geometric shape on the right side.

KM&I
For Legal Conference
October 22-23, 2025 - NYC

**MEET OUR
KEYNOTE
SPEAKER**

Michele DeStefano
Professor of Law, University of Miami; Visiting Faculty Harvard
Law School; Founder, LawWithoutWalls and MoveLaw

**LEADER
upheaval**
A Guide to Client-Centricity, Culture Creation, and
Collaboration
MICHELE DESTEFANO

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