

Skills for Future Facing Teams

Communication & leadership sessions
for in-house legal teams

YOUR PROGRAMME FOR H2 2026 ➔

Updated July 2026

Overview

WHAT

CMS Skills For Future Facing Teams is a wide ranging development programme of leadership, communication, and professional skills – and it is free to access.

WHY

Our programme gives you the opportunity to build career-enhancing skills. You'll hear from leading executive coaches and experts, in a highly engaging, insightful, and time-efficient way.

Each session offers you:

- the latest insights into business psychology and leadership theory
- practical and relatable tips to apply to your work immediately
- further resources to deepen your knowledge and skill.

WHO

Sessions are open to everyone in your in-house legal team and have been developed to meet their needs and challenges. We have sessions for early career lawyers and those stepping into leadership.

HOW



60 – 90 mins



Live webinars every month



[Catch up](#) with our on-demand sessions



Delivered by expert coaches, lawyers, actors, and trainers from diverse backgrounds – meet them [here](#)

WHEN



View and register for our sessions [here](#). Watch live, or on-the-go whenever it is suitable for you.

ASK

Contact us to request a full menu of sessions, to discuss your needs, or arrange tailored sessions – either by webinar or offsite events. Check CPD eligibility with us too.



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Register for forthcoming live and on-demand sessions

Skills for Future Facing Teams



• Connecting across generations



• Say it with stories



• LaughABLE: achieving absurdly great results in challenging times



• From fixed thinkers to growth thinkers



• Navigating change in the workplace



• The negotiator's toolkit



Skills for Future Facing Teams

Monday 7 September | 10:00 - 11:30

Connecting across generations

Lorraine Brunning &
Kate Kordel, Bateman



In today's workplaces, we have people from different generations working together, each bringing their own unique perspectives, strengths, values, and work styles. This diversity is great, but it can also lead to misunderstandings, communication barriers, and friction, which can affect collaboration, productivity, and relationships.

Using forum theatre, we'll uncover the uniqueness of each generation (Traditionalists, Baby Boomers, Gen-X, Millennials, and Gen-Z), highlight common generational interactions and conflicts, and explore the characteristics and values of the five generations to foster a more collaborative & productive workforce.

We will:

- Understand the unique characteristics, strengths, values and historical influences of the five generations
- Explore possible areas of friction between generations – e.g. attitudes towards leadership, work/life balance & decision making
- Observe, explore and practice communication approaches tailored to enhance cross generational dynamics.

Monday 5 October | 10:00 - 11:00

LaughABLE: achieving absurdly great results in challenging times

Harriet Beverage



We are facing unprecedented disruption at white-knuckle speed. We need to embrace radically new approaches if we are to survive and succeed. How can we lean into this challenge? Feel comfortable during uncomfortable change and act in the face of uncertainty?

In this refreshingly different session, Harriet will share transferable strategies from the world of humour and comedy to tackle change and challenge in the real world. Harriet draws on her experience vanquishing hecklers at the Edinburgh Fringe, her comedy-inspired masterclasses on the BBC and TEDx, plus her neuroscience research on humour as a stress-coping mechanism. This is a laugh-out-loud keynote with practical takeaways for serious progress.

We will learn:

- 'Bring it on' confidence, feeling immediately lighter and brighter, with tools for constructively challenging the status quo
- Strategies for thinking differently, moving from 'we can't because...' to 'we can if we...'
- Practical methods for spotting opportunities where others don't, advice on the network of support we need to achieve and thrive, and tips for mastering the 'activation hump'.



[Register here](#)



[Register here](#)



Skills for Future Facing Teams

Monday 19 October | 10:00 - 11:30

Navigating change in the workplace

Adam Armstrong &
Jeremy Fussell, Herald



This session introduces you to the Kübler-Ross Change Curve and a simplified four-stage version: Denial, Resistance, Exploration and Integration. It is widely used in workplace change conversations and designed to help participants recognise common emotional and behavioural responses to change, understand that reactions vary from person to person, and practice supportive ways to respond.

Observe the trainers act out each of the four stages, as you guide their conversation by suggesting what a manager, colleague or leader could say or do next. We will cover clear outcomes, empathy (emotional intelligence), Mike Clayton's model of resistance, managing expectations, and lessons learned.

We will learn how to:

- Describe the purpose of the Kübler-Ross Change Curve and explain how it can be applied to workplace change
- Identify key behaviours associated with change, recognising people's movement through it, and how responses can vary in pace and intensity.
- Apply the model to real workplace situations that support adaptation, confidence and integration.



[Register here](#)

Monday 9 November | 10:00 - 11:30

Say it with stories

Jane Eden, Bateman



Storytelling is one of the most powerful skills in any professional's communication toolkit. Stories and story structures make complex ideas easier to understand, more memorable and persuasive, helping us engage our audience, demonstrate value and influence decisions.

For in-house legal professionals, storytelling is a powerful way to secure stakeholder buy-in, build credibility, and communicate the impact of legal advice. Whether illustrating risk, sharing a success story that demonstrates value, securing support for an initiative, or helping leaders understand the implications of a decision, stories create clarity, trust and connection. Professionals who master the art of storytelling gain a significant advantage.

We will:

- Explore the neuroscience of storytelling and why stories are so effective in influencing stakeholders & communicating complexity
- Understand how to build an effective story using a storytelling structure (Challenge, Struggle, Resolution)
- Learn how stories can secure buy-in, demonstrate the value of legal advice, credentialise expertise, and share impactful examples and case studies.



[Register here](#)



Skills for Future Facing Teams

Monday 23 November | 10:00 - 11:00

From fixed thinkers to growth thinkers

Christian Harvey, CMS



Do you ever find yourself holding back from a challenge because you might fail, avoiding feedback because it feels uncomfortable, or feeling pressure to always have the right answer?

You're not alone. Many of us are trapped by fixed thinking that limits learning, innovation and career growth.

This practical and psychology-rich workshop explores how to shift from a fixed mindset to a growth-thinking approach. Growth thinkers approach challenges differently. They seek learning over certainty, progress over perfection, and development over validation

We will learn to:

- **Let go** – escape from the beliefs and habits that keep us stuck
- **Lean in** – embrace challenge as the pathway to continuous growth
- **Level up** – build consistent behaviours that create lasting success

Monday 7 December | 10:00 - 11:30

The negotiator's toolkit

Adam Armstrong &
Jeremy Fussell, Herald



This session introduces practical negotiation tools and techniques that can be applied in day-to-day conversations, stakeholder discussions, and supplier or internal negotiations.

The immersive learning features group chat prompts and individual reflection as we draw on core ideas such as preparing for power, clarifying objectives and BATNA, identifying negotiable issues and concessions, separating people from the problem, recognising common plays and tactics, and using a clear negotiation framework to move from information sharing to agreement.

We will learn to:

- Define key stages of an effective negotiation and use a simple framework to structure conversations from preparation to agreement.
- Prepare effectively by clarifying objectives, identifying negotiable issues, setting a walk-away position, and considering a BATNA.
- Use perspective-taking to build stronger proposals, recognise common negotiation tactics and respond calmly without damaging the relationship.
- Apply practical language and behaviours that separate people from the problem, break stalemates, and trade concessions more effectively.



[Register here](#)

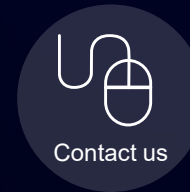


[Register here](#)

Considering an offsite?

We can host a training event day at our offices, at yours, or elsewhere.

Consider content from our on-demand menu which can be tailored to suit your team for an in-person event or approach us with requests or ideas



Example format	
12:00	Welcome and lunch
13:00	Skills workshop, with external facilitators
14:30	Break
14:45	Skills workshop, continued
16:15	Action plans
16:30	Drinks and networking



Catch up on-demand!

60-90 mins



Skills for Future Facing You

Make yourself heard - how to deal with confidence issues at work

[PLAY](#)

Influence and impact: Amplifying women's voices in the workplace

[PLAY](#)

Enabling peak performance

[PLAY](#)

Maximising your ability to deep work in a world of distraction

[PLAY](#)

How to speak with gravitas and presence

[PLAY](#)

Advanced Presentation Skills: Presenting as a leader

[PLAY](#)

Unravelling anxiety

[PLAY](#)

Building energy: from fatigue to flourishing

[PLAY](#)

Understanding and embracing change as a growth opportunity

[PLAY](#)

Catch up on-demand!

60-90 mins



Skills for Future Facing Relationships

True colours? How to understand and influence other people

[PLAY](#)

Influence and impact: Amplifying women's voices in the workplace

[PLAY](#)

How to navigate challenging conversations

[PLAY](#)

Top 10 tips & techniques of negotiation for in-house lawyers

[PLAY](#)

How to influence when negotiating

[PLAY](#)

Thinking strategically about your business stakeholders

[PLAY](#)

The leader who advocates legal value

[PLAY](#)

Harnessing neurodiversity in the legal profession

[PLAY](#)

Catch up on-demand!

60-90 mins



Skills for Future Facing Leaders

The journey from legal expertise to leadership

[PLAY](#)

Developing your leadership style

[PLAY](#)

Leading professionals to achieve sustainable high performance

[PLAY](#)

Coaching skills for legal leaders

[PLAY](#)

Creating a team culture of coaching and feedback

[PLAY](#)

Delivering effective feedback

[PLAY](#)

The emotionally intelligent leader

[PLAY](#)

The adaptable leader in conflict

[PLAY](#)

The empowering leader

[PLAY](#)

Creating psychological safety in teams

[PLAY](#)

Catch up on-demand!

60-90 mins



Skills for Future Facing Work

Project leadership series

[PLAY](#)

Project leadership principles

How to work with project stakeholders effectively

Reporting effectively and articulating value of Legal in projects

Embedding lessons learned for continuous improvement

AI literacy series

[PLAY](#)

Using AI as an in-house legal team

Essentials of AI law

AI innovation and governance

AI Compliance case study

A new ERA for DE&I?

[PLAY](#)

Enhancing your team climate in the hybrid team environment

[PLAY](#)

What do our clients say about our programme?

This should be essential viewing for all in-house teams. I consistently describe my team as “enablers” and “storytellers”, so this was really reassuring! The topic of value for Legal is rarely discussed in this way.

Feedback on:
Articulating the value of in-house legal in projects

“I’ve found a leadership toolkit hiding inside a Monday morning motivational soundtrack! I came away with ideas I can apply with my own team, rather than just leadership concepts to think about, and will be using this framework to further develop leadership capability within the seniors in my team.”

Feedback on:
The empowering leader

Understanding the different (conflict) styles and how each style is not necessarily good/bad, but each has its merits depending on the scenario. Really started the process of reflecting during the course.

Feedback on:
The adaptable leader in conflict

“Really useful script tool to use for framing responses to the business. Also found encouraging psychology tools to use to boost confidence

Feedback on:
Building confidence as a junior in-house lawyer

The very practical tools that I can use in my day-to-day. I also really enjoyed learning about the neurological reasons and feel that now that I understand the underlying reasons for the nerves etc, I will be able to more consciously manage them.

Feedback on:
Influencing & Impact – Amplifying Women’s Voices in the Workplace

“I found that I could relate to the issues raised – particularly the competence trap.

Feedback on:
The journey from legal expertise to leadership



Meet your facilitators



Lorraine Brunning
Bateman Communication

Lorraine has spent 30 years working as a Communications Skills Specialist and Business Coach to help people communicate more effectively; whether that means having more authority and concision in the way they message; being able to influence more effectively; demonstrate a greater bandwidth of leadership behaviours; be compelling when presenting or pitching or just create better relationships – operationally and strategically.

Lorraine's work focusses on building leadership capability, and helping others with keynote speeches, conference presentations, TED talk preparation and business pitches.

Lorraine has worked in many business sectors including financial services, consultancy, pharmaceuticals, and the Civil Service.



Lorraine will facilitate:
Connecting across generations



Kate Kordel
Bateman Communication

Kate's background is in psychology and acting and she brings them together to create unique training and practical solutions to enable people to make significant changes in the workplace. Whether that means looking at personal impact, influencing and negotiating, leadership behaviours or being more confident, Kate loves to help people explore, develop and grow to drive personal success.

With over 15 years experience, Kate works with a wide variety of clients, using individual coaching, group learning and interactive training to help organisations evolve and communicate together effectively.

Kate is partially deaf and hugely passionate about bringing disability awareness into her training, rolling out a recent disability awareness course to over 3,000 participants.



Kate will facilitate:
Connecting across generations



Harriet Beverage

Harriet helps individuals, teams and organisations to achieve exceptional results and flourish. She brings a refreshing blend of business acumen, comedy and neuroscience.

She has over 20 years of coaching and consulting experience and is co-author of the Sunday Times Bestselling book, 'Will It Make The Boat Go Faster? Olympic-winning strategies for everyday success.'

Harriet is also an accomplished comedian. She has taken four solo standup shows to the Edinburgh Fringe and starred on both BBC Radio 4 and TEDx ('Hilarious' Fringe Review),

In addition to her leadership coaching qualifications, she has just gained an MSc with distinction in the Psychology and Neuroscience of Mental Health, from King's College, London



Harriet will facilitate:
LaughABLE...



Jane Eden
Bateman Communication

Jane studied Drama at the University of Exeter and went on to gain an MFA in Drama and Dramatic Criticism from Yale University. Jane has worked as a Communication Skills Coach and Facilitator for 20 years.

She designs and delivers programmes for organisations and individuals to evolve their communication skills so that they can lead, inspire, influence, deliver clear messages, craft stories, build rewarding relationships, build trust, manage conflict, bring people with them, and get results. She first helps people understand the psychology that drives them and helps them to choose behaviours that lead to mutually beneficial outcomes.

Jane has worked for large corporate organisations in finance, pharma and aviation industries, as well as charity organisations.



Jane will facilitate:
Say it with stories

Meet your facilitators



Adam Armstrong
Herald Training & Development

Adam has been a Trainer for over 30 years with a background in teaching. He taught voice and impact, as well as English, Drama and History.

Now qualified to use psychometrics with Level A & B Intermediate (16PF, MBTI), a qualified trainer, accredited Coach and with his Licentiate diploma in speech he runs a myriad of different courses spanning key areas of expertise around human behaviour, leadership & communication.

Together with Jeremy, Adam delivers master classes covering 40 topics including Reading Others, Delivering Change, Dealing with Difficult People, Creative Thinking, Being a Presenter, Intelligent Communication, Negotiation, Motivation, Delegation, Diversity, Values, Flexible, Remote & Team Working and Managing Conflict



Adam will facilitate:

Navigating change in the workplace
The negotiator's toolkit



Jeremy Fussell
Herald Training & Development

Jeremy has worked in the field of Learning and Development for over 30 years. He started in recruitment, working on assessment centres where he became licenced by The British Psychological Society in the use of psychometric questionnaires. This foundation helped him move into the world of corporate training where he has worked with countless organisations globally.

He also trained originally in Speech & Impact and is also an accredited coach and NLP practitioner.

Over this time Jeremy and Adam have worked together designing and delivering multiple training courses across all sectors and at all management levels.



Jeremy will facilitate:

Navigating change in the workplace
The negotiator's toolkit



Christian Harvey
CMS

Christian manages the Skills for Future Facing Teams programme at CMS, drawing on 20 years' extensive experience as an L&D professional with proven capability across organisational learning, employee engagement & performance, client centricity, and quality assurance with national award recognition by the CCMA.

A qualified trainer, Strengthscope practitioner, and is studying to be an executive coach with the Henley Business School, he is adept at coaching, facilitation, presenting, mentoring, and training. He has developed a range of innovative learning solutions across the financial, insurance, and construction industries to meet individual & organisational demand



Christian will facilitate:

From fixed thinkers to growth thinkers

Continuing Professional Development

England & Wales Continuing Competence

What are the rules?

Solicitors qualified in England & Wales must make an annual declaration that they have reflected on and addressed their development needs. There is no hours or “points” target.

There are four competences in the Statement of Solicitor Competence. These are:

- Competence A: Ethics, professionalism and judgement
- Competence B: Technical legal practice
- Competence C: Working with other people
- Competence D: Managing themselves and their own work

Do skills sessions count towards CC?

Potentially! You will need to demonstrate and record how participation in a session helped you to address a development need.

For full details visit www.sra.org.uk

Scotland CPD hours

What are the rules?

Solicitors qualified in Scotland must undertake a minimum of 20 hours CPD in each practice year. Of those 20 hours, a minimum of 15 must be verifiable CPD and one hour of risk management.

Do skills sessions count towards CPD?

Potentially! CPD is defined by the Law Society of Scotland as ‘relevant education and study by a solicitor to develop his or her professional knowledge, skills, and abilities’. This can include not only legal knowledge but also: practice management skills; personal professional skills; ethics, attitudes and values; and development towards a particular career milestone.

To be **verifiable CPD** a session must: have clear aims and outcomes relevant to your professional development; provide interaction and/or the opportunity for feedback; be able to be evidenced; and not be part of your daily work.

For full details visit www.lawscot.org.uk

Other jurisdictions

What are the CPD/ CLE rules?

For lawyers qualified in other jurisdictions, and professionals subject to other CPD/ CLE regimes, the requirements on training content and means of participation vary. It is always an individual’s responsibility to comply with the relevant requirements and to maintain the required records and evidence.

Do skills sessions count towards my CPD/ CLE requirement?

Potentially! Participation in skills development sessions may qualify for CPD or CLE under certain regimes. Remember that that some non-UK CPD/ CLE regimes may require pre-accreditation/ post-accreditation of courses; our sessions are never guaranteed to meet every CPD requirement and are not pre-accredited, so please check with your regulator on a case-by-case basis.

For full details, please check with your regulator.

Can CMS certify your participation?

If you need evidence of participation in one of our skills sessions, please let us know as soon as possible, and within 3 months of the session. We are happy to confirm your attendance based on a webinar log-in record or sign-in register. Contact the CMS Client Training Team [here](#).

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Further information can be found at **cms.law**