

Kelly C. Harbour*

Director of Client Relations & Innovation

kharbour@goulstonstorrs.com

Boston: +1 617 574 3508



As Director of Client Relations & Innovation, Kelly Harbour spends her time on initiatives at the intersection of client service, revenue generation and innovation, supported by process improvement, project management and technology. Kelly uses a solutions-oriented approach to client service, providing the kind of data-driven analysis that uncovers the best approaches to supporting clients and their businesses. She advances the development and evolution of the firm's client service program and provides leadership, guidance and tactical support for business plans for practices, teams and individuals from conception through implementation.

As a Legal Lean Sigma Yellow Belt, Kelly also collaborates closely with the Chief Business Growth Officer on streamlining department operations and identifying best practices for leveraging technology.

Over the span of her career, Kelly has served the professional services industry in all aspects of marketing, business development, technology and administrative operations. Her ample experience includes technology project management, process improvement, initiative execution, business systems analysis, marketing communication implementation and business development strategies. Kelly is a Legal Lean Sigma Yellow Belt.

Trending Topics of Interest

Kelly is deeply interested in the intersection of innovation, technology and business development strategies. As a dedicated student of artificial intelligence and blockchain, she values the opportunity to collaborate with clients, helping them to find technology solutions for their businesses. In this partnership, she brings clients the most up-to-date information on how business gets done in a rapidly changing technology-driven world.

**Kelly Harbour is not a practicing attorney.*

Accolades

- Massachusetts Lawyers Weekly Excellence in the Law [Excellence in Marketing](#), 2020

Affiliations

- Director of Member Engagement, SALI Alliance

Education

- University of Miami (B.A.)
- George Washington University (M.P.S., Law Firm Management)

Publications

January 13, 2021

Goodbye 'Marketing and Business Development.' Hello 'Strategic Growth'
American Lawyer

October 28, 2020

NetDocuments Joins SALI Alliance, Advocates Legal Classification Standards

September 2, 2020

SALI: Building Common Standards for Legal Services
Artificial Lawyer

November 2014

Five Steps to a Strategic Marketing Technology Budget
Marketing the Law Firm, a Law Journal Newsletter

December 2013

Lessons from the Field: Insights from Marketers Outside the Legal Industry
Strategies, the Journal of Legal Marketing

Q1 2012

From Boston to Beijing: Effective Global Project Portfolio Management
Peer to Peer, the quarterly magazine of ILTA