

# LEGAL LAB KEY TAKEAWAYS

April 19-20, 2017 | Austin, TX

HBR Consulting's Legal Lab is an annual gathering of select industry leaders that collaborate and share ideas on how to pursue innovation and drive changes that support the law firm and corporate client relationship.

## 1 Legal Ecosystem is Changing



**Constituents are evolving:**  
Law schools, law departments, law firms, LPOs, technology providers + consultancies



Increased dialogue + desire for collaboration → creates opportunity to differentiate

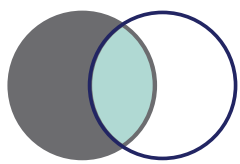


**New + emerging change agents:**  
Legal Lab, CLOC, non-legal business leaders + technology providers



**Key differentiators =**  
technology and talent + staffing strategies

## 2 Client Experience is Driving Change to Service Delivery Models



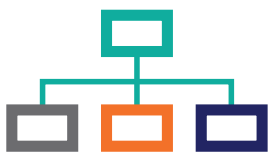
Diversity + inclusion



Predictability + value-based billing



Proactivity + responsiveness



**Hybrid service models:**  
tiering work + building bespoke teams



Invoice + billing vs.  
Reporting + metrics



**Design thinking strategies**

### Technology

**Value propositions:**

① Cheaper ② Better ③ Faster

**Focus areas:** collaboration, work flow automation, the cloud + AI

Not replacing talent - replacing tasks to maximize people skills

Service-enabled technology

Limited funding + budgets in corporations present opportunity to leverage externally

Appealing, non-traditional career path for lawyers

### Talent + Staffing

**Top priority:** diversity and inclusion + retention

Creativity in staffing + service; collaboration across inside + outside counsel

Bespoke outside counsel matter staffing by law departments

Apprentice models waning → new learning models required

Training on empathy + judgment

Future law firm → fewer lawyers, more business professionals

“ Innovation by lawyers is occurring, but is it tied to current market problems? ”

“ Disruption is hitting everyone now. No organization or industry is immune...there are just different disruptors affecting different businesses. ”

“ Diversity and inclusion is paramount and is the canary in the coal mine. ”