



How to Harness Legal Technology to Allow Human Compassion to Thrive in 2021



Meet the Speakers

Nancy Griffing

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Nancy has been serving the needs of legal and service professionals for 30 years. She is a founding member of the company and is extremely well-versed on software solutions that serve the needs of her clients.



Meet the Speakers

Robert Rice

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Robert has been serving the needs of legal and service professionals for 25 years. He is the leader of the Analytics/Automation/Coding (AAC) team at 3545. Robert has a passion and understanding of the ethical obligations related to technology and challenges law firms face today.






How to Harness Legal Technology to Allow Human Compassion to Thrive in 2021

Human compassion toward co-workers and clients will be an expected and welcomed change in 2021.



How to Harness Legal Technology to Allow Compassion Human to Thrive in 2021



Technology performs the functional aspects of the law firm – the non-human elements. It is the support system to allow compassion back into the workplace.



2020 Sympathy


Understanding
someone else's
suffering

2021 Empathy

Experiencing
someone else's
feelings



Compassion



It motivates us to recognize when somebody is struggling or has a problem and to take ***action*** to help. It turns sympathy and empathy into action

**Empathy &
Compassion**

**Work-Life
Balance in a
New Way**

LEGAL
PROFESSIONAL AND 
THE OFFICE

LEGAL
PROFESSIONAL AND 
FAMILY

LEGAL
PROFESSIONAL AND 
CLIENTS

♥ Legal Professional and the Office

- Flexibility
- Work-life balance
- Compassion for home - work environment (e.g. Kids screaming, dog barking, multiple workers)
- Overlapping schedules (time shifting)



♥ Legal Professional and Family

A drawing of a parent at work and a child looking on.

The child says, "Mommy are you done?" and the mother replies, "No."



A drawing from Priya Amin's son. Source: Good Morning America

...it broke my heart.

- Priya Amin

^ Getting this picture from my son, though, reminded me that I need to do a better job of modeling that behavior to my team. Now I work when my kids are in school but log off when they get home. //

- Priya Amin

♥ Legal
Professional
and Family

Two years ago, no one would have imagined that work and life would rapidly collide.



♥ **Legal Professional and Family**

We're navigating new waters in terms
of work-life balance.

♥ Legal Professional and Family

- When does work stop?
- Family circumstances – illnesses? COVID? Quarantining? Divorces?
- Deaths (COVID and others)
- Funerals, Weddings, Births, etc.
- School changes
- Lack of change, interaction, events, personal connection



♥ Legal Professional and the Client (The Aftermath)

Disrupted
Business

Financial
Uncertainty

Failed
Businesses

Bankruptcy

Layoffs

Cancelled
Projects

Staff
Changes

PPP
Uncertainty

Unemployment

Overwhelmed
Businesses




2021 - Time to Harness Technology to Enable Humans to be Human

Social distance doesn't have to mean social indifference. Enhancements in remote work can open doors to opportunities for better empathy and compassion

- Need tech to support us as humans
- Webcams
- Group Meetings via Zoom, Teams, GoToMeeting



2020 was a Technology Scramble

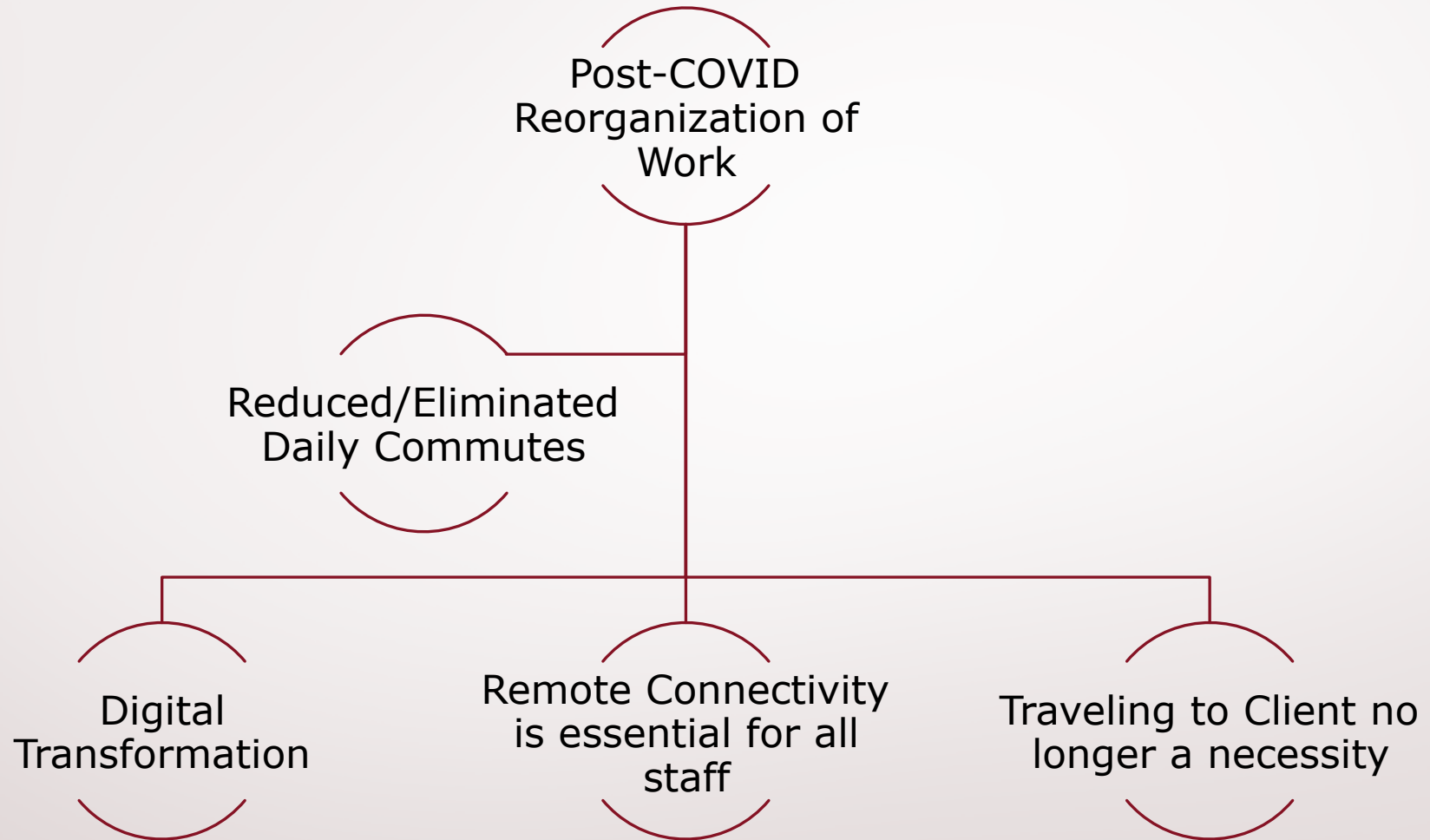


Workers all over the country have transitioned to remote work. Law firms and other businesses are increasingly relying on cloud-based technology to continue being functional and profitable.

Technology is the trend that 76% of Legal Professionals believe will be the most likely to impact their legal organization over the next three years...only 28% are ready.

- 2020 Wolters
Kluwer Future Ready
Lawyer

Lesson Learned



When we examined travel pre-COVID and post-COVID, we determined that 70-80% of our business trips could have been done remotely.

- Thomas A.
Project Manager, Texas Instruments



LEGAL
PROFESSIONAL
AND THE OFFICE:
REMOTE, REMOTE,
OFFICE, REMOTE!

LEGAL
PROFESSIONAL
AND FAMILY:
TECHNOLOGY
JUGGLING ACT

PROFESSIONAL
WITH THE CLIENT

How Can Technology Help?

Legal Professional and the Office

Communication

- VOIP Phones

Team Collaboration

- MS Teams
- Slack

**Legal
Professional
and the
Office**

Home Office

- Additional Monitors

Hardware

- Laptops not
Desktops

Legal Professional and Family

In-Office

100% Remote

High Router/
Bandwidth

Dual-
Monitors

Dedicated
Work-Space

Shared
Spaces

Shared
Devices



Legal Professional and Family

In-Office

100% Remote

Infection Risk

Overhead cost

No Commute

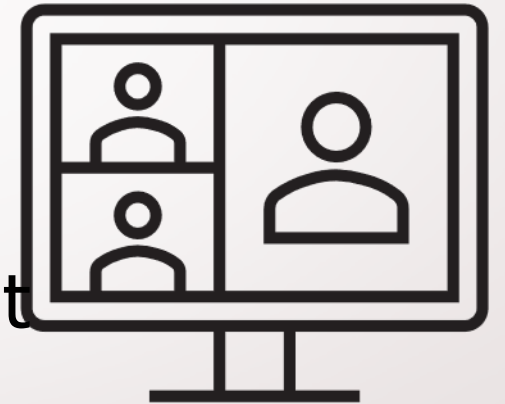
Convenience

More Family Time

Legal Professional and the Client

Tools

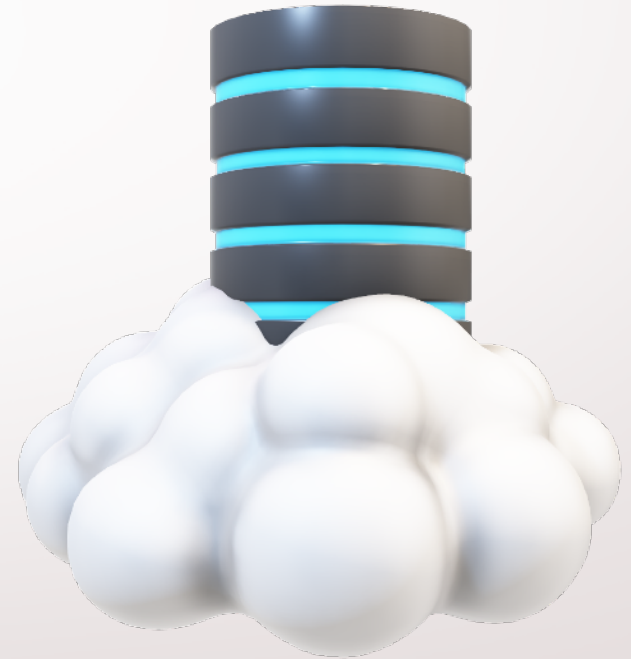
- eSignature Application
- Webcam
- Noise-Cancelling Headset
- VOIP Phone
- Remote Access



Legal Professional and the Client

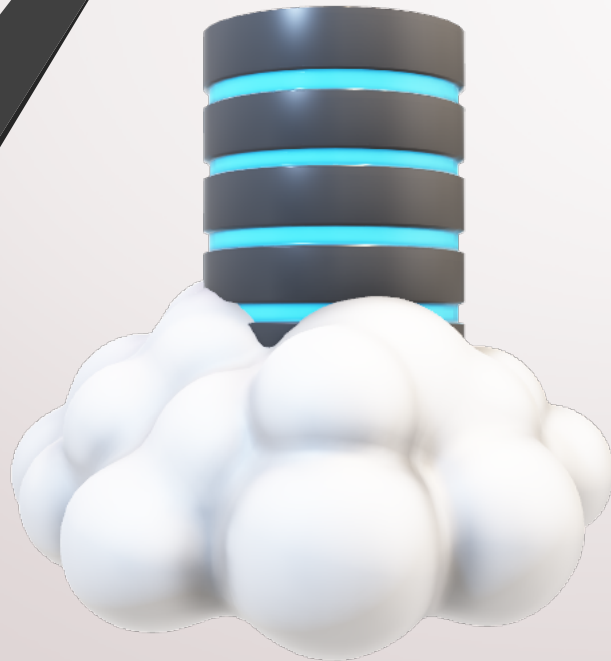
Cloud

- Document Management
- Case Management
- Timekeeping and Billing
- Project Management Tools (Task/Delegation)

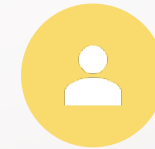


Legal Professional and the Client

Cloud Based Practice Management Software



Security is imperative!



Client Portal



Email & attachments



Searching and organization



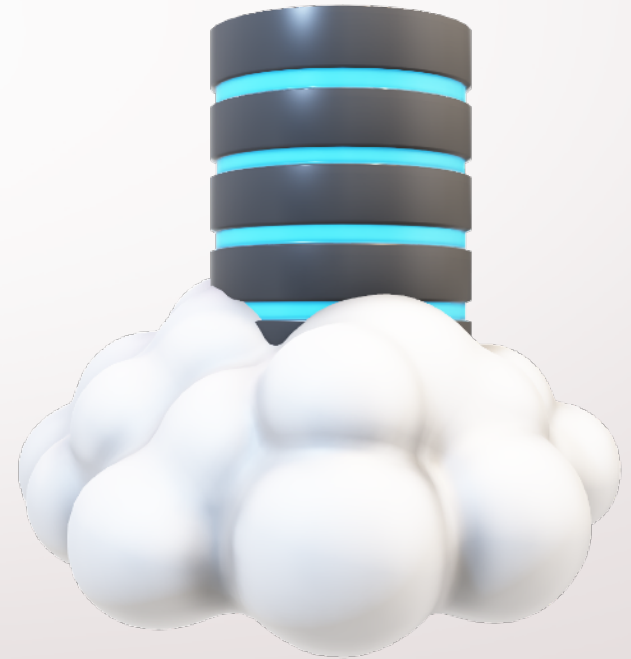
Collaboration



Scheduling

Legal Professional and the Client

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Thank you!

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