

Strengthening Relationships and Accelerating Progress Through Alignment and a Common Vocabulary

HBR Consulting's Legal Lab is an annual gathering of select leaders across the legal industry who collaborate and share ideas on strategy, challenges, culture, and changes to support and advance the law firm and corporate client relationship.

Legal Lab 2021 participants identified several areas in which the legal industry can best accelerate its forward momentum:

1 Developing standards and a common vocabulary



TALENT

Developing standards for **core competencies**; standardizing the **distribution of assignments** and opportunities; capturing and acting on **diversity metrics**



SERVICE DELIVERY

Measuring the effectiveness of service delivery through a **common vocabulary** and **shared metrics** (e.g., billing, legal quality and value, DEI, cybersecurity)



TECHNOLOGY

Creating standards around **data security, privacy, outside counsel guidelines**



I like the idea of standardizing matter nomenclature, so long as it isn't used to entrench the billable hour.



2 Creating alternatives



TALENT

Developing and supporting **alternative career paths**



SERVICE DELIVERY

Finding ways to **define matter value**, leading to alternative billing structures



TECHNOLOGY

Promoting **digital fluency among lawyers** so they can adapt to changing technology



We need to consider a career 'lattice,' not just the traditional 'ladder.'



3 Thinking holistically across the profession and its development, from law school to law firm/law department



TALENT

Building a **robust pipeline** to train and channel diverse candidates to law and law-adjacent roles



SERVICE DELIVERY

Creating a common vernacular for **matter classification** beginning in law school



TECHNOLOGY

Finding **partners** (such as vendors) to help drive standardization



How can we drive more of a mindset change in the legal industry and get people to buy into a common vision?"

