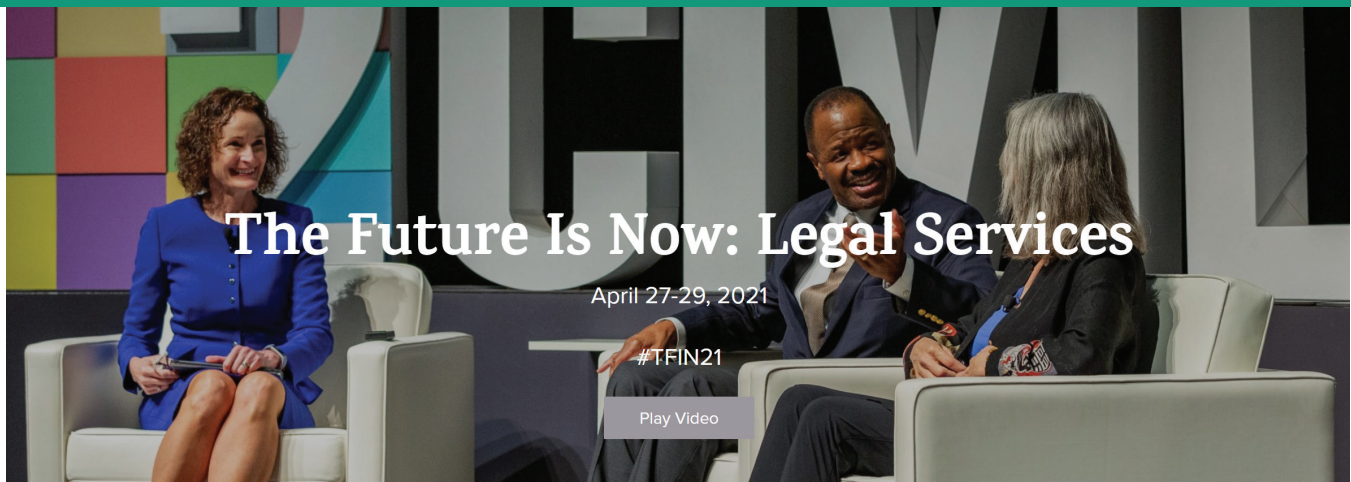




THE FUTURE IS NOW LEGAL SERVICES 2021

CONFERENCE REPORT

CONFERENCE DESIGN



The Illinois Supreme Court Commission on Professionalism's The Future Is Now: Legal Services conference brings innovative practice strategies and forward-thinking organizational priorities from across the U.S. to the attorneys, judges, and law students of Illinois.

First launched in 2016, The Future Is Now showcases topics and speakers that are disrupting established workplace structures and moving the profession toward more efficient, effective, and equitable legal and judicial systems.

After canceling The Future Is Now 2020 due to the COVID-19 pandemic, we hosted our first virtual The Future Is Now conference from April 27-29, 2021. In years past, The Future Is Now was formatted as a full-day in-person conference in Chicago. However, with social distancing recommendations still in place, we opted for an online event.

The Commission took the virtual format and fatigue caused by looking at a screen for an extended period into account when developing the event. We designed the conference as short, 2-hour learning sessions that included a mix of pre-recorded and live TED-like talks and live town halls.

We developed each day around a key area of professionalism that has been especially germane to the

legal environment: future law/legal tech, well-being, and diversity, equity, and inclusion.

The conference began with a welcome from one of our Commissioners. This was followed by opening remarks from Illinois Supreme Court Justices and the Chief Diversity and Inclusion Officer of the Illinois Courts.

The conference then progressed to a solo talk and town hall session with our featured speaker. After a short break, the conference resumed with two more TED-like talks followed by a second town hall discussion. Members of the Commission staff moderated the town hall discussions.

An overview of the conference agenda and speaker talks can be found on page 2.

CONFERENCE AGENDA

THE FUTURE OF LAWYERING APRIL 27 | 12–2 PM CDT

- ▶ **WELCOME:** Commission Chair Martin V. Sinclair, Jr., *Partner, Benesch Friedlander Coplan & Aronoff LLP*
- ▶ **OPENING REMARKS:** Hon. Anne M. Burke, *Illinois Supreme Court Chief Justice*
- ▶ **FEATURED SPEAKER:** Jordan Furlong, *Principal, Law21* | Reinventing Professional Development for Lawyers of the Future
- ▶ **TALK:** Caren Naidoff and Alan Press, *Partners, Shire Law Group* | 2021 Vision: Power Up with Technology
- ▶ **TALK:** Kimberly Bennett, *Founder, K Bennett Law LLC* | Amplify the Value of Your Practice for Today's Legal Consumer
- ▶ **MODERATOR:** Mark C. Palmer, *Chief Counsel, Commission on Professionalism*

THE FUTURE OF ATTORNEY WELL-BEING APRIL 28 | 12–2 PM CDT

- ▶ **WELCOME:** Commissioner Trisha M. Rich, *Partner, Holland & Knight LLP*
- ▶ **OPENING REMARKS:** Hon. Mary Jane Theis, *Illinois Supreme Court Justice*
- ▶ **FEATURED SPEAKER:** Brian Cuban, *attorney and addiction recovery advocate* | The Addicted Lawyer: Where We Are, Where We Are Headed
- ▶ **TALK:** Dr. Diana Uchiyama, *Executive Director, Illinois LAP* | The Art of Healthy Lawyering
- ▶ **TALK:** Tracy Kepler, *Risk Control Consulting Director, CNA's Lawyers Insurance Program* | Band-Aids, Baby Steps, or Big Leaps? A Well-Being Culture Shift in Law
- ▶ **MODERATORS:** Stephanie Villinski, *Deputy Director, Commission on Professionalism* and Mark C. Palmer, *Chief Counsel, Commission on Professionalism*

THE FUTURE OF DEI IN THE LEGAL PROFESSION APRIL 29 | 12–2 PM CDT

- ▶ **WELCOME:** Commissioner Hon. Diane M. Shelley, *Judge, Circuit Court of Cook County*
- ▶ **OPENING REMARKS:** Deanie Brown, *Chief Diversity and Inclusion Officer, Administrative Office of the Illinois Courts*
- ▶ **FEATURED SPEAKER:** Ellie Krug, *Founder and President, Human Inspiration Works, LLC* | Allyship for Lawyers in an Awakened America
- ▶ **TALK:** Rick Palmore, *Senior Counsel, Dentons* | The Best Talent: A Diversity & Competitive Imperative in 2021 & Beyond
- ▶ **TALK:** Hon. Ann Claire Williams (Ret.), *Of Counsel, Jones Day* | Building a Pipeline: A Focus from the Beginning
- ▶ **MODERATOR:** Jayne R. Reardon, *Executive Director, Commission on Professionalism*

A 30-minute Continue the Conversation discussion closed each day. Attendees were invited to a Zoom breakout room where they had the opportunity to turn on their cameras and microphones and discuss the topics of the day with the speakers, fellow attendees, and our Commissioners and staff.

A Commissioner welcomed attendees to each session and led the discussion:

- ▶ **THE FUTURE OF LAWYERING:**
Commissioner John K. Kim, *Counsel, State Farm Mutual Automobile Insurance Co.*
- ▶ **THE FUTURE OF ATTORNEY WELL-BEING:**
Commissioner John F. O'Reilly, *O'Reilly Law Offices, LLC*
- ▶ **THE FUTURE OF DEI IN THE LEGAL PROFESSION:**
Commissioner Erika N. L. Harold, *Meyer Capel*

SPEAKER TALK DESCRIPTIONS



Jordan Furlong

Principal, Law21

Reinventing Professional Development for Lawyers of the Future

Lawyers are facing a professional identity crisis. Our legal education and bar admission systems send us into the legal market prematurely, under-qualified, and ill-prepared to serve today's clients or fend off tomorrow's competitors.

We need new frameworks to establish entry-level competence, coupled with new approaches to ensuring our continuing competence and sustainable wellness throughout our careers.

In this talk, Jordan Furlong described the legal profession's monumental challenge, identified the skills and know-how new lawyers must possess, proposed better ways to ensure ongoing attorney competence, and urged the adoption of a self-directed model of professional development for the legal profession.



Caren E.I. Naidoff & Alan R. Press

Attorneys, Shire Law Group, PC®

2021 Vision: Power Up with Technology

We can see with 20/20 vision that the future is now in 2021. The outlook for the legal profession has never been brighter with advances in technology that can catapult your practice to the next level.

Alan R. Press and Caren E.I. Naidoff have helped firms across the nation by sharing insight and guidance on ways they can utilize technology in unique, simple, innovative, efficient, and successful ways. In this talk, Alan and Caren shared specific tools attorneys can use to identify ways technology can bolster their practice.

With 2021 vision, you can master the technological resources waiting to enhance your practice now and into the future.



Kimberly Bennett

Attorney + Founder, K Bennett Law LLC

Amplify the Value of Your Practice for Today's Legal Consumer

What does the next generation of legal services consumers want? Value. But with new technology, novel service providers, and a changing legal landscape, it can be difficult for lawyers to break through and communicate the value of their services to today's consumers. Moreover, many attorneys haven't taken steps to assess their own value proposition and identify what clients really want in a legal services provider.

In this talk, Kimberly Bennett discussed how you can redesign your practice to drive value, embrace new legal services models (like alternative billing solutions and subscription-based services), and adapt to the priorities of your clients (like diversity efforts to design a new table), while also creating a sustainable business you love that's grounded in well-being.

The opportunity to expand and ignite your services with fresh thinking and creative solutions is now.



Brian Cuban

Attorney, author, and addiction recovery advocate

The Addicted Lawyer: Where We Are, Where We Are Headed

Most lawyers know someone in the legal profession whose career was either lost or significantly harmed due to addiction. Substance use disorders in the legal profession have always been higher than the societal norm. But the associated shame and fear of judgment can inhibit a lawyer from disclosing these issues until there are both physical and employment consequences.

In this talk, attorney Brian Cuban discussed his experiences with addiction and mental health issues starting in law school and continuing as a practicing attorney. Brian also discussed his recovery and why attorneys should care about the high rates of mental health challenges and substance use in the legal profession, not only from an empathetic perspective but also from a business perspective.

Making well-being a priority is an investment with a strong rate of return.



Dr. Diana Uchiyama, PsyD

*Executive Director
Illinois Lawyers' Assistance Program*

The Art of Healthy Lawyering

Evidence shows overwhelming stressors in the legal profession can cause attorneys and judges to suffer from depression, anxiety, substance use, compassion fatigue, burnout, and other serious issues at higher rates than the general population, often contributing to legal competency problems.

In this talk, Dr. Diana Uchiyama explored the personality traits and characteristics common to attorneys and judges that can increase their risk of developing maladaptive coping methods, offered solutions for healthier ways to deal with stressors, and shared techniques for identifying well-being issues in your colleagues – even virtually.

As the profession continues to be impacted by COVID-19, Dr. Uchiyama shared ways attorneys can increase their personal and professional health, wellness, and resiliency, leading to happier and more fulfilling lives and legal practices.



Tracy Kepler

*Risk Control Consulting Director,
CNA's Lawyers Insurance Program*

Band-Aids, Baby Steps, or Big Leaps: A Well-Being Culture Shift in Law

In 2016, two studies rocked our understanding of health and well-being in the legal profession. A year later, the National Task Force on Lawyer Well-Being issued a clarion call for change through a report and recommendations for the profession. But what, if anything, has changed?

Through her work as an advocate for lawyer well-being nationally, an adjunct law professor, former director of the ABA Center for Professional Responsibility, and director of risk control consulting at a global insurance company, Tracy Kepler brings a unique perspective to the topic of attorney health. In this talk, Tracy addressed why including well-being in your firm's business plan is essential, whether you are at a large firm, a small firm, or have a solo practice.

However, policies alone are not enough. She also challenged the structures in the legal profession that perpetuate unhealthy behaviors. Urging the profession to move from aspirational conversation to action, Tracy offered concrete solutions for creating a healthy and thriving profession.



Ellen (Ellie) Krug

Founder and President, Human Inspiration Works, LLC

Allyship for Lawyers in an Awakened America

Many consider themselves an “ally” of the LGBTQ+ or BIPOC (Black, Indigenous, and people of color) communities and other marginalized groups. However, “allyship” is different; it’s the action part of being an ally. And because we’re human—which means we’re often afraid or confused—we often don’t engage in true allyship.

In the 2020s, when we’ve finally begun to understand how the system has historically favored white people over others, what does true allyship look like, particularly for legal professionals inside and out of their workplaces?

In this talk, Ellie Krug discussed fear as a hurdle to allyship and offered strategies for how to approach workplace and everyday situations where it’s necessary to speak up on behalf of others. Additionally, Ellie offered tips on apology and forgiveness, which are critical to true allyship.

As legal professionals, it’s time for us to get allyship right. This talk was a start.



Rick Palmore

Senior Counsel, Dentons

The Best Talent: A Diversity & Competitive Imperative in 2021 & Beyond

The social justice movement spawned by the murders of George Floyd and, tragically, too many others, has brought a renewed focus on diversity, equity, and inclusion (DEI) in the workplace. This focus highlights that progress on diversity in the legal community has been disappointing at best. The legal profession stands out as one of the least diverse – how can that still be the case in 2021?

The “business case” for diversity is old news. Research conducted by preeminent research organizations has consistently found that diverse groups, companies, and boards perform better, achieve better results, and develop more creative solutions than those that are not diverse. In addition, more and more organizations have declared a commitment to a diverse workforce. Nevertheless, rhetoric clearly doesn’t match performance, especially in the legal profession.

In this talk, Rick Palmore explored the reasons why the legal profession’s performance on DEI continues to disappoint, a general counsel’s role in demanding diversity and equity in outside counsel, and how BigLaw and small firms can be part of advancing DEI profession-wide.



Judge Ann Claire Williams (Ret.)

Of Counsel, Jones Day

Building a Pipeline: A Focus from the Beginning

To improve diversity in the legal profession, we need to start at the beginning—grade school, high school, college, and law school. Pipeline programs that train and support underrepresented minority law students can provide the next generation with the skills they need to become successful legal practitioners and the connections to get a foot in the door.

In this talk, Judge Ann Claire Williams (Ret.) provided perspective on how attorneys of all colors and law firms big and small can play a significant role in building the pipeline of diverse attorneys. She also discussed the importance of mentorship and sponsorship.



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Diverse groups, companies, and boards perform better, achieve better results, and develop more creative solutions than those that are not diverse.

- Rick Palmore, Dentons



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2021



With 2021 vision, you can master the technological resources waiting to enhance your practice now and into the future.

- Caren E.I. Naidoff, Shire Law Group



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2021



The outlook for the legal profession has never been brighter with advances in tech that can catapult your practice to the next level.

- Alan Press, Shire Law Group



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In the 2020s, when we've finally begun to understand how the system has historically favored white people over others, what does true allyship look like, particularly for legal professionals?



- Ellie Krug, national inclusivity trainer

DEMOGRAPHICS + CLE CREDIT



The Future Is Now not only brought together lawyers, judges, law students, legal academics, journalists, and other professionals from around Illinois, but also legal professionals from across the U.S. and internationally.

Audience Demographics

685

CONFERENCE
ATTENDEES

132

ILLINOIS CITIES
REPRESENTED

71

U.S. CITIES OUTSIDE
OF ILLINOIS

28

U.S. STATES
REPRESENTED

INTERNATIONAL ATTENDEES FROM:



The largest turnout was from large/urban areas (425 attendees), organizations of less than 10 people (~240 attendees), and organizations of 100+ (~220 attendees).

CLE and Judicial Education Credit

1.75 hours of CLE was awarded for each day of The Future Is Now, including 1.75 hours of diversity and inclusion CLE and 1.75 hours of mental health and substance abuse CLE.

In addition, The Future Is Now was approved for up to 4.5 hours of external professional responsibility judicial education credit, per the Comprehensive Education Plan for Illinois Judges. These hours included:

- ▶ 1.5 hours of diversity and inclusion credit
- ▶ 1.5 hours of judicial wellness credit
- ▶ 1.5 hours of professionalism credit

The Commission has awarded the following number of education credits to Illinois attorneys and judges:

	FUTURE LAW DAY	WELL-BEING DAY	DEI DAY	TOTAL
CLE	598.5	626.5	544.25	1,769.25
JUDICIAL EDUCATION	25.5	25.5	25.5	76.5
TOTAL	624	652	569.75	1,845.75



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Interactivity

Throughout the conference, we provided opportunities for attendees to engage with one another, the speakers, and our staff.

A chat box was available for attendees to message one another during the event. In addition, attendees had the opportunity to submit questions for the speakers through a Q&A platform during our live town halls. We also asked attendees to participate in subject-matter polls during each day of the conference.

Finally, following each day, we hosted a Continue the Conversation networking discussion for attendees.



Industry Innovators

The Future Is Now brings together industry game-changers from across the U.S. and beyond to discuss the issues impacting your practice and the legal profession as a whole.



Anne M. Burke



Brian Cuban



Jordan Furlong

Conference Production

The conference was produced by i3 Events, a conference and event production company based in suburban Chicago. i3 has also worked with organizations like the Attorney Registration & Disciplinary Commission on the International Conference of Legal Regulators and the Illinois Supreme Court on bar admissions ceremonies.

Commission staff worked with i3 beginning in January 2021 to plan the event and develop a virtual conference

platform. After vetting several conference platforms we chose to have i3 build a conference platform that would reside on our established The Future Is Now website. This option would be more cost-effective than a third-party platform and still provide the functionality we were looking for.

Just before the start of the conference on Tuesday, April 27, the conference platform experienced technical difficulties. The team moved attendees to the backup platform, Airmeet, where the remainder of the conference was held.

After the conference, it was determined that the cause of the technical difficulties on Day 1 was likely a disruption in the Vimeo API (application programming interface), or the way the embedded live video stream from Vimeo was interfacing with the platform on WordPress.

Despite the initial technical issues experienced, the vast majority of attendees were successfully moved to Airmeet with almost 500 attending the first day of the conference and roughly 685 unique logins throughout the conference. As a result of the technical difficulties, the Commission negotiated a partial financial rebate from i3.



Speakers Agenda Resources FAQs Sessions



The Future of Lawyering

Jordan Furlong

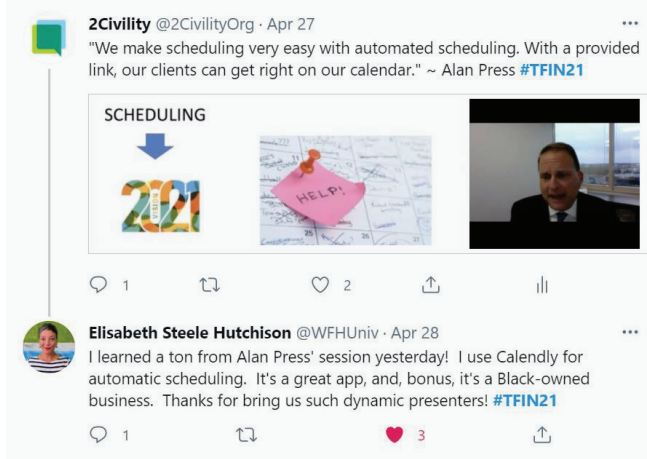
Legal sector analyst Jordan Furlong examines critical new developments and emerging patterns in the legal services ecosystem with his blog at Law21.

- Radical roads to reform lawyer formation
- Frugal innovation in lawyer formation
- Lawyer competence in three dimensions

Caren Naidoff and Alan Press

Bring your law office into the 21st century with client-centered ideas and technology to work more

PARTICIPANT FEEDBACK



After The Future Is Now, we emailed participants a conference survey for each day they attended. The surveys allowed us to gain feedback about the event and will inform future conferences.

The surveys, which were required to receive CLE credit, included questions like:

- ▶ "Was this talk engaging and informative?"
- ▶ "As a result of today's talks and discussions, in what ways are you considering changing how you deliver legal services?" and...
- ▶ "Which elements of the conference would you like to see in future conferences?"

We received over 1,100 survey responses. Overall, attendees were complimentary of the conference and enjoyed the talk/town hall discussion format. Additional feedback included the following:

THE FUTURE OF LAWYERING

30% of attendees are considering making changes in their practice as a result of the sessions

THE FUTURE OF ATTORNEY WELL-BEING

30% of attendees expect to make active changes in their practice as a result of the sessions

29% plan to be more mindful or aware of their well-being and the well-being of their colleagues

THE FUTURE OF DEI IN THE LEGAL PROFESSION

36% of attendees will make active changes in their practice as a result of the sessions

25% said they will be more mindful/sympathetic/understanding of people from diverse backgrounds



Illinois Supreme Court Commission on Professionalism

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