



THE
**FUTURE
IS NOW**
LEGAL SERVICES
2022

PARTICIPANT GUIDE

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Illinois Supreme Court
Commission on Professionalism
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**CHIEF JUSTICE
ANNE M. BURKE**

Illinois Supreme Court

Framing Value in the Legal Profession

The pandemic has changed every aspect of our legal system and forced us to reflect on how we provide services to our communities. The Court has embarked on reshaping the system to be more responsive to the needs of the people we serve. Some things to consider from that process:

- Be intentional in listening to your stakeholders and give them a platform to be heard.
- Consider the purpose of processes already in place. Are the processes still fit for that purpose?
- Innovative solutions don't have to be complex. For example, having court navigators help self-represented litigants work through paperwork improves efficiency for all.



DAVID B. WILKINS

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The Value Imperative: The Future of Lawyering in the 'New Normal'

Delivering value starts with reexamining the transactional relationship between lawyers and clients. Sustainable business practices position the legal profession as counselors and leaders who can help organizations solve complex problems with a perspective beyond the bottom line.

- Consider expanding your definition of the value you provide legal consumers to include advisor and problem solver.
- Develop an understanding of the risks a client faces and the goals they are working toward. Create a decision-making framework that is transparent and collaborative.
- Note the language in paragraph 2 of the Preamble to the Rules of Professional Conduct. It lists lawyers' responsibilities beyond advocacy. Lawyers are advocates, advisors, negotiators, and evaluators.

[Illinois Rules of Professional Conduct](#)

[ABA Model Rules of Professional Conduct](#)



HALEY MOSS

Attorney, neurodiversity advocate, and author of "Great Minds Think Differently: Neurodiversity for Lawyers and Other Professionals"

Neurodiversity: Embracing Unique Perspectives to Deliver Value

Neurodiversity refers to variations in the human brain and cognition, like sociability, learning, attention, mood, and other mental functions. It recognizes and embraces these neurological differences just as we would any other human variation, like race, gender, or sex.

An estimated 1 in 7 people have neurodivergent traits, including autism, ADHD, mental health disabilities, learning disabilities, intellectual disabilities, or acquired brain differences, but it's often left out of diversity conversations.

When developing a welcoming and diverse practice, consider:

- Challenging your own idea of ableism
- Implementing the principles of [universal design](#) – or designing for all needs – in your spaces, processes, and communication.
- Mentoring neurodiverse individuals and supporting them in leadership positions.



GREG LAMBERT

Chief Knowledge Services Officer

Jackson Walker, LLP

Value: If You Can't Measure It, You Can't Improve It

A law firm's economic structure typically incentivizes lower efficiency as a method of obtaining higher revenue. Taking time to assess work processes allows lawyers to weigh the costs and benefits of adapting their behavior, even when change seems like a financial risk in the short term.

When developing metrics to assess the value of embracing change, consider:

- How much time you spend on tasks that can be automated.
- The value of outcomes generated from time focused on internal process improvements.
- The return on investment of lawyers' work and how to prioritize high-return work as much as possible.



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ERIN LEVINE

CEO and Founder

Hello Divorce

Value in Action: How Attorneys are Evolving Their Practices

Innovation comes from iteration and experimentation. Instead of trying to upend your entire practice to replicate a new model, take one element at a time. Experiment with alternative solutions and gauge client response. Then, gather feedback and adjust as necessary. The customer experience in many professions includes providing and gathering feedback, and it should in legal too.

When embracing innovative strategies or adding new processes to your practice, consider:

- How can client feedback be used to define the value they're looking for in legal counsel?
- Ways to be transparent and predictable in your costs.
- How to reduce your clients' anxiety with the legal process. This can be as simple as adding value by walking them through the next steps and managing expectations.

About The Future Is Now: Legal Services

The Future Is Now: Legal Services is an annual conference hosted by the Illinois Supreme Court Commission on Professionalism. During the event, thought leaders from across the U.S. and beyond present compelling TED-like talks and participate in town hall discussions on topics that explore the future of the legal profession.

About the Illinois Supreme Court Commission on Professionalism

The Illinois Supreme Court Commission on Professionalism was established by the Illinois Supreme Court in 2005 under Supreme Court Rule 799(c) to foster increased civility, professionalism, and inclusiveness among lawyers and judges in Illinois. To learn more, visit www.2civility.org.