



THE FUTURE IS NOW LEGAL SERVICES 2022

CONFERENCE REPORT

2022



THE
FUTURE
IS NOW
LEGAL SERVICES



Illinois Supreme Court Commission on Professionalism



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.

In light of the ongoing COVID-19 pandemic, we hosted our second virtual The Future Is Now conference on the afternoon of April 21, 2022.

After vetting several conference platforms, we held the event on HopIn. HopIn offered the simple interface, design, and interactivity options we were looking for and had been successfully used by other legal conferences, including Clio's Cloud 9 conference.

The conference ran for roughly four hours and continued our popular TED-like talk and town hall session format. Each session was focused on exploring legal innovation and professionalism through the lens of delivering value to today's legal consumers.

The conference began with a welcome from our

Commission Chair Martin Sinclair. This was followed by opening remarks titled "Framing Value in the Legal Profession" given by Illinois Supreme Court Chief Justice Anne M. Burke.

The conference then progressed to a series of solo talks and town hall sessions with our speakers and a three-speaker panel. Commission staff members Mark C. Palmer, Kendra Abercrombie, and Stephanie Villinski moderated the panel and town hall discussions.

The conference ended with closing remarks from Erika Harold, Executive Director of the Commission on Professionalism.

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

CONFERENCE AGENDA



- ▶ **WELCOME:**
Commission Chair Martin Sinclair
Sperling & Slater, P.C.
- ▶ **OPENING REMARKS:**
Chief Justice Anne M. Burke, *Illinois Supreme Court*
Framing Value in the Legal Profession
- ▶ **FEATURED SPEAKER:**
David B. Wilkins, *Harvard Law*
The Value Imperative: The Future of Lawyering
in the 'New Normal'
- ▶ **TALK:**
Haley Moss, *Attorney and neurodiversity advocate*
Neurodiversity: Embracing Unique Perspectives
to Deliver Value
- ▶ **TALK:**
Greg Lambert, *Jackson Walker*
Value: If You Can't Measure It, You Can't Improve It
- ▶ **PANEL:**
Tim Baran, *Pro Bono Net*
Jessica Bednarz, *Chicago Bar Foundation*
Erin Levine, *Hello Divorce*
Value in Action: How Attorneys are Evolving
Their Practices
- ▶ **CLOSING REMARKS:**
Erika Harold, *Commission on Professionalism*
Value for All: Ensuring Impactful Takeaways

A 30-minute Continue the Conversation discussion followed the day. This was an opportunity for attendees to turn on their cameras and microphones and discuss the topics of the day with the speakers, fellow attendees, and our Commissioners and staff. Commission Vice-Chair John Kim of State Farm Mutual Automobile Insurance Co. led the discussion.

SPEAKER TALK DESCRIPTIONS



David B. Wilkins

Harvard Law

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

Since economist Milton Friedman's 1970 doctrine "the social responsibility of business is to increase profits," businesses have been driven by the bottom line, and the legal profession is no exception. Yet, in recent years, business leaders and lawyers alike have begun to see a structural pivot in the nature and purpose of business.

In this talk, Harvard Law Professor David B. Wilkins reexamined business and law through the lens of delivering value to consumers of legal services in today's society. If we go beyond market dollars, our industry can find its professional roots in being wise counselors and effective leaders who address complex problems with a multidisciplinary perspective.

Attendees explored where value might be defined, revealed, and delivered in law, policy, and even morality, and examined who these new clients are and what value means to them.



Haley Moss

Attorney and neurodiversity advocate

Neurodiversity: Embracing Unique Perspectives to Deliver Value

No two brains are the same. An estimated 1 in 7 people are neurodivergent, including those with autism, ADHD, mental health disabilities, learning disabilities, intellectual disabilities, or acquired brain differences. Given this prevalence, why are conversations around neurodiversity nonetheless so difficult, especially in the context of broader discussions about disabilities?

In this talk, Haley Moss unpacked the nuances of navigating disclosure, advocating for ourselves and others, and building accessibility into our understanding of "inclusion."

Attendees learned:

- ▶ How to define and understand neurodiversity, including through the lens of Haley's experiences.
- ▶ The importance of recognizing and explaining disability's absence from diversity, equity, and inclusion conversations.
- ▶ How to challenge our experiences with ableism and stereotyping on the basis of disability.
- ▶ Strategies for being a strong advocate and ally for neurodivergent colleagues.
- ▶ Advice for those who discover that they may be neurodivergent.



Greg Lambert

Jackson Walker

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

A cornerstone of business management is “if you can’t measure it, you can’t improve it.” As legal professionals, we believe that we bring value to our communities. However, data shows that the needs of legal consumers aren’t being met.

Measuring the value of legal services can be nebulous; that’s where Greg Lambert comes in. In this talk, Greg discussed the metrics lawyers should be using to measure their value to consumers. He taught attendees how to identify criteria for measuring value, identify simple metrics to start quantifying the value being delivered, and adopt a client-centered mindset to deliver legal services more efficiently and effectively.

Once lawyers have established a baseline, they can set a course for meeting the demands of today’s legal consumers, marketing their services, and boosting their bottom line.



VALUE IN ACTION PANEL: How Attorneys are Evolving Their Practices

Tim Baran, *Pro Bono Net*

Jessica Bednarz, *Chicago Bar Foundation*

Erin Levine, *Hello Divorce*

Throughout the conference, speakers discussed how attorneys define value, how they can measure it, and the importance of value for all in our justice system. During this panel, they examined the ways attorneys are rethinking their practices to improve the value they deliver to clients.

Panel speakers shared how adopting a value-based mindset has changed their practices and empowered them to better serve the needs of today’s consumers.

The discussion included:

- ▶ The benefits of adopting an ABT Mindset (always be testing) and applying measurement practices like usability testing and user research in data-driven decision making.
- ▶ How lawyers can collaborate with experts outside the legal profession to provide customer-centric services.
- ▶ Why embracing technology and thinking outside the box is a win-win for consumers and lawyers alike.
- ▶ The difference between #justicetech and generating leads.

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

AUDIENCE DEMOGRAPHICS



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.

562
CONFERENCE
REGISTRATIONS



450+
CONFERENCE
ATTENDEES

125
ILLINOIS CITIES
REPRESENTED



22
U.S. STATES
REPRESENTED

INTERNATIONAL ATTENDEES FROM LUXEMBOURG AND GERMANY



THE MAJORITY OF REGISTRANTS WERE FROM:

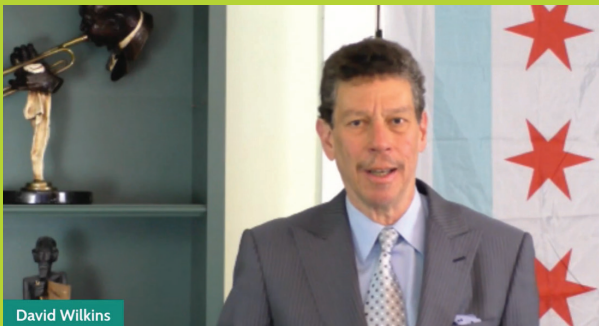
68% large/urban area
21% medium-sized city
11% small city/rural area

THE MAJORITY OF REGISTRANTS WERE EMPLOYED AT SMALL FIRMS OR ORGANIZATIONS OF:

52% fewer than 10 employees
37% large firms or organizations of 100+
11% mid-sized firms or organizations of 35-99



THE
FUTURE
IS NOW
LEGAL SERVICES



CLE Credit

Attendees were eligible to receive 4.0 hours of professional responsibility CLE credit in Illinois (3.0 hours of professional responsibility CLE and 1.0 hour of diversity and inclusion CLE).

The Commission awarded 1,664 PR CLE hours to attorneys who attended the conference, including 416 hours of Diversity and Inclusion credit.

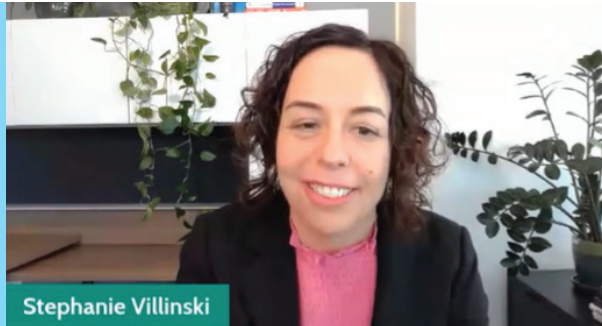
Interactivity

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 and to ask questions of the speakers during our panel and town halls.

In addition, we hosted a 30-minute virtual Continue the Conversation networking discussion at the end of the event. This was an opportunity for attendees to turn on their cameras and microphones and discuss the topics of the day with the speakers, fellow attendees, and our Commissioners and staff.

PARTICIPANT FEEDBACK



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

The survey, which was required to receive CLE credit, included questions like:

- ▶ “Was the conference platform easy to navigate?”
- ▶ “Was this talk engaging and informative?” and...
- ▶ “Did The Future Is Now share strategies you will apply to improve the way you work?”

We received over 400 survey responses. Overall, attendees were complimentary of the conference and the platform and enjoyed the talk/town hall discussion format.

92% of respondents said The Future Is Now was a valuable learning event

84% of respondents said they will now include disability and neurodiversity in discussions about DEI

82% plan to be more mindful or aware of their well-being and the well-being of their colleagues

69% of respondents said they are better prepared to use metrics to measure the value of their services

Additional feedback included:

- “ I was pleasantly surprised at how attuned Professor David Wilkins is to the issues faced by millennial and Gen Z lawyers and law students, as well as issues inherent to the modern practice of law. This is not a given for law professors, who often have been out of legal practice for years!”
- “ [Haley Moss was] brilliant. It’s crucial to include neurodiversity in our discussions on diversity, as it is often overlooked. It’s even more crucial to have neurodiverse folks themselves lead these conversations.”
- “ This talk forced me to consider aspects of my behavior I had not previously considered and how it might be perceived.”
- “ [Greg Lambert] raised many common-sense points about improving legal and related services.”
- “ It’s inspiring to see how some lawyers are at the cutting-edge of the intersection between law and technology. Whether spawned by the pandemic or not, they are to be applauded and admired.”
- “ [Professor Wilkins was] more illuminating than any other source I have encountered. He helped me to grasp the forces involved that are impacting the profession.”



Illinois Supreme Court Commission on Professionalism

180 N. Stetson Avenue, Suite 1950 | Chicago, IL 60601
(312) 363-6210 | mail@2civility.org | [@2CivilityOrg](https://www.instagram.com/2CivilityOrg)

2Civility.org