

UNCERTAIN DECADE WEBINAR WITH THOMSON REUTERS



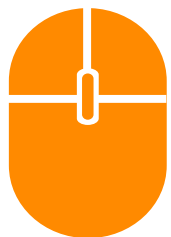
AUDIENCE POLL:
Given the current shock to
the industry, where do law
firms need to focus most?

“We've seen a shift since Covid-19 in what clients value in law firms - they want firms to be more business savvy and also more responsive.”

Lisa Hart Shepherd



45%
Modernizing culture



25%
Adopting more
technology

“The heart and soul of many economies is small business. SMEs don't have dedicated in-house legal resources yet there is ever-more complex regulation for them to deal with. So if we feel that the traditional legal model isn't serving major in-house legal departments, how deficient must it be for SMEs?”

Richard Susskind



17%
Changing pricing
approaches

“Can culture change? Culture is slow to change. Culture is a way a group of people or an organisation self-identifies, it is about how it defines itself. It is about what it values. It is very difficult therefore for the partnership model to undergo a rapid cultural transformation.”

Mark Cohen



13%
Training their
people



**Q
&
A**

From the audience: Should law firms see project management as a new revenue stream and bill clients for these hours?

**Q
&
A**

From the audience: What can lawyers do to ensure we keep up with the changing legal landscape?



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