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EUROPE

Agile 101 for Legal Departments.

A Saner Way of Working

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www.xakiatech.com

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Why is Agile Needed for Legal Departments?

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Why do Legal Departments Need Agile?
Buried in work. Disconnected from the "why".

- Lawyers deal with a never-ending avalanche of work
- Little or no prioritisation of work
  - constantly fighting fires
  - squeaky wheel gets oiled
- Lawyers are disconnected from business
  - constantly fighting fires
  - updates on work requests lack context
- Lawyers are disconnected from each other
  - constantly fighting fires
  - finding capacity is... challenging
- Few opportunities for effective and quick collaboration

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❯ Poll Question 1:

Are you or your team struggling with workload prioritisation?

a. Hell, yes
b. Sometimes
c. No

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Meet Morgan.

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How does Morgan work today?

Frazzled? Fighting fires? Definitely burnt out.

Company	Big corporate
Team	6 people in the Legal Department
Role	Morgan has been a Senior Legal Counsel for 2 years
Context	Working from home. Couple of kids. Life is a juggle.
Daily Routine	Day-to-day looks like this...

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Simon Pickford
mobile
Adrian Black
Just wondering where we are up to on the contract update?
Anthony Zagami
Anthony Zagami has invited you to a Zoom meeting.
Close
Reply
Katy Richardson
mobile
Jan Schultz
Close
Reply
Simon Pickford
Have you sent through the updated cl. 4 of the contract?
SLACK
now
Joe Smith
Can you review the client complaint in the support channel?
Joe Smith
Can you update the cl. 4 of the contract?
Jan Schultz
mobile
Simon Pickford
mobile
Joe Smith
Just wondering if you saw the email I forwarded to you?
SLACK
Gil Radic
Hey have you got any of those notes? I'm a bit in the dark!
Lisa Connor
mobile
SLACK
now
Afnan Siddique
Hey! Just wondering if you got my message re renewal?
Review Joe forwarded email
meeting
submission instructions
Send Gil notes on client ASAP

Morgan's problem?

Visibility. Prioritisation. Communication.

Visibility

- Morgan cannot get arms around the work
- Morgan cannot see the bottom of the list
- Morgan feels out of control – feels like one long, endless slog = poor motivation and productivity

Prioritisation

- Poor or no active prioritisation
- Voluminous, lower quality work

Communication

- Missed deadlines
- Frustrated clients
- Lacks visibility to teammates' workload = cannot ask for help

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Morgan is...
overwhelmed.

This isn't working and Morgan needs a better, long-term solution.

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Introducing Agile for Legal Departments

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Three principles.
Visualise. Communicate. Engage.

Visualise	Kanban boards
Communicate	Daily standups
Engage	Stakeholders

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Visualise Your Work with a Kanban Board

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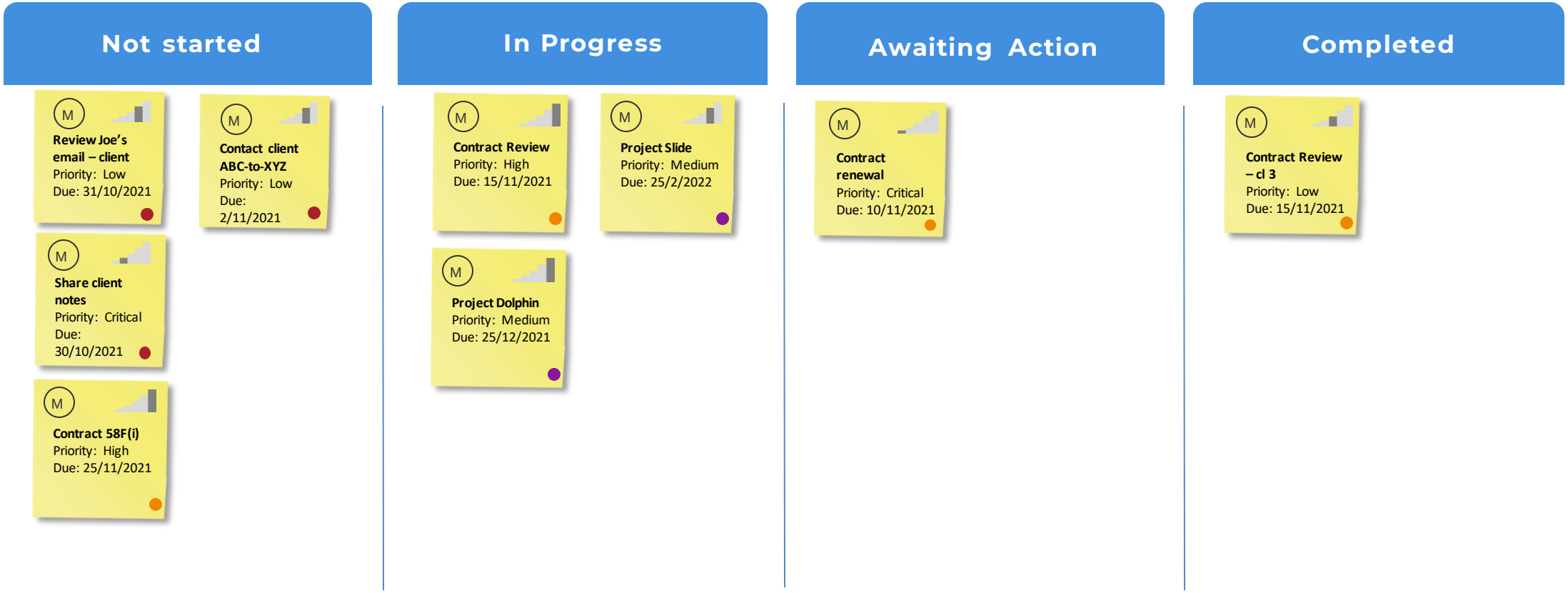
Visualise your work.
Kanban board.



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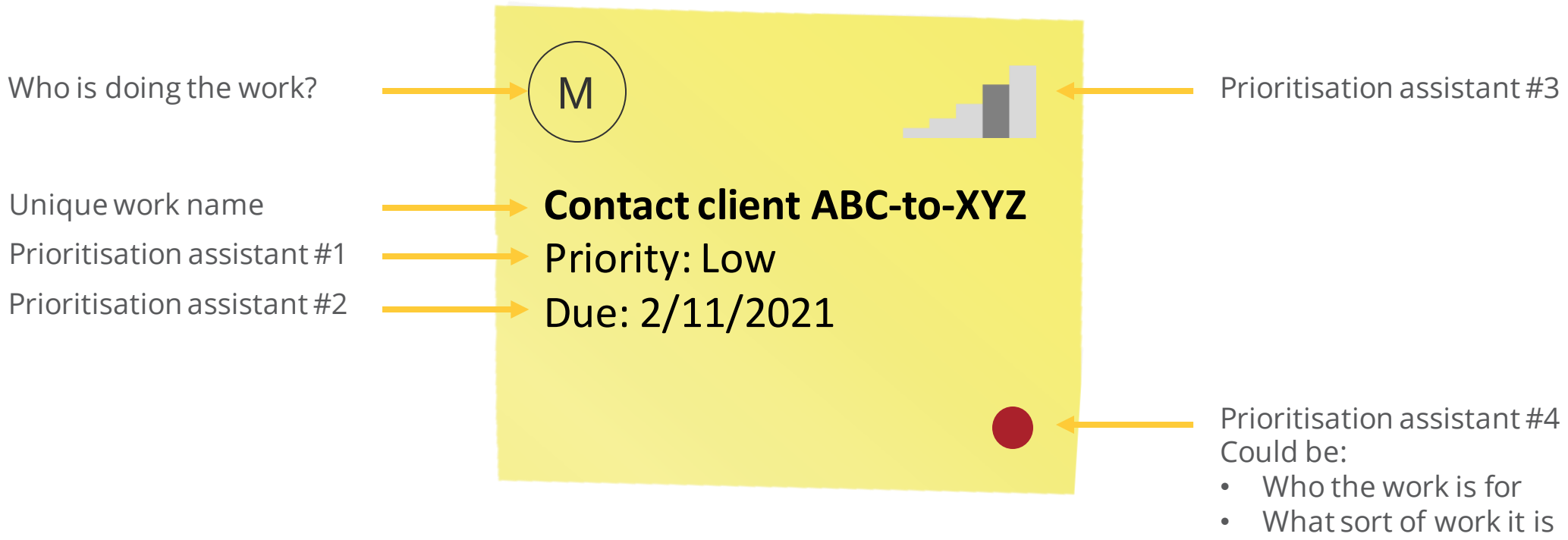
Visualise your work.
Every matter at a glance.



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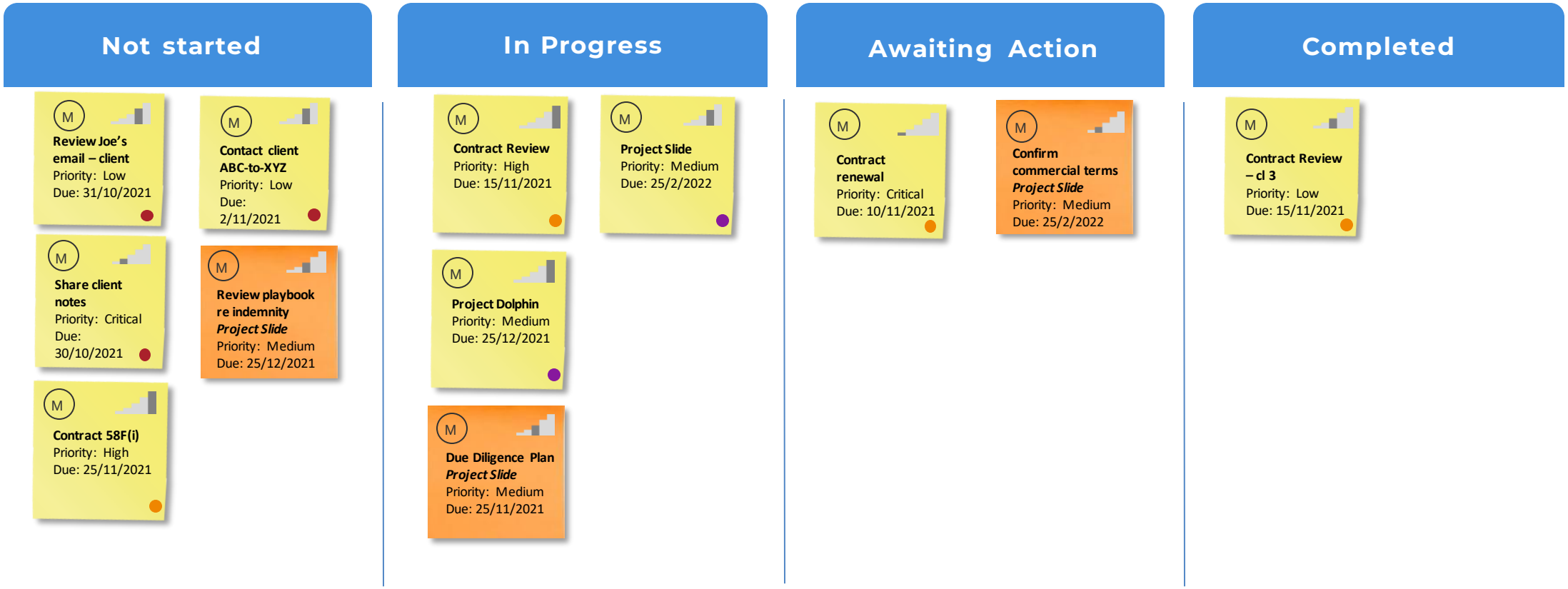
Visualise your work.
Prioritise at a glance.



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Visualise your work.
Prioritise tasks at a glance.

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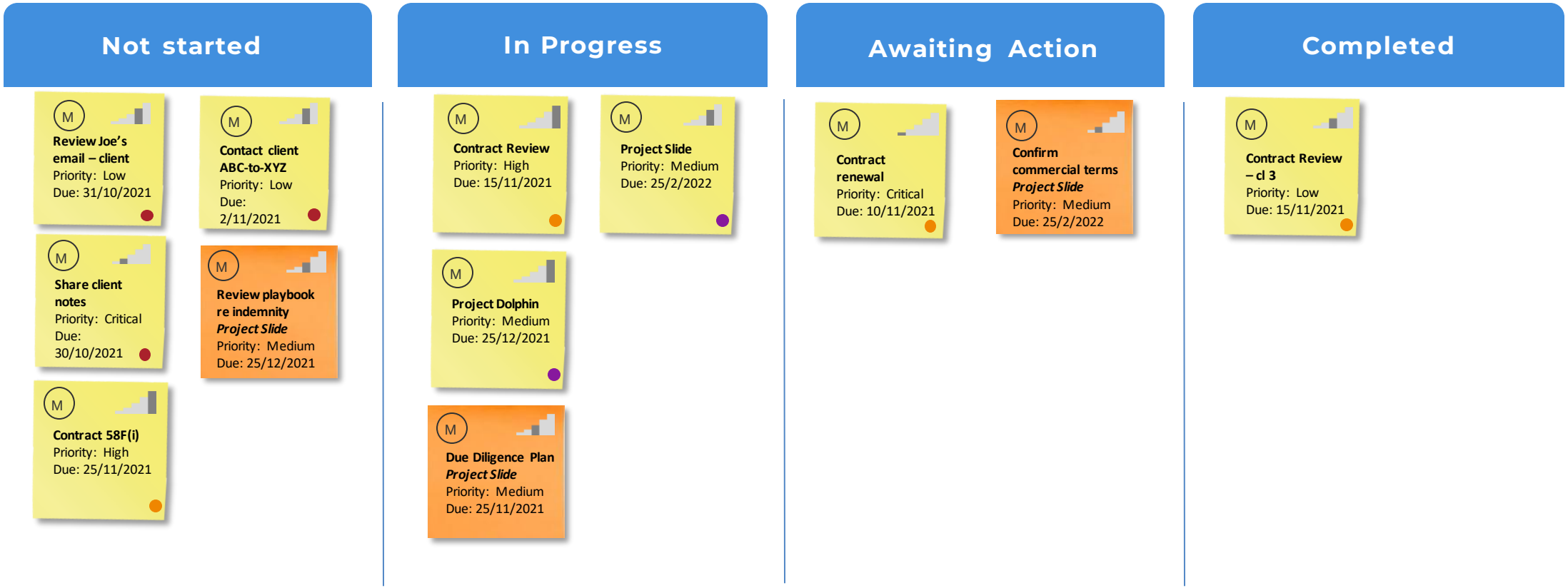
Visualise your work.
at a glance.



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Communicate with Daily Standups

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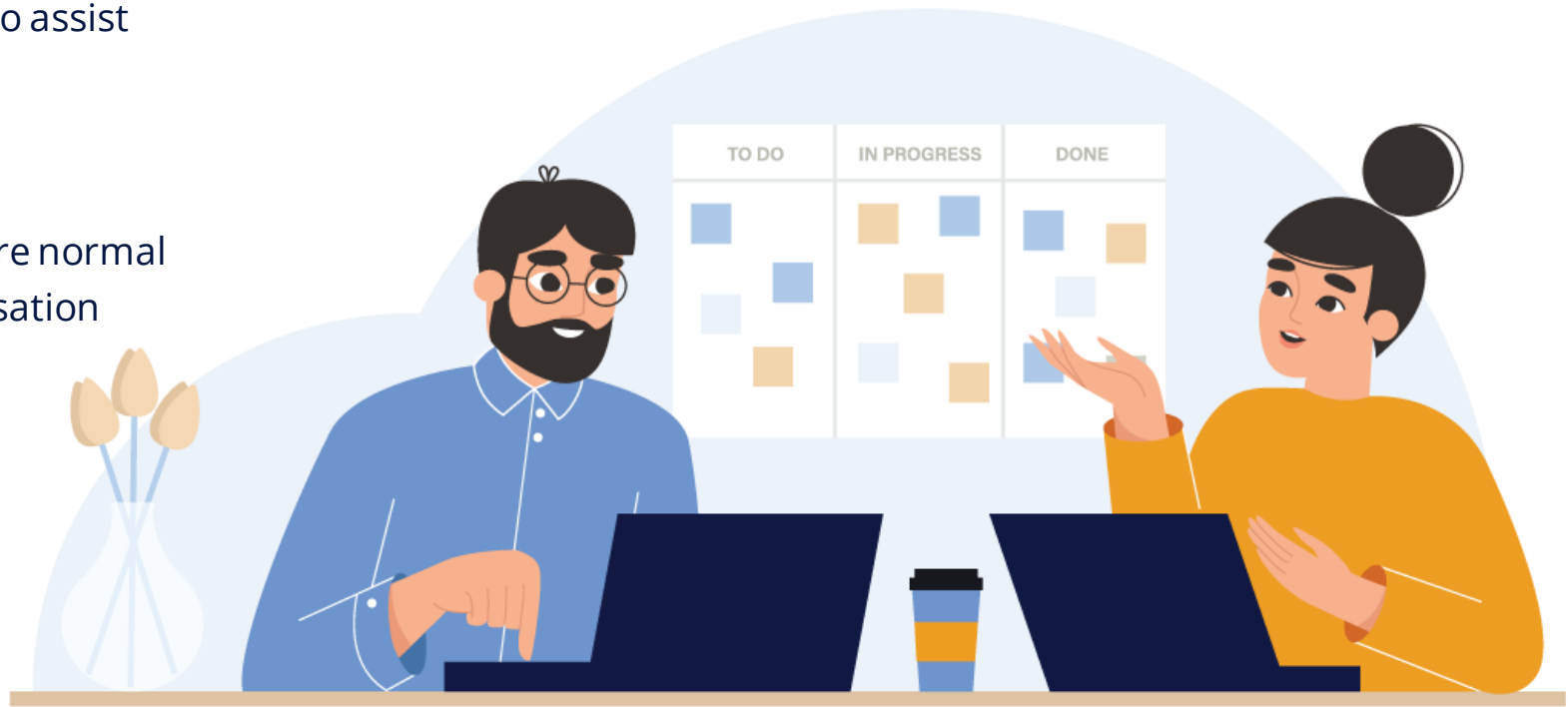
Communication.
Daily standups.

Sharing workloads

- Move from 'laundry list' to 'active engagement'
- Short, regular communication
  - What have you done?
  - What are you doing?
  - Blockages / resources needed?
- Avoid duplication; identify opportunities to assist

Changing priorities

- Changed business priorities / deadlines are normal
- Adjust to resource availability and optimisation



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Communication

Daily standups: Team Member Morgan

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Communication

Daily standups: Team Member Stevie

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Engage with Stakeholders

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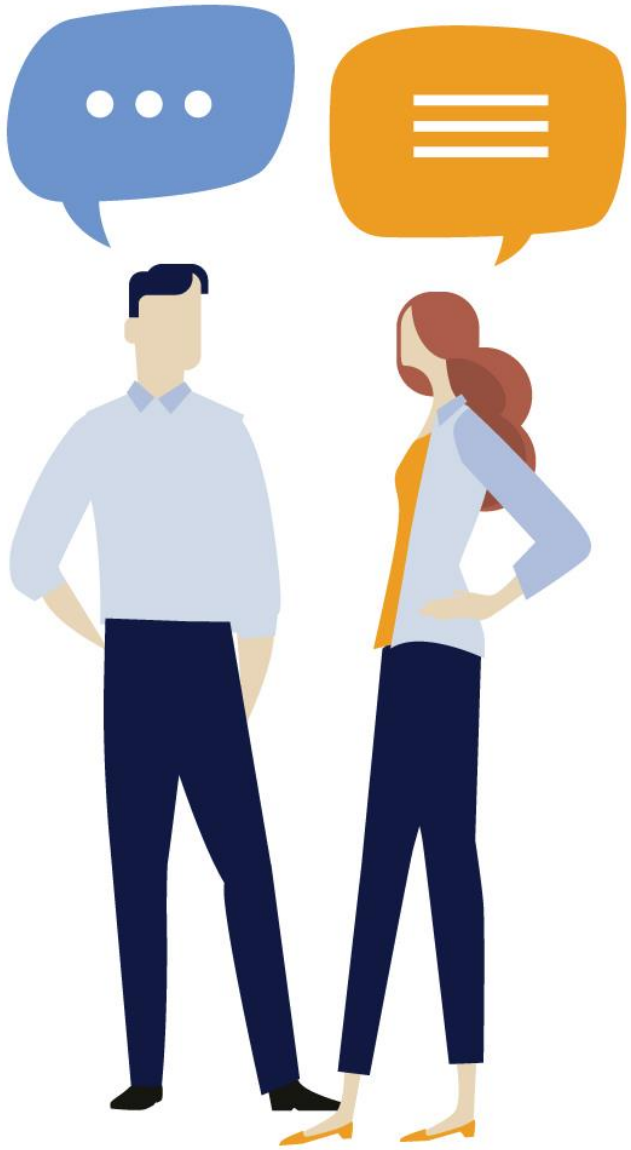
Engage with stakeholders.
Regular. Informed.

- Nobody likes a black box! Updates can be automated.
- Direct, regular engagement through the process will:
  - keep your stakeholders calm
  - empower them to make informed decisions
  - provide you with the information you need to give the very best legal advice
- Provide context on prioritisation
- Provide early updates on changes to delivery



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Engage with stakeholders.
Division: Red

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❯ Poll Question 2:

Have you ever worked in an agile team?

a. Never
b. Sort of
c. Yes

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The Benefits of Agile

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Benefits of agile.
Calm. Morgan is in control.

- Clear, visual depiction of work
- Prioritisation of work
- Breaking big projects into achievable tasks
- Improved resourcing of work within teams
- Collaborative, helpful relationships with colleagues
- Collaborative and informed relationships with clients
- Transparency across legal process for clients
- Informed and empowered decision making

Benefits of agile.

The science of agile – Craig Lucia, PA Consulting.

Dopamine: motivation & rewards

- Setting goals
- Celebrating milestones
- Metrics to track progress

Oxytocin: connections & value

- Connection with team
- Connection with clients
- Transparency and trust

Serotonin: confidence & motivation

- Goals are defined and achievable
- Supported to achieve goals
- Feedback loops

Cortisol: the unhappy chemical

- Stress hormones
- Disconnection
- Break projects down into tasks

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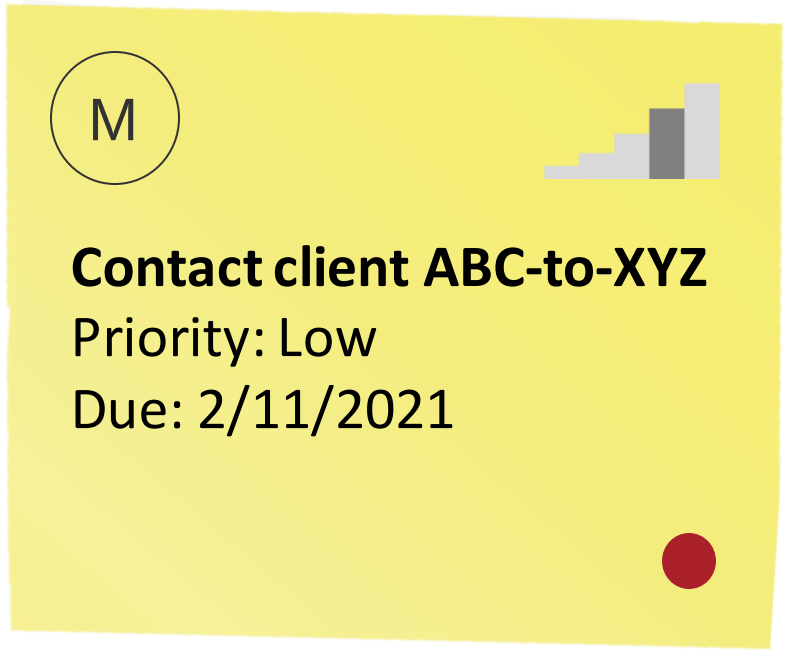
Benefits of agile.
Remember this?



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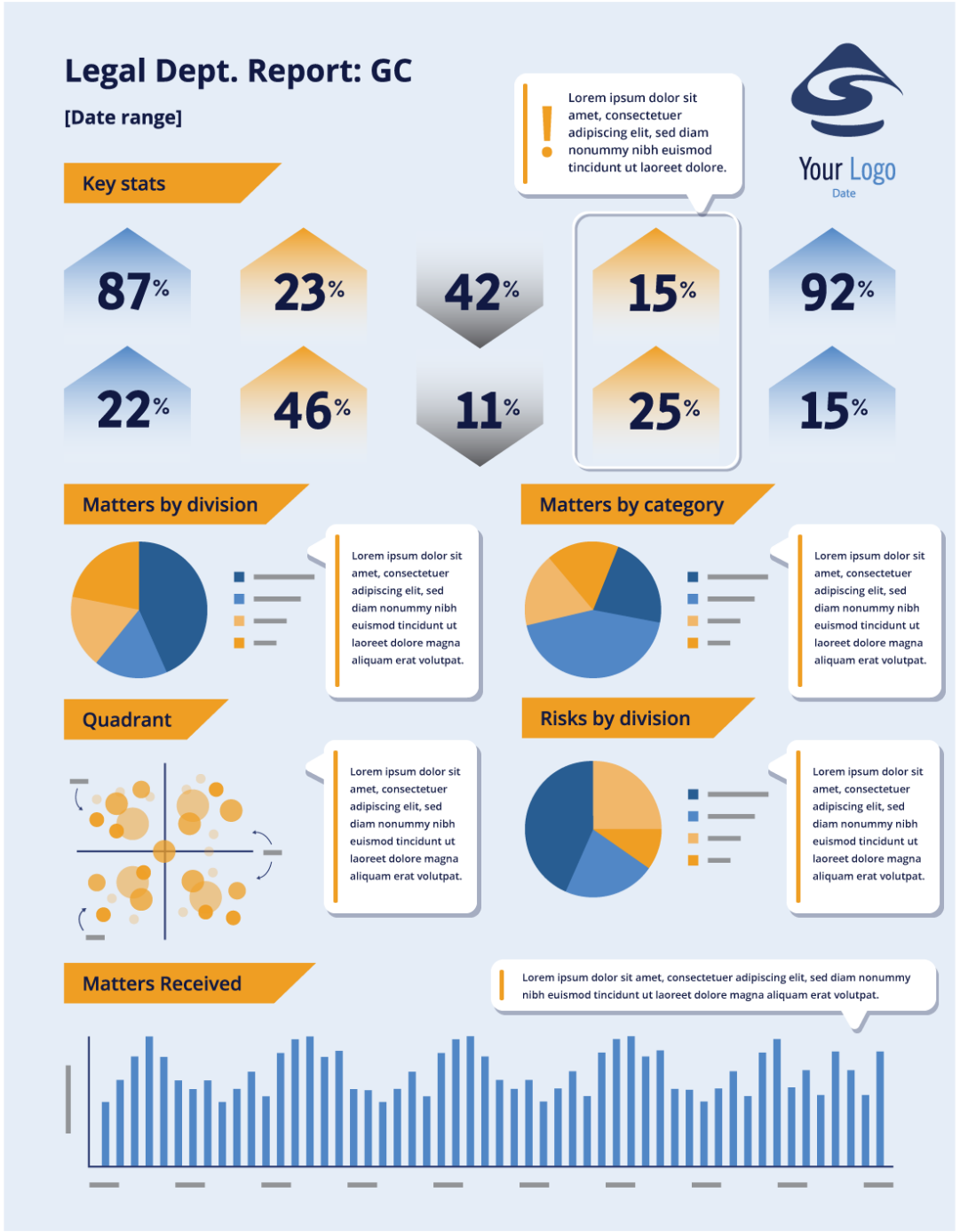
Benefits of agile.
Automated data insights.

- Who
- What
- When
- Why
- How



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Recap

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Agile for Legal Departments
Visualise. Communicate. Engage.

Agile can provide your hard working – but frazzled – team with a framework for mapping each other's backlog and work-in-progress, and a consistent communication rhythm that ensures progress.

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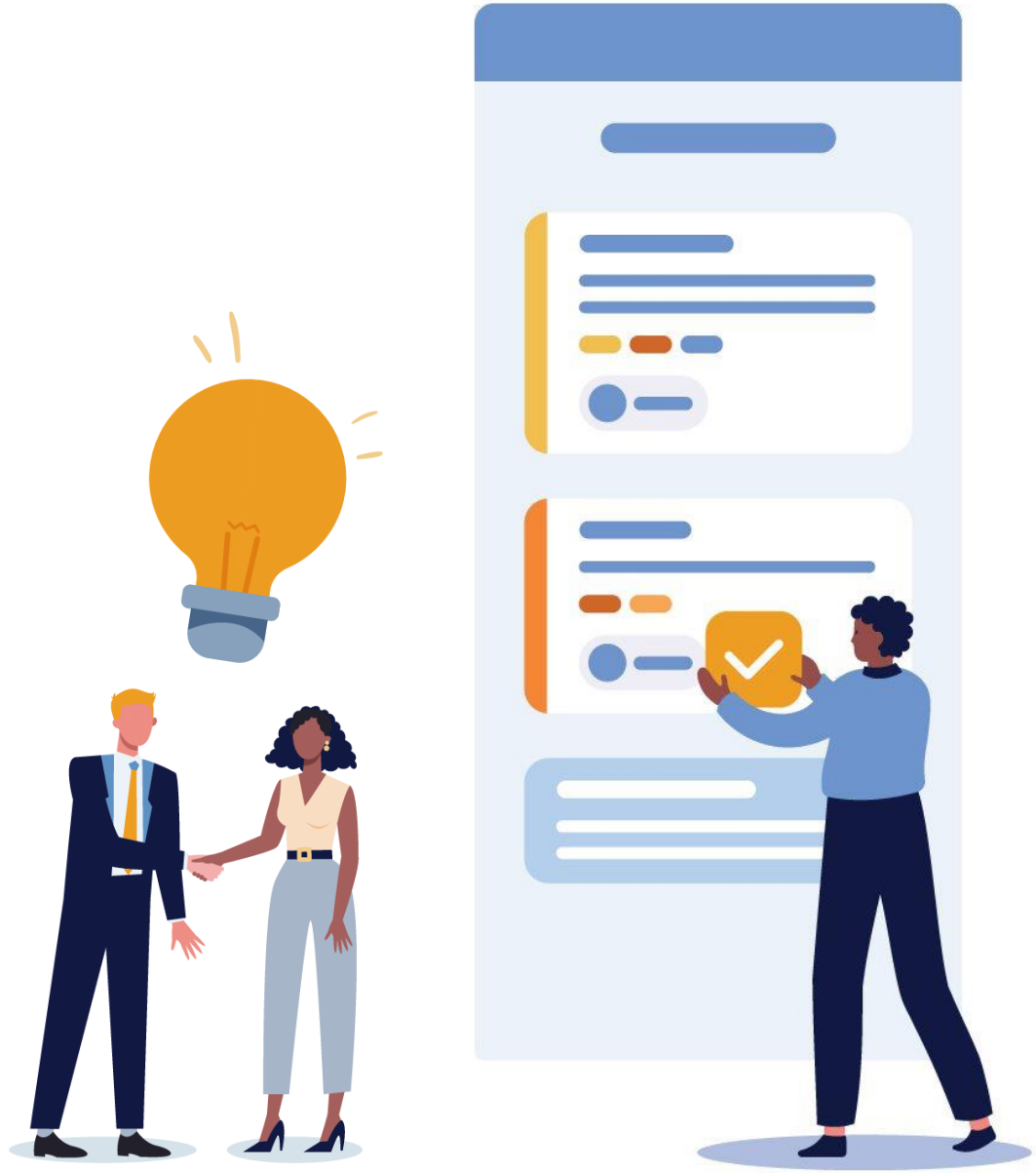
Download the White Paper:

Agile 101 for Legal Departments

https://www.xakiatech.com/agile101



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Thank you!

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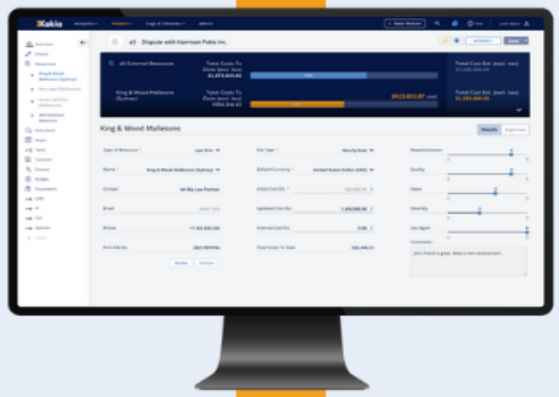

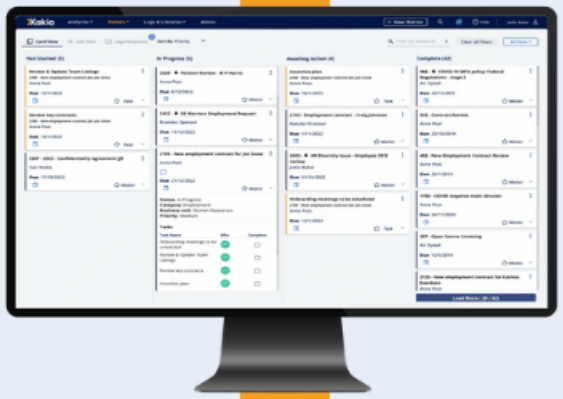

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LEGAL MATTER MANAGEMENT SOFTWARE

"Looking back to how we managed before Xakia, it feels like that was the dark ages."

Optimize the Value of Your Legal Department:

Matter Management	**Instant visibility across workloads**
Legal Intake & Triage	**Streamline your legal requests**
Spend Management	**Real time budget control**
Legal Data & Analytics	**Data-informed decisions**

Transform your in-house legal department with a cloud-based matter management platform that is simple, powerful and affordable.

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