

Legal Management:

July/August 2020

Creating a New Vision for Attorney Support at Law Firms

Ever since lawyers have roamed the earth, there have been well-organized and highly attentive legal secretaries sitting directly outside their office doors. Each secretary was specifically assigned to support the lawyer in serving clients and performing administrative tasks. That is, until now. Both the law firm and this support model have changed.

legalmanagement.org/2020/july-august/columns/creating-a-new-vision-for-attorney-support-at-law-firms

June 2018

Teaming Up: Adopting New Approaches for Today's Legal Secretary

With the changing needs of the modern lawyer, law firms should consider the best ways to optimize their support professionals. This article will discuss some reasons behind the evolving legal secretary role, potential alternative approaches, and advice for successfully implementing a new model.

legalmanagement.org/2018/june/features/teaming-up

White Papers:

February 2020

Market Research Reveals That North American Law Firms Expect to Lose 58% of Their Legal Secretaries by 2025 — alanet.org/about-membership/media-center/association-news-details/2020/02/14/market-research-reveals-that-north-american-law-firms-expect-to-lose-58-of-their-legal-secretaries-by-2025

Webinars:

February 19, 2016

LI01: The Role of the Legal Secretary

The role of the large law firm legal secretary has changed significantly over the past five years. The evolution of the role will be examined from the traditional model – what works and what doesn't – to what might work in the future. We will also compare and analyze the pros and cons of alternative secretarial models, and discuss interview questions and criteria for hiring. Leave this session with new tools and strategies to implement within your firm to hire, utilize and retain the legal secretary of the future.

Objectives:

- Reverse the accidental adversarial relationship between legal secretaries and attorneys
- Determine how to shift the attitude of your legal secretaries/assistants to create greater productivity and workability when using new models
- Design and implement a model that works for your firm size and team
- Identify how to overcome common obstacles that lose top legal secretaries when implementing new secretarial models

Audience: Attendees should have a working knowledge of the legal industry. No advance preparation is required.

120 Minutes * CPE Field of Study: Special Knowledge and Applications * Audience: I

Jennifer Hill began recruiting in 2003 and has recruited for top tier law firms and corporations

throughout California. Since 2008, she has been interviewed on both American radio stations and the BBC, as well as appearing on FOX, NBC, ABC and various other television shows as an expert in the field of recruiting and job hunting. Additionally, she has been a featured speaker for groups such as the Los Angeles Paralegal Association, Legal Secretaries Incorporated, and the Greater Los Angeles Chapter of the Association of Legal Administrators, and has been invited to speak at law firms, such as Sidley Austin, Katten Muchin and Paul Hastings.

Annual Conference & Expo 2016

LI33 The Changing Role of the Legal Secretary

The role of the large law firm legal secretary has changed significantly over the past five years. Join this session to focus on the evolution of the legal secretary role in firms today. You'll also learn what is happening in the legal industry as a result of this evolution. We will discuss what is working and what is not, and we will examine the challenges firms are facing in implementing these changes. Bring back strategies and ideas for making the transition as easy and uncomplicated as possible to your firm.

Objectives:

- Examine how the evolution of the legal secretary will impact all law firms
- Identify the pros and cons of new secretarial models
- Determine how to overcome common obstacles when implementing new secretarial models
- Apply new strategies for properly utilizing legal secretaries

Annual Conference & Expo 2017

LI32: Alternative Approaches to Secretarial Support

Mark Santiago

Wednesday, April 5: 1:15 PM - 2:45 PM

The way that law firms support their professionals is rapidly changing. Technology, millennials and the availability of high-quality secretarial staff have all contributed to the change. The days of one-to-one reporting relationships are long gone and the current support ratios of three or four to one are close behind. Today, best practices in law firms is six, seven or as many at ten-to-one support ratios. How can a firm achieve these types of ratios without sacrificing service levels? This session will cover a methodology to analyze existing secretarial and word-processing support structures, and discuss an alternative administrative support structure.

Objectives:

- Analyze the type of support attorneys require.
- Evaluate the effectiveness of current support ratios.
- Identify additional support opportunities/requirements of attorneys.
- Develop implementation plans.
- Assess savings.

Audience Statement: Attendees should have a working knowledge of legal services trends. No advance preparation is required.

- 90 Minutes
- Audience: Intermediate

- CLM App Management Category -FS: Legal Industry/Business Management
- CPE Field of Study: Business Law
- Managing Partner Session
- CLE: Law Practice Management

Podcast:

1/20/16

The Changing Role of the Legal Secretary with Jennifer Hill

<http://www.blogtalkradio.com/legalmanagementtalk/2016/01/20/the-changing-role-of-the-legal-secretary-with-jennifer-hill>

Books:

ALA's Compensation and Benefits Survey: www.alanet.org/compsurvey

2020 Vision: The Future of Legal Services

This guide is designed to help law firm leaders assess the lay of the legal landscape, prepare for foreseeable change, and above all to position themselves so that they are ready to respond to the unseen challenges and opportunities ahead.

<http://www.alanet.org/education/online-learning/legal-management-e-store>