Workshop C1: Staffing the law firm and regulator of the future

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Topics

Future Scanning

▶ Lawyers and Technology

▶ Agile Working Policies

▶ Resourcing the Regulator of the Future

Broad Strokes: Millennials

- ▶ Born between 1981 and 1996
- ▶ Believe in their own value
- ▶ Sociable and confident – raised to feel positive about themselves
- ▶ Appreciate and expect diversity
- ▶ Better educated than those who came before them
- ▶ Want to control where work happens
- ▶ Want to blend life and work
- ▶ Don't like vertical hierarchies
- ▶ Hyper-connected digitally

http://www.pewsocialtrends.org/essay/millennial-life-how-young-adulthood-today-compares-with-prior-generations/

Broad Strokes: Generation Z

▶ Born between 1997 and 2010

▶ Concerned with Money and Financial Security

▶ Perhaps more pragmatic than Millennials

▶ More overtly competitive than Millennials

▶ Not as comfortable with teamwork - prefer to be judged on individual merits

▶ Less comfortable depending on others to get a job done

▶ More entrepreneurial

▶ True digital natives - relationship to technology is almost instinctual

▶ Expect the workplace to conform to their needs

https://www.forbes.com/sites/deeppatel/2017/09/21/8-ways-generation-z-will-differ-from-millennials-in-the-workplace/#1b691fb76e5e

Are Legal Services Providers Tech Companies Yet?

How do we ensure the next generation of lawyers has the right knowledge, skills, values and attitudes for practice?

How do we ensure that the current cohort of lawyers – from NQ to senior partner – upskill throughout their careers and potentially gain new skills that aren't obviously ''lawyering'' skills?

Agile Working Policies

▶ Why are they necessary?

▶ What are the options?

▶ Dealing with issues of trust.

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LAWYERS

WELCOME TO CLARITY

AGILE WORKING

HELPING OUR PEOPLE BE THE BEST THEY CAN BE

WHY AGILE?

We believe people work better and deliver better results when they're given more freedom on how to deliver

It is a natural extension to flexible working

It fitted and reinforced our organisational culture and our desire for user friendliness

MORTON FRASER LAWYERS

Key features – clarity and simplicity

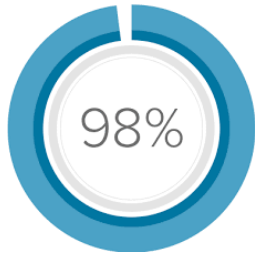All jobs presumed agile unless it's essential for them to be office based (e.g. reception)

Work is what you do, not where you go

Robust performance management ensures quality delivery to clients, not working hours

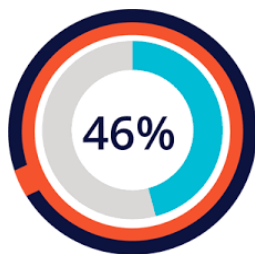MORTON FRASER LAWYERS

A YEAR ON, WHAT HAVE WE FOUND?

98%

98% of our staff and Partners understand our ambitions for agile working

83%

83% report an increase in their wellbeing, important both culturally and for performance

83%

83% feel able to ask for agile working, supporting an open and inclusive culture

46%

46% work in a truly agile way – many others undertake traditional 'flexible working'

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Challenges That Regulators Face

Early Thoughts On Tech In Legal Services

What The Future Might Bring

Resourcing

QUESTIONS?