

Top 10 Takeaways for Law Firms in

2020



1 Learn how to be flexible - and adapt.

We can't control everything, but we can make quick decisions by staying level-headed and tackling challenges one at a time.

2 Set your firm up to access all information securely and off-site.

Use cloud-based software to access *everything* you need to work (phones, client files, etc.) and make sure of access controls and audit logs.



3 Educate your team on security policies.

Cover cybersecurity issues, remote operations, phishing, and secure password management. Set clear work-from-home policies about VPNs and personal device use.



4 Support remote collaboration.

Leverage tools like commenting, video conferences, task management, and chat to stay connected and efficient.

5 Adjust productivity metrics for new scenarios.

Focus on task completion and quality over staff sticking to traditional work hours. Monitor how your business is doing by the week, month, and year.

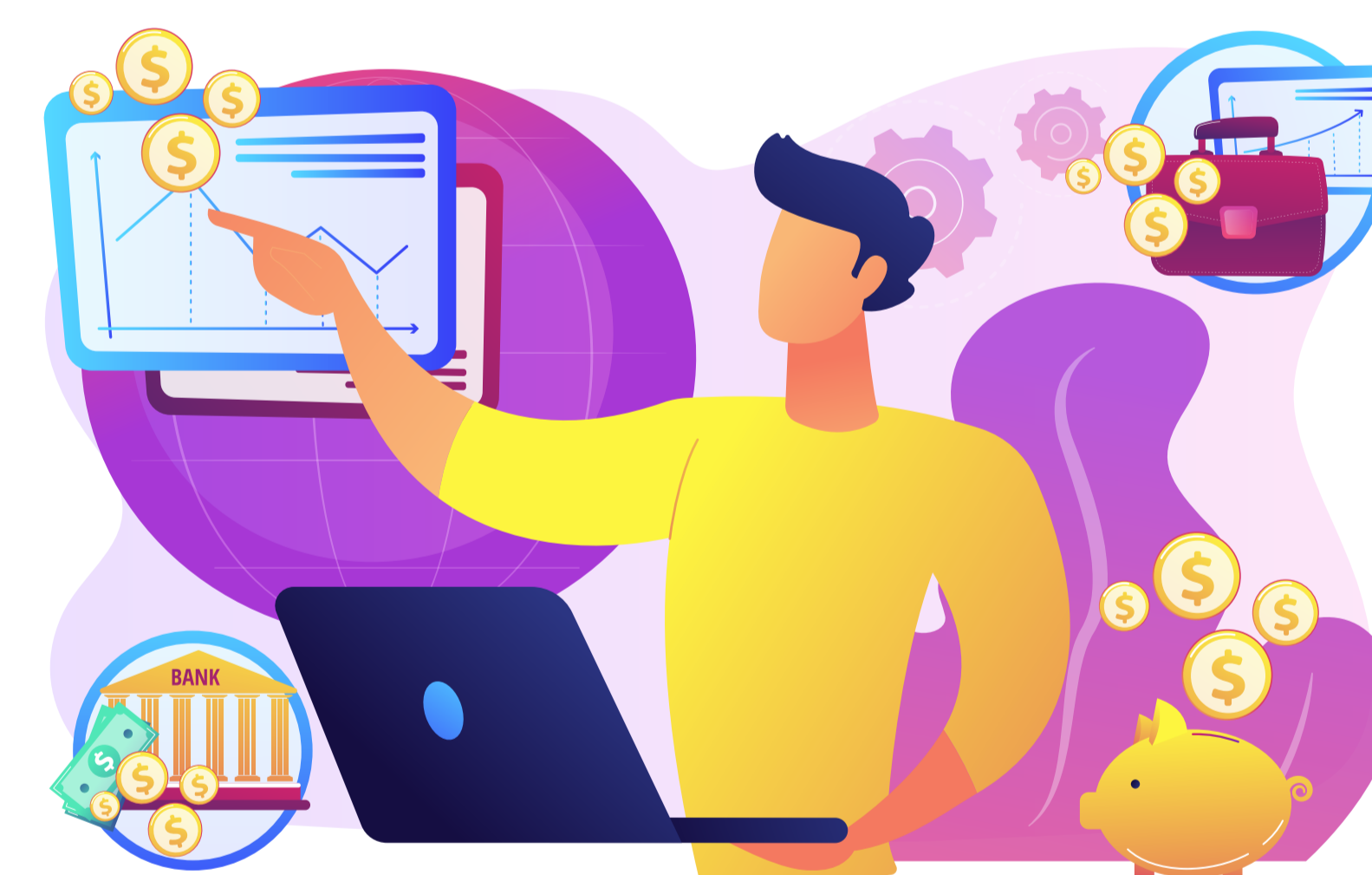


6 Keep up with billing and collections.

Offer flexible payment options, set automated reminders, and use evergreen retainers.

7 Know your firm's overall financials.

Make sure financial tasks are done on time and that you can view them all. Review and prioritize all your expenses.



8 Outsource in areas that aren't your strength.

Don't take on everything. Some tasks, like IT, require specialized expertise and are better outsourced.

9 Develop new ways to network.

Host discussion groups, join the board of an organization you admire, or be a guest on a podcast or webinar.



10 Reduce inefficiencies.

Ask your staff for feedback and automate repetitive tasks.

Learn from challenges! Use these 10 takeaways to strategize and implement changes for 2021.