

# What Does Innovation Mean to YOU?

## *Demystifying the Buzzword*

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# No one definition

*“Innovation in its modern meaning is "a new idea, creative thoughts, new imaginations in form of device or method". Innovation is often also viewed as the application of **better solutions** that meet new requirements, unarticulated needs, or existing market needs.”*

Source: Wikipedia



# “Better solutions”

- Identify everyday frustrations
- Ask “why do it this way?”
- Consider changes you can implement and control

# People

Innovation does not necessarily mean automation

Start with the people:

- ? Who are the people doing the work?
- ? What are their natural skill sets?
- ? Are they being utilized to full potential?

# Process

- ? **How** are people doing their jobs?
- ? Is **time** being well-spent?
- ? **Map** the processes and track how the work moves across the organization?
- ? Is work flowing smoothly and efficiently?

# Tools

Of course –

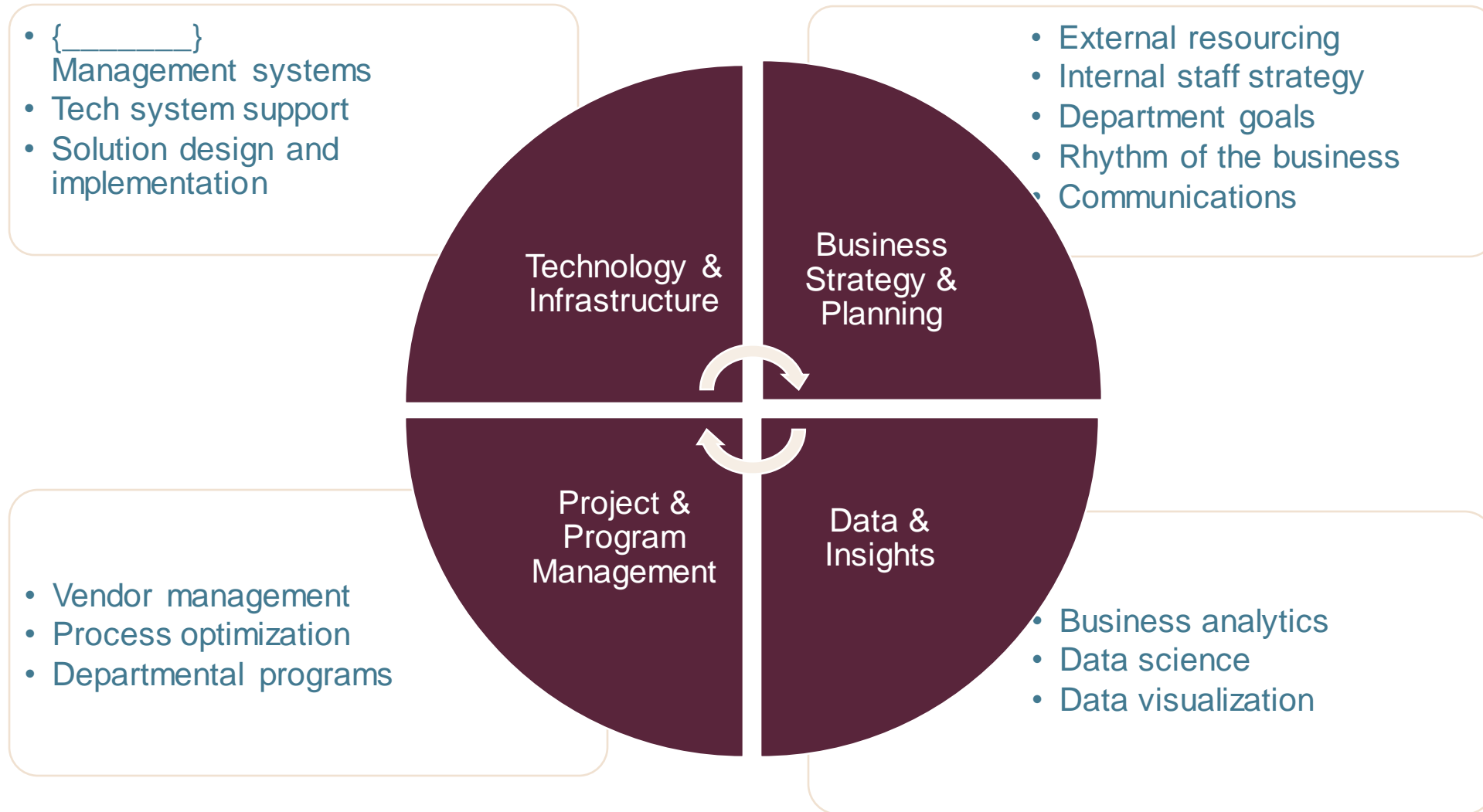
## **TECHNOLOGY**

Pick something you are curious about

Explore what you already have access to and tinker with it

Learn something new

# What is Legal Operations



# FIVE TIPS TO MODERNIZE YOUR PRACTICE

## AND DELIVER MORE VALUE TO CLIENTS



**TIP 1**

**Personalize  
Your Innovation**



**TIP 2**

**Map the  
Processes**



**TIP 3**

**Technology  
Review**



**TIP 4**

**Protect  
Your Work**



**TIP 5**

**Leverage Data  
to Delight Clients**



# PERSONALIZE YOUR INNOVATION

- What is the most frustrating aspect of your work?
- Can you implement a change to that aspect on your own?
- Who else will be impacted by your proposed change?
- If you could change one thing about how your clients interact with you, what would that be?
- Is there information you wish you could easily access?
- Are there particular data points that would be helpful to your practice?



# MAP THE PROCESSES

- Identify inefficiencies by charting each step on every client matter
- Uncover opportunities to streamline the process
- Define a better future state





# TECHNOLOGY REVIEW

**Optimize what you already have access to**

- ✓ Does the technology save time?
- ✓ Does the technology help me to be better organized?
- ✓ Does the technology provide data insights?
- ✓ Does the technology support better and more effective communication?



# PROTECT YOUR WORK ++

- Safer than storing your work product on a hard drive
- Document sharing is simple
  - Co-create with clients
  - Collaborate easier
  - Keep up with versions
- Your work documents are stored in a secure environment



# LEVERAGE DATA TO DELIGHT CLIENTS

- ❖ Provide insight to data the client may not have access to:
  - ❖ Operational Data
  - ❖ Substantive Data
- ❖ Present a visual summary of basic data points
- ❖ Answers the questions: How many? What kind? How much?

# In sum... *What excites you?*

- Working with clients
  - Reach to them for ideas to collaborate on a new way of engaging them or supporting them
- Crunching numbers and reading graphs (yes – there are lawyers who like math!)
  - Consider how data can play a role in your innovation journey
  - If you can track something you can measure it
  - Compile an initial report
- Creative writing
  - Put together FAQ's for circulating to clients and create self-help guidance
  - Be creative – make it fun to read

# Still not sure where to start?

Let's talk

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