

# LEGAL MANAGEMENT

THE MAGAZINE OF THE ASSOCIATION OF LEGAL ADMINISTRATORS

## Facts & Stats



### FEELING MISUNDERSTOOD?

The *International Association of Defense Counsel's* (IADC) second annual Inside/Outside Counsel Relationship Survey revealed a discrepancy between inside and outside counsel's understanding of each other's business goals and operations:

- **61 percent** of inside counsel reported an uptick in the amount of work they were contracting out to law firms over the last 12 months.
- **Only 39 percent** of outside counsel say their work from corporate clients increased over the same period.

Perhaps not surprisingly, communication was cited as a key concern on both sides.

For more trends in outsourcing legal services to law firms and private practice attorneys, read the full report [here](#).

Source: *International Association of Defense Counsel*

### FINDING FACE TIME

*“To this day, large clients still report that few (if any) outside lawyers take the time to visit them at their place of business. But doing so can help the relationship on many levels.”*

— David H. Freeman, JD, Founder of Law Firm Culture Shift in this month's cover story, "[Keep Your Friends Close and Your Prospects Closer](#)"

### CHALLENGES PAST AND PRESENT

In 2013, ALA began deploying a comprehensive survey to its members to assess how well ALA strategic direction aligned with member challenges and expectations. More and more members have responded to the survey each year, providing a more robust picture of the needs of ALA membership.



Over the past three years, staffing, economy, technology and management were identified as the biggest challenges within the legal management profession. In 2016, more respondents mentioned the following:

- Increasing competition
- Keeping up with health care regulations
- The constant demand to “do more with less”

Predicted challenges in the next three years are similar to previous years’ survey responses, with succession planning, employees retiring and talent retention being some of the most mentioned. Change management, client demands and billing issues are also a predicted concern.

*Source: ALA 2016 Member Needs Assessment: Results and Four-Year Comparison*

## UNDER THE MICROSCOPE: CORPORATE LEGAL OPERATIONS MANAGERS

ALA recently *interviewed* Susan Hackett, the Founder of Legal Executive Leadership, about the role of law department operations managers. “Lately, their roles and their responsibilities have taken on increasing importance, and certainly an increasing amount of visibility in the last few years, and their numbers are really growing exponentially,” Hackett says of this group of legal management professionals.

Learn more about how legal operations managers are becoming key decision makers on [the Legal Management Talk podcast](#).



