



# Keyhouse

## **Crisis, Danger & Opportunity Webinar Series**

### **Where are we now?**

# RULES

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- 1 Keep your microphone muted throughout
- 2 Please email any questions you may have to Michelle at [mmcinerney@keyhouse.ie](mailto:mmcinerney@keyhouse.ie)
- 3 Take off your shoes, kick back and relax

# Today's Speakers



Brian Sweeney,  
Managing Director



Martina Winters,  
Sales & Marketing Manager



Michelle McInerney,  
Marketing Assistant



# Poll Everywhere

## **1. What's going on**

During the webinar we're going to ask a series of questions which we'd like you to answer.

You'll use your phone, tablet, or laptop to respond. Please get your device ready as we want you to participate!

You don't need to download anything – just simply type the below into your web browser;

***[pollev.com/Keyhouse1](https://pollev.com/Keyhouse1)***

## **2. Lets try one**

We are going to do a quick poll now to get the hang of it.

Everyone take out your device and wait for the poll/question to pop up on your screen, respond with your answer and select ***Submit***

🖥️ When poll is active, respond at **PollEv.com/keyhouse1**

💬 Text **KEYHOUSE1** to **22333** once to join

## Did you attend our Wake Up and Smell the Coffee Seminar in 2017?





A top-down view of a desk with a laptop, a smartphone, a cup of coffee, a pen, and a calendar. The laptop is open, showing a keyboard. A smartphone is placed on the right side of the laptop. A cup of coffee is on the left. A pen is on the right. A calendar is on the far right.

# What we will cover today

1. Why we are hosting this webinar?
2. What thought leaders are saying about the legal profession and change.
3. Is your current way of working still relevant?
4. The future is bright, you better wear shades!



1<sup>st</sup> Webinar will focus on “Where we are now” and what steps we need to take next.

2<sup>nd</sup> Webinar will involve discussions “Promoting Sustainability within your firm”.

3<sup>rd</sup> Webinar will cover the topic – “The Future Law Firm is here and What does it look like”.



Technology is an operational lifeline.

Finding new ways of working through technology and well-designed processes.

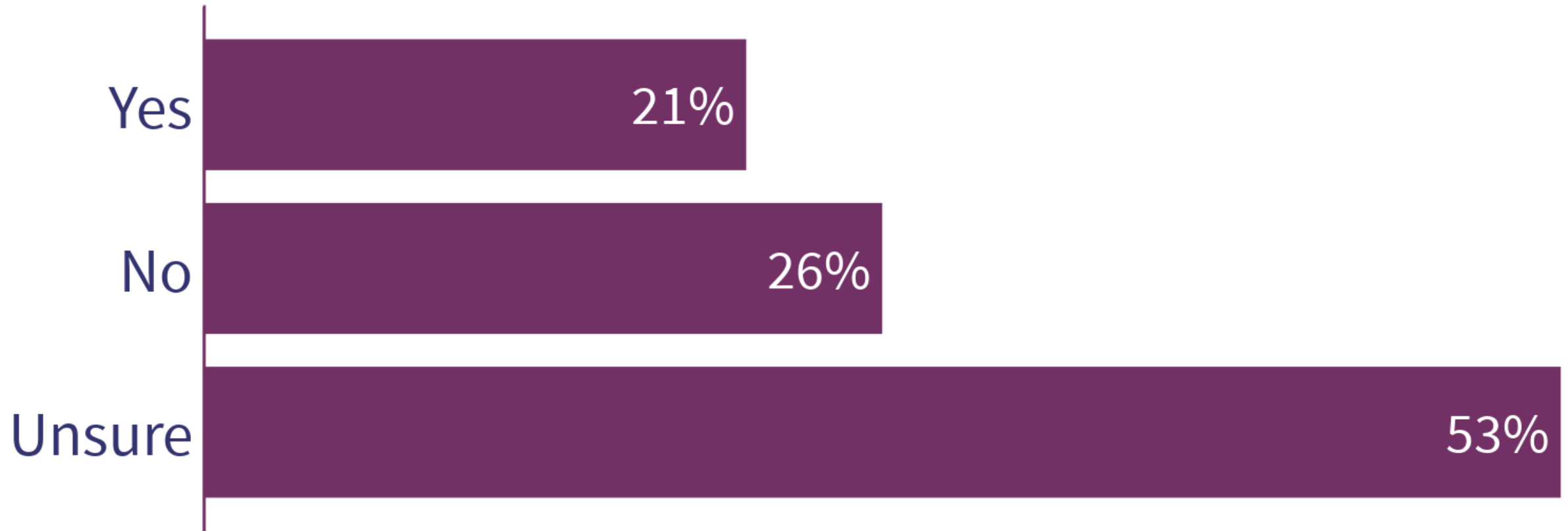
Change has become an evitable part of business.



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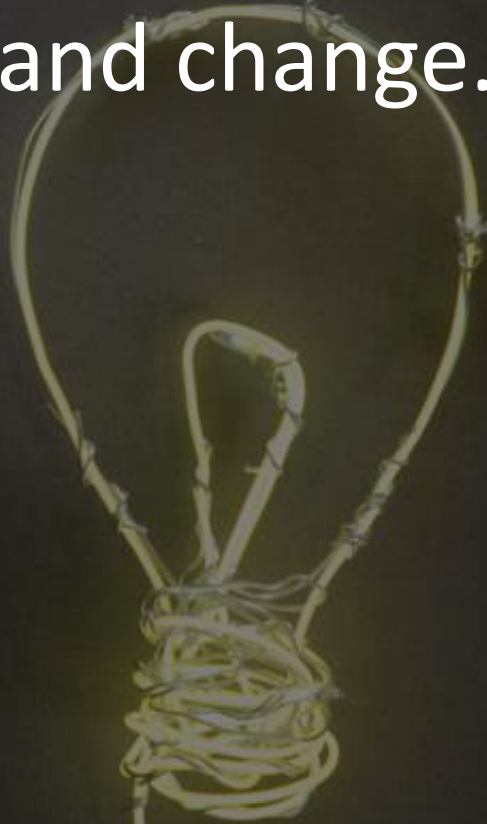
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## Do you currently have the knowledge and skills in place to cope with change and uncertainty?





What are the thought leaders saying about the legal sector and change.



(Don't shoot the messenger – Pssst! that's us!)

# Mark Cohen



CEO of Legal Mosaic, a legal business consultant and lawyer for over 30 years.

# Jordan Furlong



Lawyer, leading analyst of the global legal market and forecaster of its future development for over 20 years.

“The legal profession, until recently synonymous with the industry, has been acculturated to respect precedent, avoid making mistakes, and adapt to an insular, homogeneous, conformist, risk-averse, inward-focused culture that promotes the myth of its exceptionalism.”

– Mark Cohen, Forbes



“Change represents a loss of the known and familiar, and people will fight that, no matter how attractively you sell the replacement.

But of course, lawyers fight change more aggressively and successfully than other people. Partly this is because we’re wired to be more conservative and trained to be more risk-averse than the general population, and partly because we’re skilled at arguing our way around and past an unpleasant or inconvenient fact.

And since law firms are the concentrated commercial expression of lawyer culture, they are especially change-recalcitrant places.”

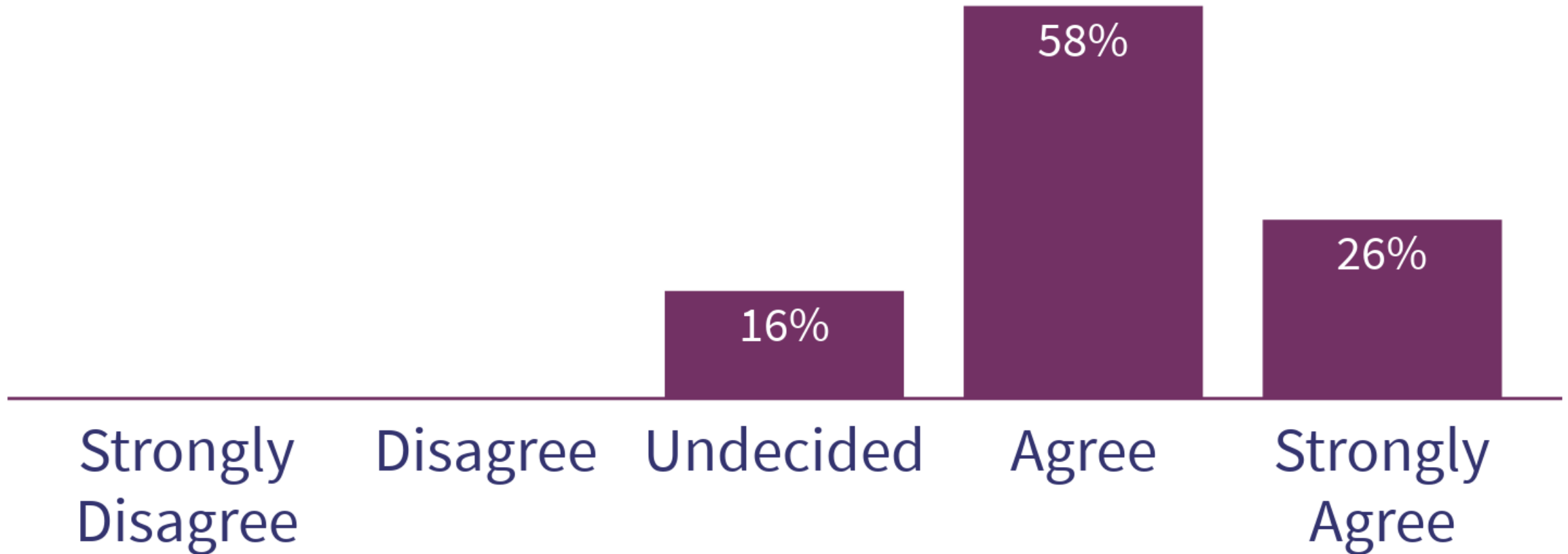
– Jordan Furlong, The Law21 Blog



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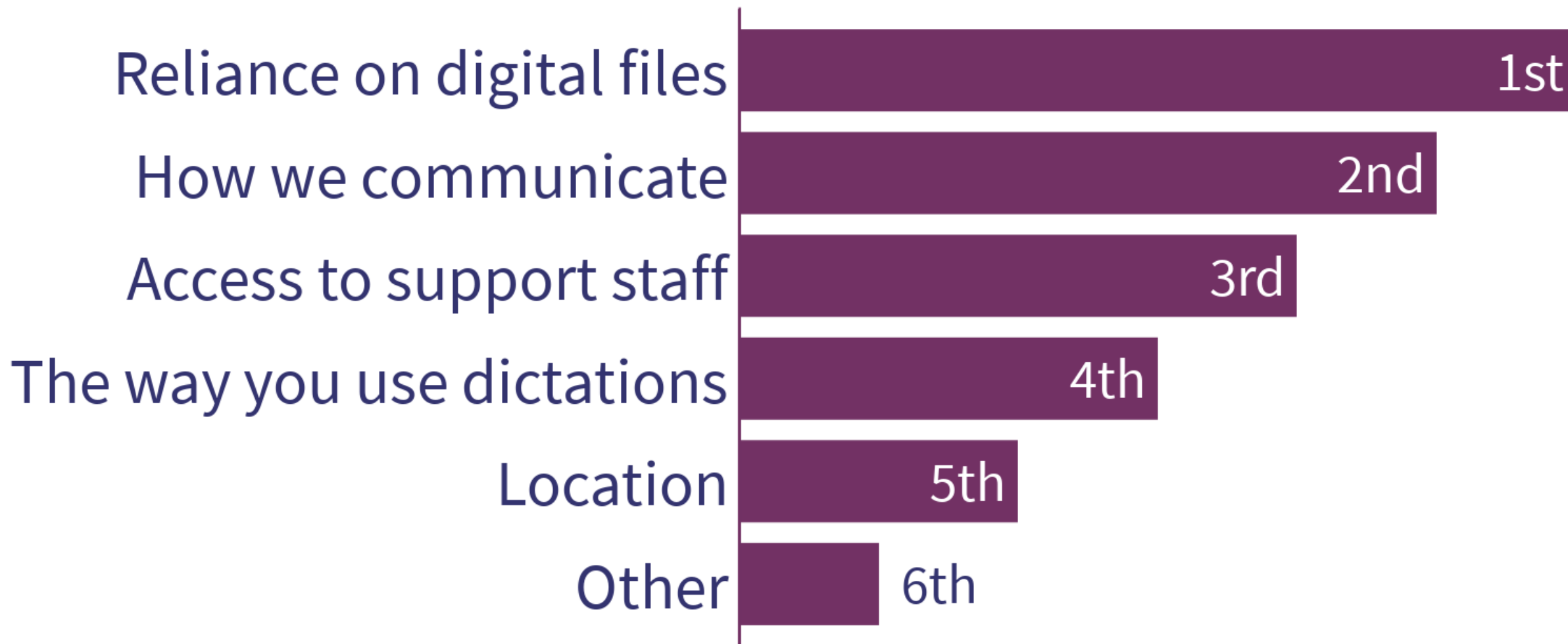
## Are you in agreement that these are accurate reflections of the legal profession?



“Law has responded to past crises with characteristic caution, resistance to material change, and an expectation of return to normalcy. The stock market crash of 1987, dot.com bubble burst, and global financial crash of 2008 did not fundamentally alter legal culture or alter its way of doing things.”

– Mark Cohen, Forbes

## What has changed the most?

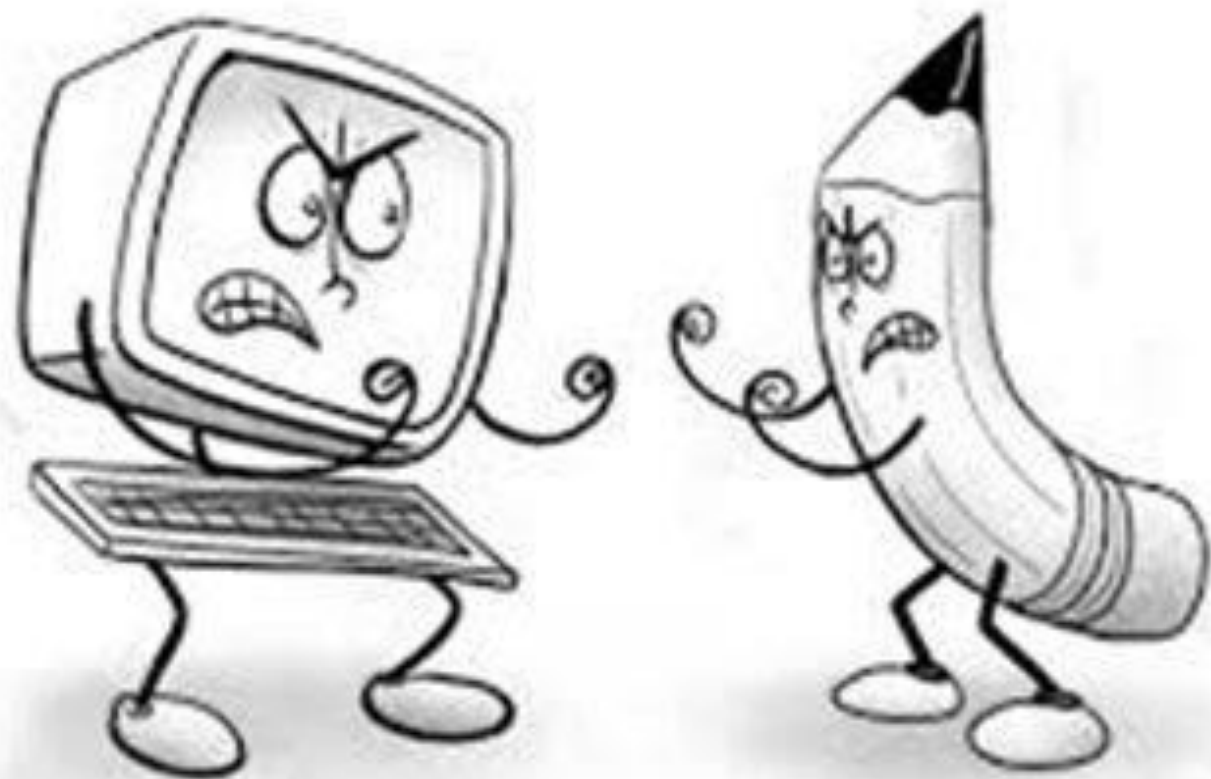


## Before COVID-19 (BC)

## Post COVID-19 (PC)

Some remote workers	Mobile/remote workforce is now in force
Reliance on paper file	Paper is secondary - reliance on digital files is everything
Working together in the same location/Face to face collaboration	Reliance on technology tools that drive collaboration – MS Teams
Face to face Client meetings	Virtual/Video Client meetings
Office based dictation	Mobile/cloud dictation – Dictamus/Dragon
Physically signing (wet) documents	Digital signatures
Sporadic investment in technology and training	Increased focus on investment in technology
No change management planning	How will we manage dynamic change?





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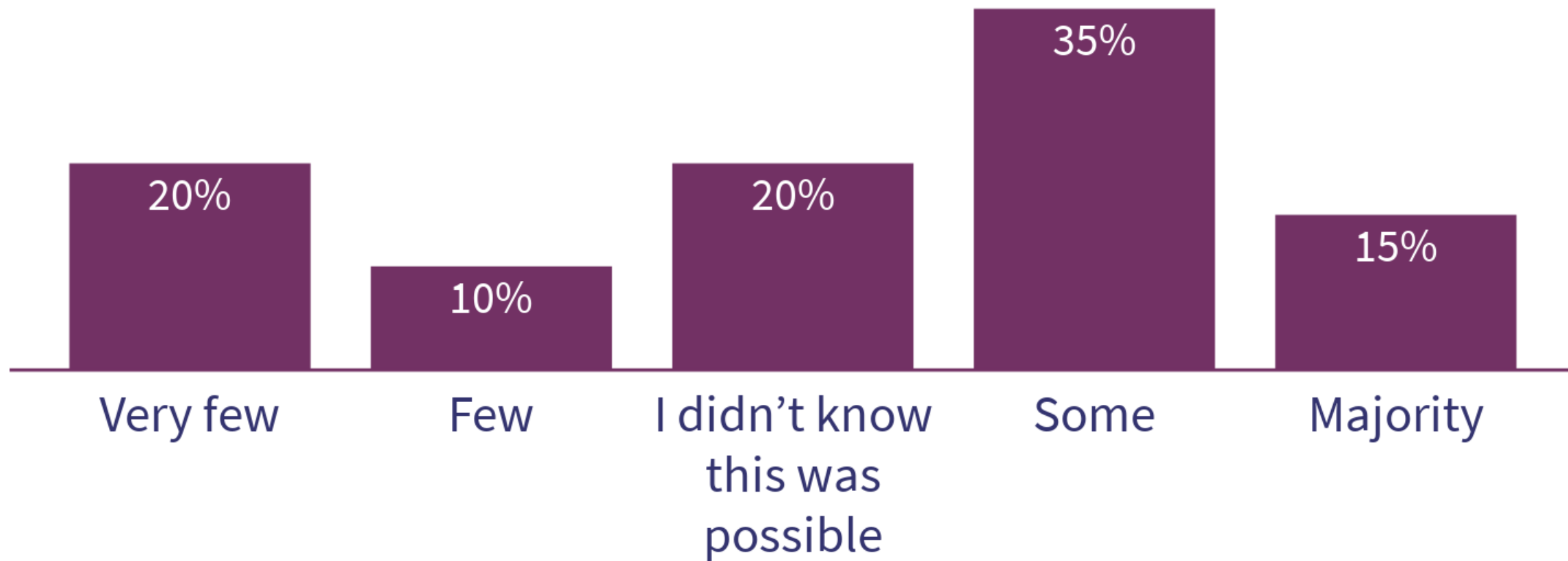
## Do you need to put a wet signature on all of your documents?



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## How many of your current documents can be signed digitally?



# Why change?

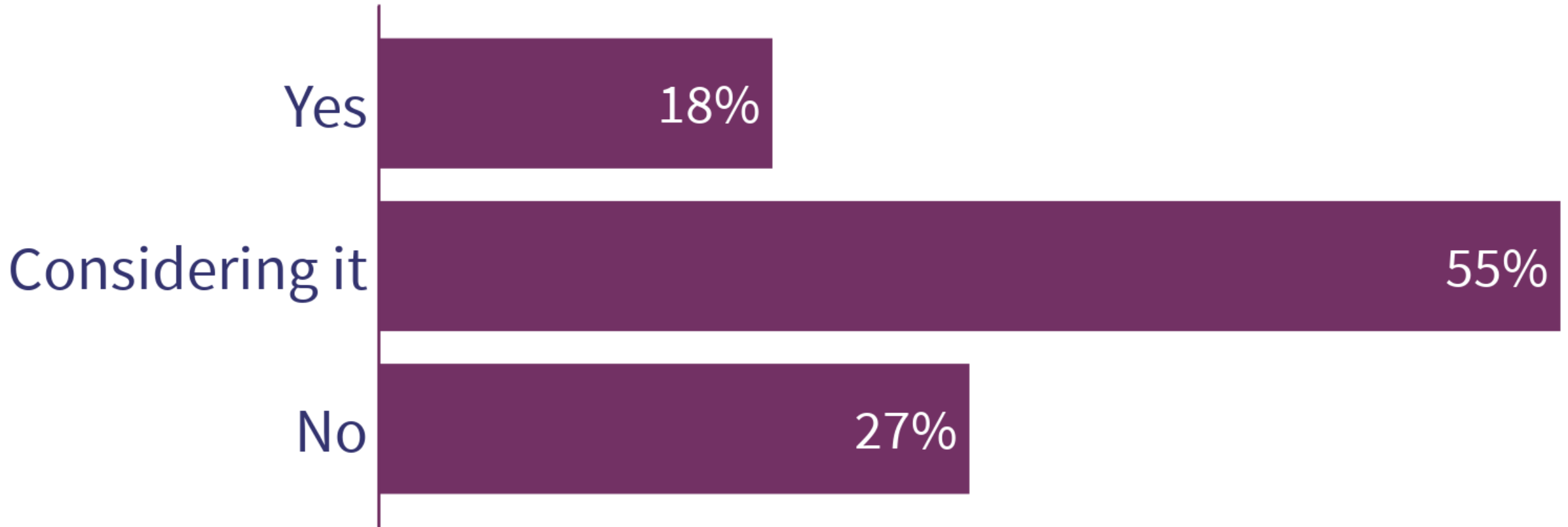
If you are still sitting on the fence regarding the need for change, ask yourself;

- Is your business sustainable the way you are currently working?
- Are your clients demands changing?
- Is your business losing revenue?

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## Have any of the partners thought about or developed a new business plan and vision for this new world?





- The “Silver bullet” ideology – Forget it! Technology alone cannot change your business - you need to look at your business in a holistic way.
- Always ask yourself am I adverse to change because of the fear of the unknown.
- Part of the change is seeking out those opportunities.
- Society's increased adoption of technology will deliver tangible benefits

# If you had known about the COVID-19 lockdown in advance, what would you have done differently to prepare your firm?

“Make the firm far less dependent on physical infrastructure.”

about 6 hours ago

“Increase technical skills of the staff. Invest more in technology. Research paperless office solutions more thoroughly.”

about 6 hours ago

“Earlier engagement on processes to overcome reluctance of some staff to be more flexible in their means of communication.”

about 6 hours ago

“Would not have taken on extra office space”

about 6 hours ago

“Have been able to measure what staff working from home are doing”

about 6 hours ago

“Remote working”

about 6 hours ago

# Crisis, Danger & Opportunity... Continues...

Join us for the second webinar in the series;

**How to promote sustainability within your firm.**

To register your interest follow us on LinkedIn.





# Keyhouse

This webinar was brought to you by Keyhouse, Ireland's leading legal tech company, providing cloud and on-premise practice management software.

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