Design Thinking for Law Firms -

Meeting Your Clients' Needs

Date and Time: 26 September 2022, 1- 2pm
Medium: Zoom
Language: English

Background

The design thinking method is a worldwide recognized Human-Centered problem-solving method. It is a "human-centered" approach to problem-solving that focuses on clients' unarticulated needs.

Design thinking in the legal industry has the potential to make legal systems and services more accessible, usable and satisfying to clients, while helping lawyers improve service delivery, create digital products, and make legal information less complex.

Some law firms have already incorporated design thinking to identify pain points clients might have when working on legal issues. The firm then "redesigns" those processes to help alleviate those friction points.   Clients also value a law firm which is open and innovative in the delivery of services to them.

Expected outcome of the webinar

Upon completion of the 1-hour webinar, you will be able to:

- Understand the fundamental of Design Thinking and best practices for the Legal sector and professions
  - Mind-set
  - Process
  - Organizational approaches
- Know the effective ways to discover clients' hidden and potential needs through Human-Centered approaches
- Learn about well-known successful cases about Design Thinking for Law Firms

Rundown:

Part 1 (20-min): Overview of Design Thinking and Best Practices for Law Firm
Part 2 (30-min): Case Studies; sharing and discussion
Part 3 (10-min): Recap, Reflection and Q&A Session