

Table of contents

Introduction	5
I. Different legal teams will have different solutions	9
1. Rapid integration of digital technology in the delivery of legal services is the new ‘killer app’	9
2. The current state of play with legal practice	12
3. Will we hire lawyers through an app?	13
4. COVID-19 is a disruptive moment that favours challenger firms	14
5. COVID-19 and the delivery of legal services through digital platforms	15
6. The medium is the message – how legal services are delivered is becoming more important than who delivers them	16
7. ‘Legal teams’, not ‘law firms’ + ‘in-house’ – the death of the siloed lawyer	18
8. Conclusion: reimagining the legal profession post-COVID-19	19
II. Remote working is here to stay	21
1. Location, location	21
2. Home sweet home	23
3. All change!	25
4. Change as a constant	25

5. Change as an opportunity	26
6. Change as a threat	27
7. Change as a force for good	29
III. Health and safety for legal teams post-COVID-19 – uneducated guesses?	31
1. Nobody knows what the return to work for legal teams will look like	31
2. “You must work from home if you can”	32
3. COVID-19, difficult conversations and unspoken bias	34
4. Glimmers of hope: will ‘work from work’ be something special and different from ‘work from home’?	39
5. Grief for what was lost	41
6. The unasked question is now asked: can UK employers mandate COVID-19 vaccines for employees?	41
7. Legal teams after COVID-19 – trauma and transformation	43
IV. Culture and community	45
1. “Trust me, I’m a lawyer”	45
2. Trust under attack	47
3. Trust rediscovered	50
V. Partners will foot the bill	57
1. Yes – but maybe not straight away	57
2. Survival of the fittest?	59
3. What’s next?	60
4. Think the unthinkable	63
VI. A changed profession: will old values still triumph?	67
1. Keep calm and carry on lawyering?	67
2. Or might fortune favour the brave?	69
3. “Brave? Me?!”	72
4. Flexible lawyers – great lawyers	74
5. The brakes are coming off – which way now?	82
6. Closing remarks	83
Notes	84
About the authors	87
About Globe Law and Business	88