

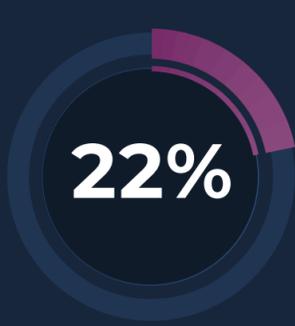


TOP 5 OPPORTUNITIES

for Legal to Work Better with Internal Clients

1 SHED THE IMAGE OF THE “NO” POLICE

More than 1 in 5 call Legal the “No” Police. Rather than saying “no” outright, act as a consultative partner and offer alternatives.



22%



2 STRIVE FOR QUICKER TURNAROUNDS

3 in 5 reported a matter of days as the average time for Legal teams to respond to requests. Examine the current process for legal service requests (LSRs) to identify potential bottlenecks and then implement measures and technology that enable a faster response to inquiries.



59%



3 EMBRACE WORK FROM HOME

Almost 2 in 5 believe Legal was more responsive before work-from-home and hybrid schedules became the norm. Set expectations for responsiveness by adding proactive communication around how or why processes may have changed in addition to offering direct solutions for adjusting to new working environments.



38%



4 INCREASE VISIBILITY

While most respondents believe Legal is transparent regardless of their working location, 2 in 5 believe Legal provides less visibility today than in the past. Participate in company-wide communications to provide key status updates and increase visibility across the enterprise. Frequent and proactive touchpoints go a long way in promoting transparency.



41%



5 ENCOURAGE FLEXIBILITY

Nearly half of all global enterprise employees believe Legal contributes to an inflexible corporate culture. Explore opportunities to show internal clients how legal can contribute to meaningful change.



49%



Legal has a direct and positive impact on various functions from sales, revenue, and renewals to the corporate brand, R&D, and innovation. Use this opportunity to lead from the front and transform beyond a traditional back-office function.

THE TIME TO EVOLVE IS NOW.

Download the 2022 Enterprise Legal Reputation Report to see how 4,000 enterprise employees around the world view their relationship with Legal.



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