

**CHANGE
RESISTANCE**



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Risk Averse	"Non-Lawyers" can't hold "Legal" roles!	This is how we've always done it	It was good enough for Harvard	We tried this 3 years ago and it didn't work!
Not a single client has asked for this	"Non-Legal" work is "low-value" work	I'm a lawyer, not an admin	We're too busy for tech and process improvements	What are <i>your</i> qualifications again?
That's not ethical or professional	Wait: Who...ME??	CHANGE ★	No Budget, No Staffing	Is our competition using this? Then I'm not either
This is NOT in my job description	That's not my wheelhouse/ This is not what I'm an expert in	It's too expensive to install a new system or process	I don't have time for all that stuff...I have work to do!	Just hire some more lawyers!!
Why bother?	The Boss won't support this	Trial run with Bob's team first	We're overwhelmed with our current workload	Let's try this next year

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Change Management Bingo is an entertaining way to help legal teams identify and grapple with some of the common impediments or “memes” that typify change resistance. Both Stephanie and Susan agree that with so many outstanding resources to help legal teams plot their path to improvement, change practices are no longer about unfamiliar “innovation” – rather, they’re about helping people make changes in the way they do their work.

- **Adopting better business practices** (project planning, budgeting, metrics, robust collection and use of data, etc.);
- **Driving more efficient work processes** (intake and assignment, document and matter management, upskilling, etc.); and
- **Implementing operations practices** that mirror and align with the way the client does business (technology & systems, procurement, talent management, accountability, etc.).

If team members are resistant to even trying new things, our change management strategies include the following “leading practices”:

- Help workers see their higher use and more meaningful work in a changed role
- Offer training critical to success in changed roles and newly-efficient functions
- Make sure that top leaders both support and reward team members who make the effort
- Over-communicate! And remember that means “listening,” as well as “telling”
- Draft project plans that include staged, realistic goals & expectation-setting
- Know your culture, your people and their capacity, your resources, your allies/enemies
- Align with other leaders in the enterprise who can help normalize this process
- Acquire the necessary authority and budget to begin and complete work
- If you are not an operations guru, find (hire or retain) experts who bring the talent you need.

Printable bingo card available at

<https://uplevelops.com/resources-for-legal-operations-professionals/>

Feel free to print these cards and play with your team! Please give attribution to:

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