The Changing Landscape for Paralegals and Practice Support Professionals

Presented by

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LI20

5/24/2016

8:00 AM - 9:15 AM
The Changing Landscape for Paralegals & Practice Support Professionals

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State of the Landscape - At the Crossroads

Survey of nearly 300 firms - 52% expect increase in hiring of paralegals in next 3 years. ALM Legal Intelligence (10/2/2012)

“Paralegal Jobs are Vanishing According to New AP Analysis” Estrin Report (2/3/2013)

“They’re being obliterated by technology” AP (1/28/2013)

“...firms are relying more on paralegals to fulfill certain job functions once performed by lawyers...the rise of the hybrid paralegal/legal secretary.” Hiring and Salary Trends for Legal Jobs (Robert Half Legal (2015))

“The second largest ‘non-traditional’ threat to law firm business is clients’ use of technology tools that reduce the need for lawyers and paralegals.” Altman Weil (2015)
State of the Landscape - At the Crossroads

- Trends
  - Occupational Outlook
  - Licensure/Certification

- Changing Relevance for Paralegals
  - New Roles and Career Options

- Evaluating and Enhancing Your Existing Practice
  Support Resources
  - Generational Transition in the Work Force

Paralegal Job Projections
(U.S. Dept. of Labor)

<table>
<thead>
<tr>
<th>Year/Range</th>
<th>Existing Jobs</th>
<th>New Jobs</th>
<th>Jobs in 10 Years</th>
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</thead>
<tbody>
<tr>
<td>2006-2016</td>
<td>22.3%</td>
<td></td>
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<tr>
<td>2008/2018</td>
<td>28.1%</td>
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<tr>
<td>2010/2020</td>
<td>18.3%</td>
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<tr>
<td>2012/2022</td>
<td>16.7%</td>
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<td>2014/2024</td>
<td>7.6%</td>
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Licensure/Certification - Voluntary

• National Professional Associations
  – NALA (CP)
  – NFPA (CRP and RP)
  – NALS (PP)

• State Bar Associations/Professional Associations
  – DE, FL, KY, LA, MN, NJ, NC, OH, PA, TX

Licensure/Certification - Definitions

State Codes

Specific Definition with required CLE (i.e., CA)

Specific Definition (ME, MT, SD)

States that have considered (CT, FL, IN)
Licensure/Certification - Non Lawyer Practitioners

- Legal Document Preparers (AZ, CA)
- Limited License Legal Technician – WA
  – (CA and OR are considering)

Changing Relevance - Traditional Paralegal Tasks

- Who is Doing What?
  – Traditional training and utilization

Is this what they should be doing?
Changing Relevance -
The Technology [r]Evolution

• New Utilization Options for Paralegals in Practice Support Roles
  – Litigation Support
  – Trial Specialists
  – Department Practice Managers
  – Pricing Specialists
  – Legal Project Management

New Roles -
Litigation Support

• ILTA Survey
  – Statistics
  – Tasks
  – Tools
• Communicating with Vendors and Clients
  – Understanding the Process
• Managed Services Solution Liaison
New Roles -
Trial Specialists

- Individuals who are adept at:
  - Preparing demonstratives
  - Managing the details of the weeks leading up to trial
  - Seamless operation of technology in the courtroom

New Roles –
Department Practice Managers
Pricing Specialists

- Department Practice Managers
  - Chief of Staff for Department Chairs
- Pricing Specialists
  - Work with RFPs and Engagement Partner
  - Utilization of law projects experience and software to identify alternative pricing models
New Roles -
Legal Project Management

• Managing cases
  – Understanding the parameters of the case
    • Best practices
    • Help with establishing budgets/project scope
  – Identify appropriate resources
    • Communicating needs
  – Meeting schedules
    • Organizing work flow
    • Milestones
    • Modifying the schedule

Utilizing and Supervising
Practice Support

• Organizational Need/Philosophy
• Organizational Structure
  – Attorneys
  – Administrators
  – Paralegal/Practice Support Manager
The Economics of Paralegals and Practice Support

• The Squeeze from Multiple Directions
• Pricing Models
  – Do the traditional pricing models work?
  – Alternative fees impact

• Will Artificial Intelligence be a Game Changer?

Training Attorneys on Utilization

• Must have an Institutional Focus
  – Getting commitment from rainmakers
  – Know your goal!
• Utilization
  – Responsibilities
  – Ethical Limitations
• Creating Training Materials
  – ABA Guidelines
Evaluating Your Existing Team

• Who do you Have?

• How can their Experience be Applied in the Evolving Legal Workplace?

Finding Training for Practice Support Personnel

• Paralegals
  – Specialization

• Technology Skills for Paralegals and Practice Support
Millennials Enter the Room – Our New Candidate Pool

• What are They Looking For?
  – Expectations
    • Access
    • Mobility
    • Total Experience

• What can We Learn from Them?

Mentoring

• Individual or Team Approach
  – Attorney
  – Manager
  – More Senior Practice Support Personnel

• Formal or Informal
• Establish Schedule of Meetings
  – Other Organizational Support
Writing Job Descriptions and Recruitment

• Task Descriptions

Your Practice Support Team

• Setting Organizational Goals
• Evaluating Existing Resources
• Utilizing the Expertise
• Developing the Team
• Promoting the Resource
Please remember to complete your evaluations.
Your opinion matters!
Please take a moment now to evaluate this session.

Thank You!

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