

Live User Research Session

- What is it? Why use it? Who needs it?
- How to carry out an Interview - Demonstration
- Audience Engagement
- Take-Away
- Q + As

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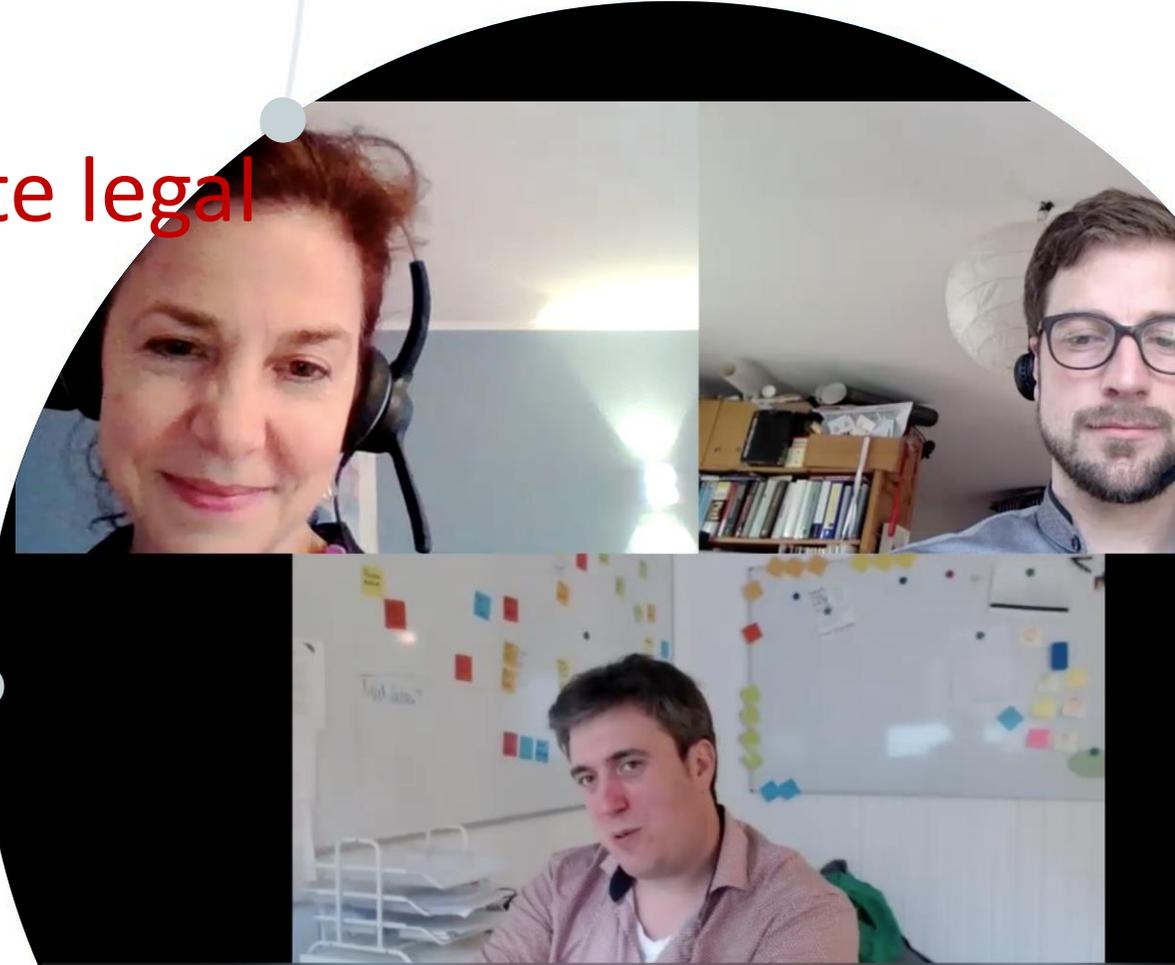
Karla Schlaepfer

Design Thinking meets



Challenge for our LLI
project, "Remote Legal
Teamwork" in our
interviews with legal
professionals

**"How might we
create better conditions for remote legal
team work?"**



Leading to insights

How to carry out a successful interview:

- Set the stage and establish housekeeping rules
- Use empathy and listen more than you talk
- Ask open-ended questions about the interviewees experiences
- Use “why” to dig deeper
- Look out for pain points, needs and “gold nuggets”
- Take notes and use to find insights



We'll model the interview process with this
Challenge question:

How might we
make remote legal team work more
fun?

Leading to insights -

A few points to remember when carrying out an user interview.

Very short teaser:

- Use empathy and listen more than you talk
- Ask friendly, open-ended questions about about our challenge question
- Use “why” to dig deeper
- Show appreciation for the interviewees' time and openness



HOW MIGHT WE MAKE REMOTE LEGAL WORK MORE FUN?



Take-Away Examples

What did we learn with our user research so far? Lots!

Be deliberate about team building.

Try **check-in protocols**. They grab the feeling/emotion of the participant. People can for example show if they are, tired, sad, glad, or stressed

- Use pictures; e.g. my traffic light today is “red or yellow, or green”.
- Pick an emoticon that describes how you're feeling.
- Share the story of your name.
- Finish the sentence: “When I dance I look like...”.

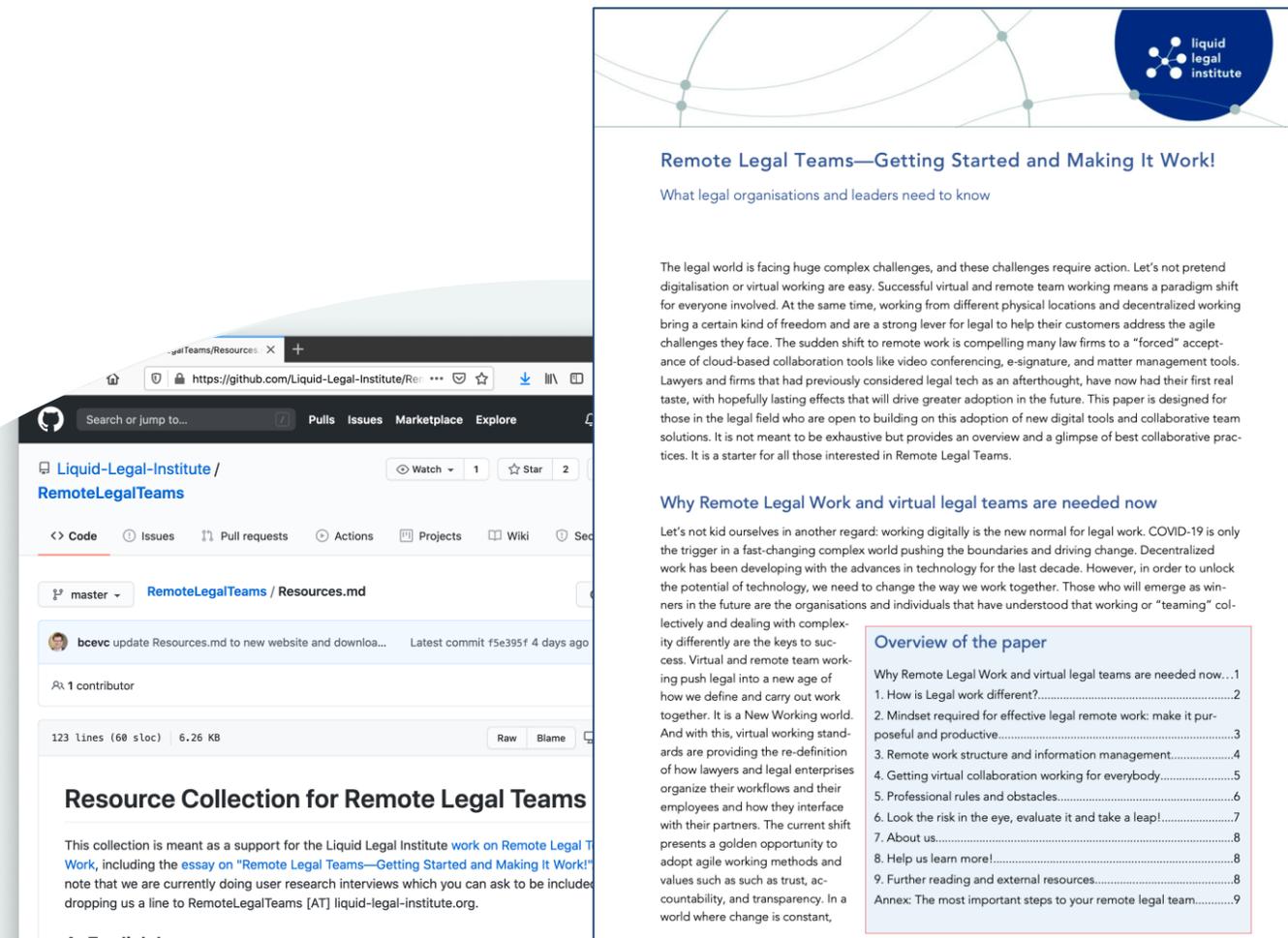
And don't forget: **Turn on your camera!**

Thank you for your active participation!

We cordially invite you to:

Dive into our essay: <https://liquid-legal-institute.com/workinggroups/remote-legal-teams/>

Contact Karla & Baltasar to participate in the research project: RemoteLegalTeams@liquid-legal-institute.org



The image shows a screenshot of a GitHub repository page for 'RemoteLegalTeams' and a preview of the 'Resources.md' file. The repository page includes the GitHub logo, repository name, and navigation tabs for Code, Issues, Pull requests, Actions, Projects, Wiki, and Security. The 'Resources.md' file is shown with a commit history and a preview of its content.

Remote Legal Teams—Getting Started and Making It Work!

What legal organisations and leaders need to know

The legal world is facing huge complex challenges, and these challenges require action. Let's not pretend digitalisation or virtual working are easy. Successful virtual and remote team working means a paradigm shift for everyone involved. At the same time, working from different physical locations and decentralized working bring a certain kind of freedom and are a strong lever for legal to help their customers address the agile challenges they face. The sudden shift to remote work is compelling many law firms to a "forced" acceptance of cloud-based collaboration tools like video conferencing, e-signature, and matter management tools. Lawyers and firms that had previously considered legal tech as an afterthought, have now had their first real taste, with hopefully lasting effects that will drive greater adoption in the future. This paper is designed for those in the legal field who are open to building on this adoption of new digital tools and collaborative team solutions. It is not meant to be exhaustive but provides an overview and a glimpse of best collaborative practices. It is a starter for all those interested in Remote Legal Teams.

Why Remote Legal Work and virtual legal teams are needed now

Let's not kid ourselves in another regard: working digitally is the new normal for legal work. COVID-19 is only the trigger in a fast-changing complex world pushing the boundaries and driving change. Decentralized work has been developing with the advances in technology for the last decade. However, in order to unlock the potential of technology, we need to change the way we work together. Those who will emerge as winners in the future are the organisations and individuals that have understood that working or "teaming" collectively and dealing with complexity differently are the keys to success. Virtual and remote team working push legal into a new age of how we define and carry out work together. It is a New Working world. And with this, virtual working standards are providing the re-definition of how lawyers and legal enterprises organize their workflows and their employees and how they interface with their partners. The current shift presents a golden opportunity to adopt agile working methods and values such as trust, accountability, and transparency. In a world where change is constant,

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Resource Collection for Remote Legal Teams

This collection is meant as a support for the Liquid Legal Institute [work on Remote Legal Team Work](#), including the [essay on "Remote Legal Teams—Getting Started and Making It Work!"](#) note that we are currently doing user research interviews which you can ask to be included dropping us a line to [RemoteLegalTeams \[AT\] liquid-legal-institute.org](mailto:RemoteLegalTeams [AT] liquid-legal-institute.org).

More links
and tips on
our GitHub
list!



Q + A's

Time for short questions?



Meets Design Thinking!

(That's it for now regarding User Research)
(to be continued another time...)



Meets Design Thinking!