

Fostering a Knowledge-Based In-House Environment

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A stylized, layered mountain range graphic in shades of teal and blue, located in the bottom right corner of the slide.

Overview

- ◆ Introduction
- ◆ Questions
- ◆ Hurdles
- ◆ How to “foster”
- ◆ Role of technology

Question 1

- ◆ What's your position?
 - a) General Counsel
 - b) Assistant General Counsel
 - c) Attorney in law firm
 - d) IT
 - e) Staff attorney
 - f) Office Administrator
 - g) Other

Question 2

- ◆ How many attorneys in your organization?
 - a) <10
 - b) $>9 <25$
 - c) $>24 <50$
 - d) $>50 <100$
 - e) $100+$

Question 3

◆ How many offices?

– < 4

– < 10

– < 20

– > 20

Question 4

- ◆ Why are you here?
 - a) To get out of the office
 - b) To get CLE credit
 - c) To figure out what “Knowledge Management” really is
 - d) To find THE software that will solve all your problems
 - e) To collaborate with others on how to make better use of your department’s collective wisdom

Question 5

- ◆ What is “knowledge” in your department?
 - a) Legal stuff
 - b) Potter Stewart
 - c) Industry knowledge
 - d) Historical deals
 - e) Documents & Data
 - f) How to do things
 - g) People you know
 - h) Power

“Knowledge”

- ◆ Defined
 - “Shared written and unwritten information and wisdom that is useful to others in delivering legal services more efficiently and effectively”
- ◆ By this definition, unshared information and wisdom are not “knowledge”

Top Hurdles

- ◆ Attorney characteristics
 - Independent operators
 - Ego
 - Not necessarily process-oriented
 - Resistant to change
 - Critical
 - Admit mistakes?
 - Knowledge = Power
- ◆ Trust
- ◆ Time
- ◆ Nomenclature

How to Foster?

- ◆ Search your soul
 - Why am I doing this?
 - What's my vision?
 - How long and how hard am I willing to work on it?
- ◆ Management of Change
- ◆ Think in new ways

Management of Change

- ◆ Eight Steps (*Leading Change*, J. Kotter)
 - Create Sense of Urgency
 - Build Coalition
 - Create Vision
 - Communicate Vision
 - Empower action
 - Generate short term wins
 - Understand timeline
 - Anchor

**Fostering a
Knowledge-Based
Environment**

Technology

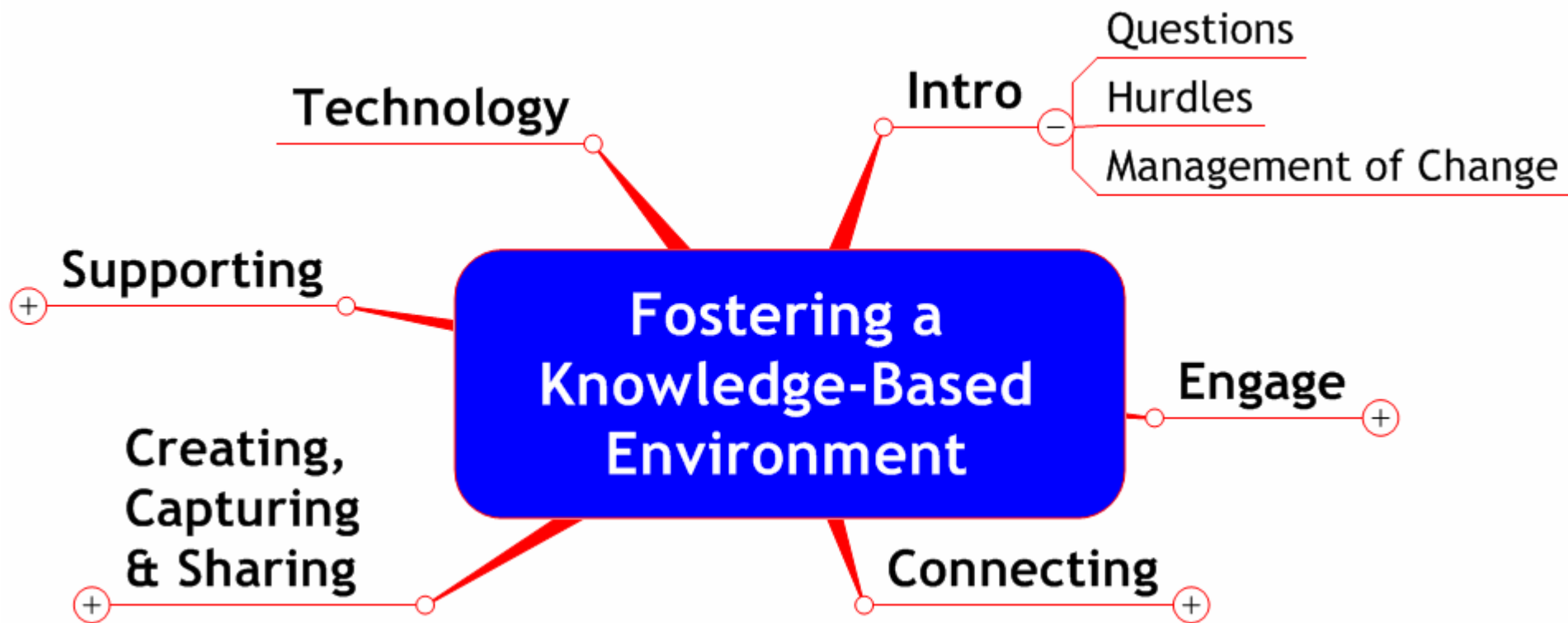
Intro

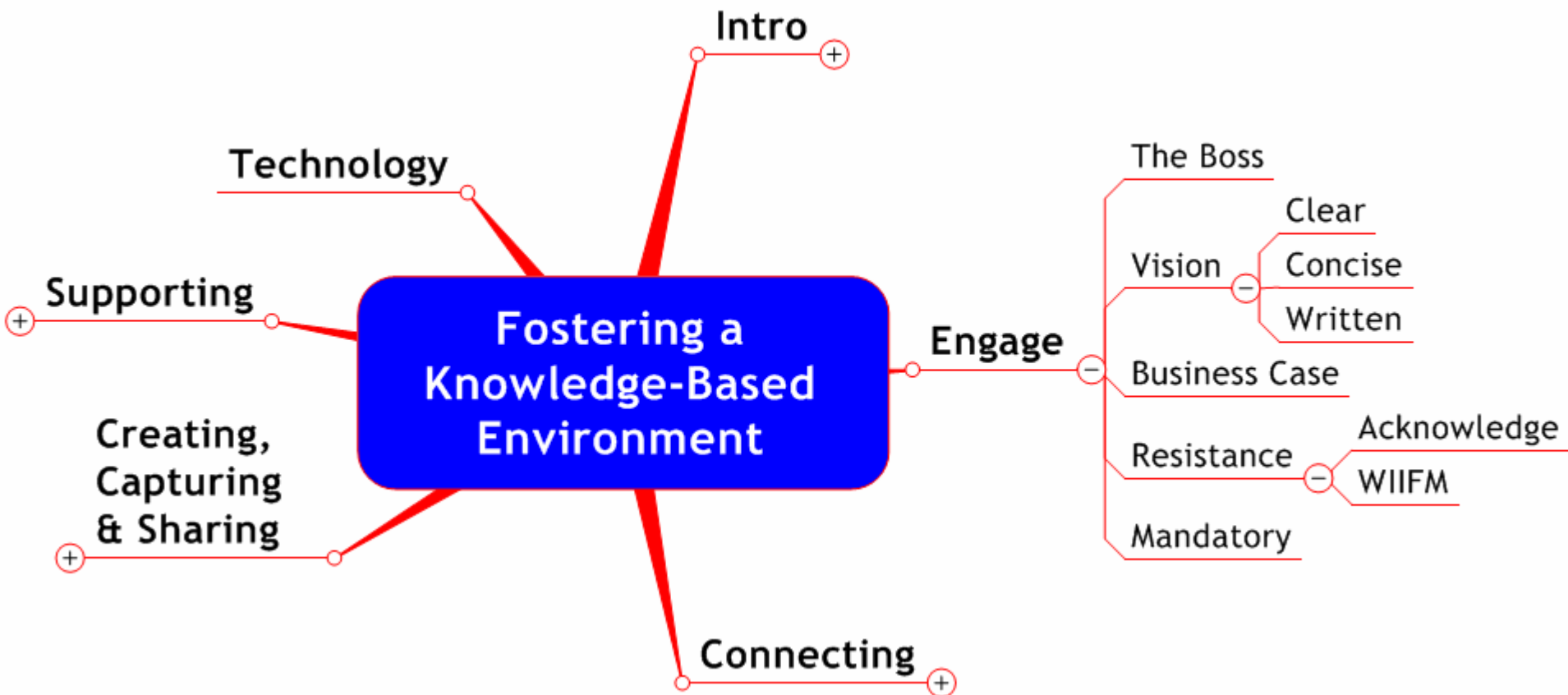
Supporting

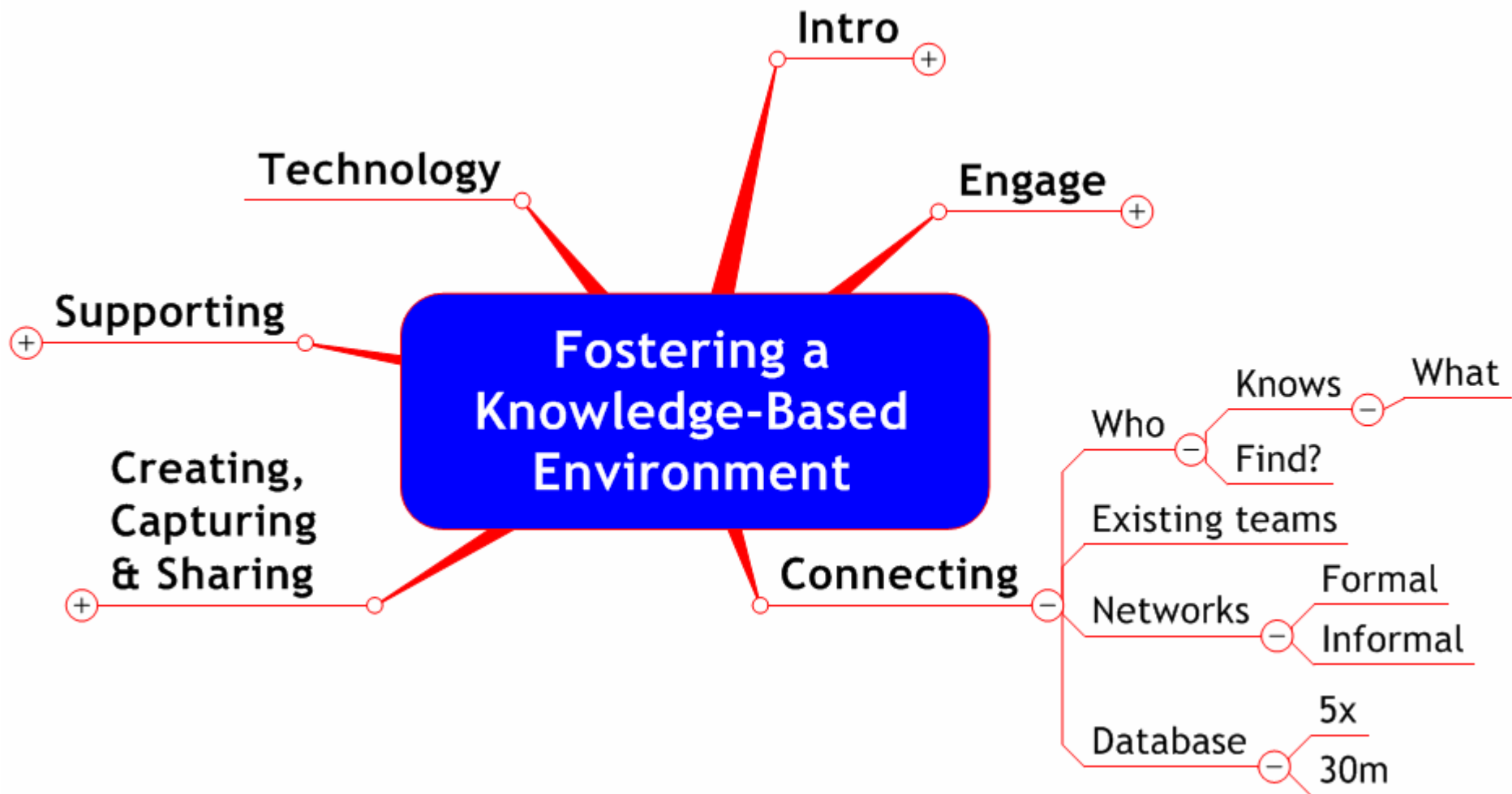
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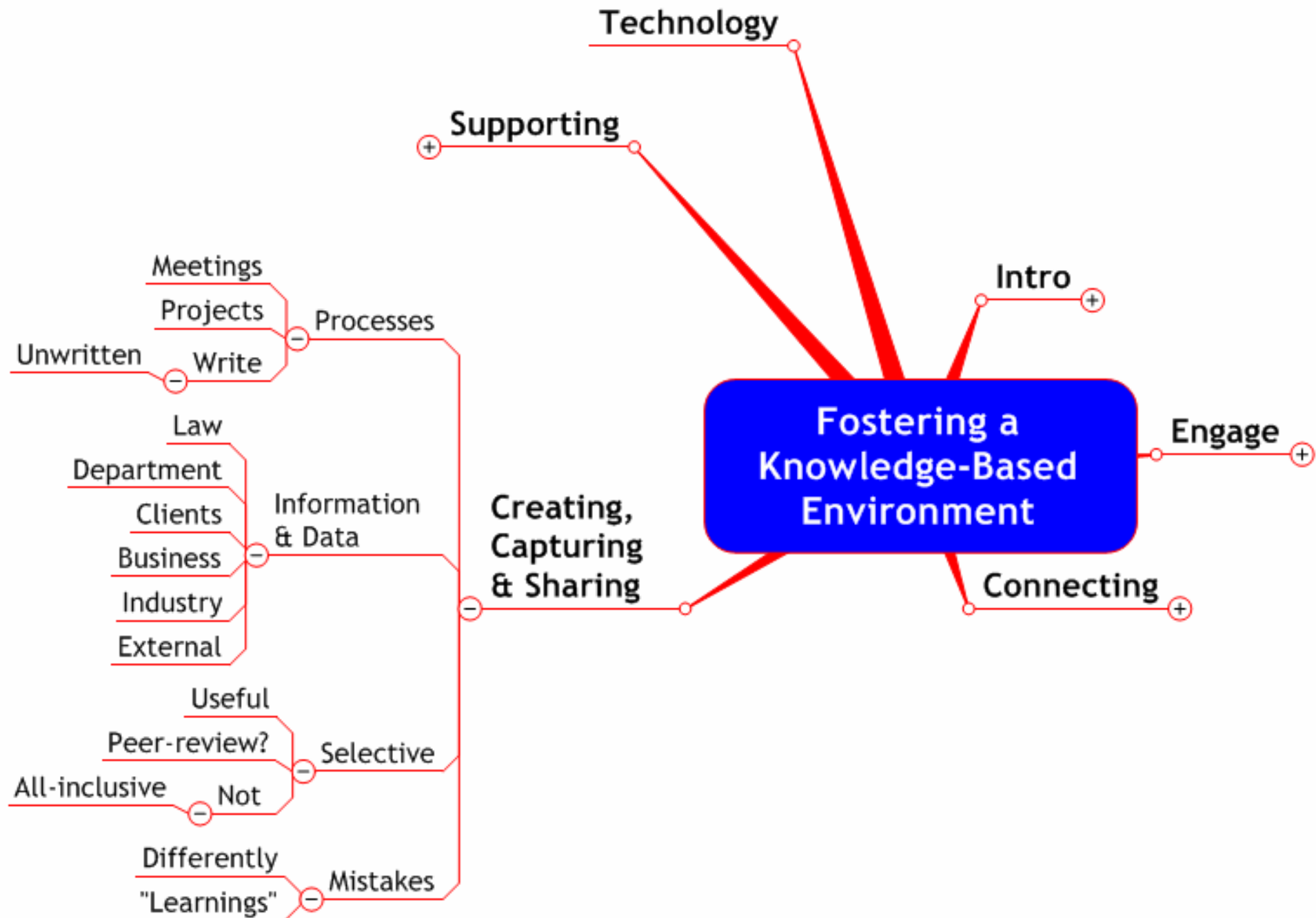
**Creating,
Capturing
& Sharing**

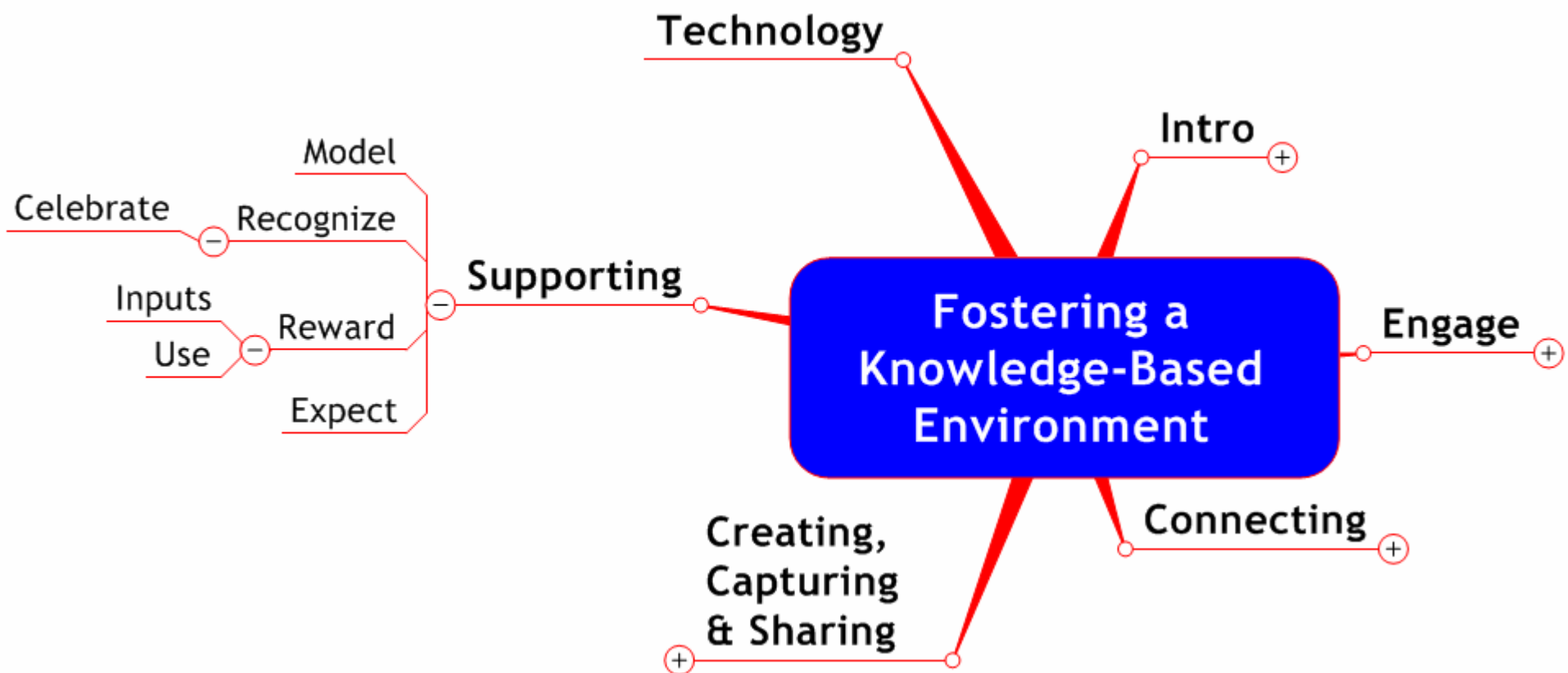
Connecting











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