

**A Year Like No Other**  
**2020-2021 Insights from a Managing Partner**  
**A Talk with Matthew Herman**

- Making the decision to go remote and ensuring continuity
  - Have a dedicated crisis management team and update business continuity plans
  - Assess risks
  - Adhere to local and state requirements
  - Ensure that lawyers are able to do their work, but also support employees and professionals in the firm including marketing and business development, billing and finance, and executive assistants
    - Includes equipment for home offices, e.g., monitors, printers, high-quality internet access, and ergonomic equipment.
  - Adopt improvements and changes in IT and other systems to facilitate remote work
  - Track deliverables and progress
  - Create communication plans
- Technology elements of remote practice
  - Video and teleconferencing platforms
    - E.g. Microsoft Teams, Zoom, Google Hangouts, Skype
  - Cloud-based document management
  - Data security
  - Hardware
- Managing client needs in a remote environment
  - Clients across different industries affected to varying degrees in the pandemic
  - Continuity in contact and communications with clients
    - Blogs and practice alerts
    - Client sessions
    - Virtual social events
  - Assess and anticipate client needs by looking at the data, the deal terms behind the transactions or discovery in litigation
- Continuing the focus on diversity initiatives
  - Have open conversations of diversity and inclusion, and racial and gender diversity
  - Assess the diversity and inclusion stats of vendors
- Keeping remote teams connected
  - Regular video conferencing meetings
  - Firm townhalls with small groups
  - Virtual social events, like happy hours, talent shows, or comedy shows

- Create an open environment where employees can share other concerns
- Programs to promote wellness and work-life balance

### ADDITIONAL RESOURCES

- ABA Report *Practicing Law in the Pandemic and Moving Forward: Results and Best Practices from a Nationwide Survey of the Legal Profession*:  
<https://www.americanbar.org/content/dam/aba/administrative/digital-engagement/practice-forward/practice-forward-survey.pdf>