

# Training Roundup: Law Firms in AI Land

## Background

For this Training Roundup, we wanted to help L&D professionals at law firms take advantage of the opportunities of AI in not just improving the training at their firms but also in taking the lead in transforming the ways that their lawyers work.

**Teaser:** We came up with a lot of great ideas, in particular (i) go to the **Survey Results** section below to see the challenges and opportunities for L&D teams in taking the lead to get their firms to embrace AI in a smart manner and (ii) see the **Use Cases** section for an awesome list of creative examples on how your L&D team can start utilizing AI effectively in their work.

## Agenda

- Meeting Contracting – We agreed to participate in the discussions as private individuals (i.e. not promoting our firms) and encouraged candid contributions by not recording the session.
- AI Survey Results
- Use Cases (How are we using or could be using AI?)
- Confident Evangelism (How to be comfortable talking about AI)
- Lawyer to Lawyer Training on AI

**Note:** We found the use case discussion so useful that we had zero time for the last two agenda items. (Maybe these can be topics for a future session.)

## Survey Results

**Note:** Prior to our session, we surveyed the participants based on their experience with AI.

You can view the survey results via the following link:

[https://docs.google.com/forms/d/1aGbSOMEqJhmqtEBVWWMczFpSQ\\_hhARiUJaHdJcxR6ns/viewanalytics](https://docs.google.com/forms/d/1aGbSOMEqJhmqtEBVWWMczFpSQ_hhARiUJaHdJcxR6ns/viewanalytics)

## Challenges in Taking the Lead

When we discussed the importance of L&D taking the lead in bringing generative AI to lawyers, the participants made the following comments:



### Expertise and Training

It's challenging to take the lead when it's so **difficult to find experts with practical training**. Although the participant mentioned that her company promotes AI themed-discussions with seminars and even a Learning Day, these events are **too much focused on theory**.

### Integration into Firm Structure

It's also difficult to take the lead because L&D will always **struggle to embed topics into the structure of firms**. As a result, we primarily need to focus on providing a support role as firms start to actively embed AI into their structures. The good news is that this embedding process is starting to speed up. The participant shared an anecdote about an AI training company who explained that their services had been ignored for a long time, but now they are in high demand.

### Useful Activities for Taking the Lead

Another participant shared her thoughts about **how L&D could take the lead with the following activities**:

- Helping firms set up firm **policies and guardrails** (e.g. protecting against sharing confidential data)
- Encouraging firms to take advantage of AI in a “safe manner” by setting up **sandboxes** as follow:
  - Select a practice group or department
  - Identify concrete goals that the group or department would like to achieve
  - Play around with AI in an attempt to achieve such goals
  - Following the exercise, take advantage of insights by creating firm policies
- Explaining to firms that AI is filled with both uncertainty and opportunity, so it's best if we try to **figure this stuff out together AND share insights**.
- Talking to firms about the **importance of prototyping**. For example, the participant shared a story about how she encouraged her law school students to design a chatbot to provide advice to individuals about their inheritance law questions. Through this process, the students and professor learned a great deal about how to manipulate data sets and the risks of hallucinations. Although they didn't come up with a viable AI tool, this prototype approach transformed their understanding of AI and helped them better understand the subtle problems and solutions.

### Transforming Mindset

Another participant shared his experiences participating in the **NeuroLeadership Annual Summit**, an event for sharing valuable L&D strategies across the corporate world. From this summit, he learned that we can take an important lead for firms if we can help transform their mindset with respect to AI. We need to encourage lawyers to not fear AI, but rather to **utilize a growth mindset and playfully explore the opportunities**.



## Challenges in Defining Goals

It will always be hard for L&D teams to take the lead if we don't know what we want to use the tool for. For this participant, two key challenges were showing up:

- She **wasn't sure about what she wanted to achieve**, because this AI stuff is so new.
- She felt it would be **hard to get on the AI train due to its constant evolution**.

## Use Cases

**Note:** At this point, the participants just started sharing their insights about how they've been using AI. The discussion was exciting and eye-opening for all of the participants.

### Playfulness – in work, and life

One participant emphasized that she embraces the following philosophy for all of her tech usage – “**Utilize Playfulness**”. For example, she doesn't just use AI for work, but she also has fun involving it into her **personal decisions** (e.g. she had Chat Gpt plan her holiday, which she felt went really well.)

### Transforming Boring Training

One participant is actively applying L&D to figure out how to overcome common challenges for training. For example, she wanted to transform a potentially boring course on **regulatory law** into something that would be interactive and fun. So, she used Chat Gpt to come up with an **Escape Game** approach for the event.

### Leveraging the Creativity

One participant emphasized the importance of utilizing the **amazing creativity of Chat Gpt**. He's used the software to **create hilariously stupid movie pitches** with surprisingly well-developed plot lines and character roles. He also uses Chat Gpt to **develop sales dialogues** to help lawyers understand better approaches for BD meetings with clients. As an additional use, he uses Chat Gpt in a contract drafting course to help lawyers better understand the risks and opportunities when relying on Chat Gpt to assist with **generating contract provisions**.

### Efficient Training Development

One participant used Chat Gpt to develop a feedback training while **standing in line at an airport**. With AI, he could generate sample **dialogue scripts** for demonstrating non-violent communication at work. He also used the software to create **more simplistic negotiation roleplays** that were better tailored to lawyer needs, as opposed to the standard commercial roleplays.

### Survey and Language Support

One participant utilized Chat Gpt to help create a **better post-training feedback survey**. She was primarily impressed by the software's ability to identify better categories for the



survey questions. She also used Chat Gpt to help with **generating foreign language text**, which looked better and saved a lot of time.

### **Linkedin Assistance**

One participant helped a lawyer with his LinkedIn presence by transforming an article into a **professional LinkedIn post**, including emojis and hashtags.

### **Content Development Savings**

One participant recognized the **extreme savings opportunity** of using Chat Gpt to create **roleplays and dialogues** given the immense cost and time related to their development.

### **Training Strategy and Materials**

One participant was using Chat Gpt to help **figure out the strategy** prior to a training by taking into consideration key factors like seniority level and student background. She also used the software to **develop self-teaching materials** (e.g. study plans for students with individualized goals like “students that want to code” or “students that want to learn more about legal design”).

### **Bonus: Useful Prompt**

After the session, one of the participants shared the following **Chat Gpt prompt**:

- How might I use ChatGPT as a learning and development professional in my work?

## Individual Takeaways

**Note:** At the end of our session, we spent one minute to gather our thoughts and identify our key takeaways from the event. The following is a list of our takeaways:

- Create a bug list
- Just start experimenting with AI
- Collect examples of how AI is already being used effectively
- Encourage testing while keeping a focus on the underlying goals.
- Make sure to dedicate time for fine-tuning to address hallucinations and subtle textual errors (e.g. non-inclusive language)
- Have fun
- Be playful when using AI and just get out of the box
- Take advantage of AI for not just content but also for structure. Allow it to create structure as well as re-design structure.
- Bug list



- Rewrite text into different formats (e.g. convert into dialogues, or change the perspective of the writer)
- Wag the dog – focus on AI as just a tool
- Prototype and persist – recognize and accept the need to make many prompts until you get the right approach
- Be mindful – sometimes its beneficial to take 60 seconds to sit back and think about what is really important here
- Make sure to curate knowledge
- Think about flipping the classroom by telling the students to research the solution to a problem with AI tools in order to utilize class time on discussing their processes and insights.
- Ask Chat Gpt how to use it effectively.
- The importance of creating a growth mindset for rapidly increasing new challenges.

## Learn More

If you would like to read more ideas on this topic, I recommend you check out the following posts from our colleague **Barbora Obracajova**:

- [10 things everyone should know](#)
- [Strategies to boost adoption](#)
- [Lawyer Skills for the Age of AI](#)