

Change Management For Legal Operators

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Environment

Need for change programmes and internal progress

5 most frequent milestones

- 1. Corporate transformation**
- 2. Implementation of ERP**
- 3. Implementation of other IT systems**
- 4. Mergers and expansions**
- 5. Externalisation**



Institutional Digital Transformation

- Modernisation of the applications
- Accessibility of the lawyers
- Improvement of work processes



Change



Source: Philip Kotter 1995, “Leading Change”

Sense of urgency

Initial motivation

Need for change

Importance of change

Dialogue



Coalition

Strong leadership

Key people

Team work

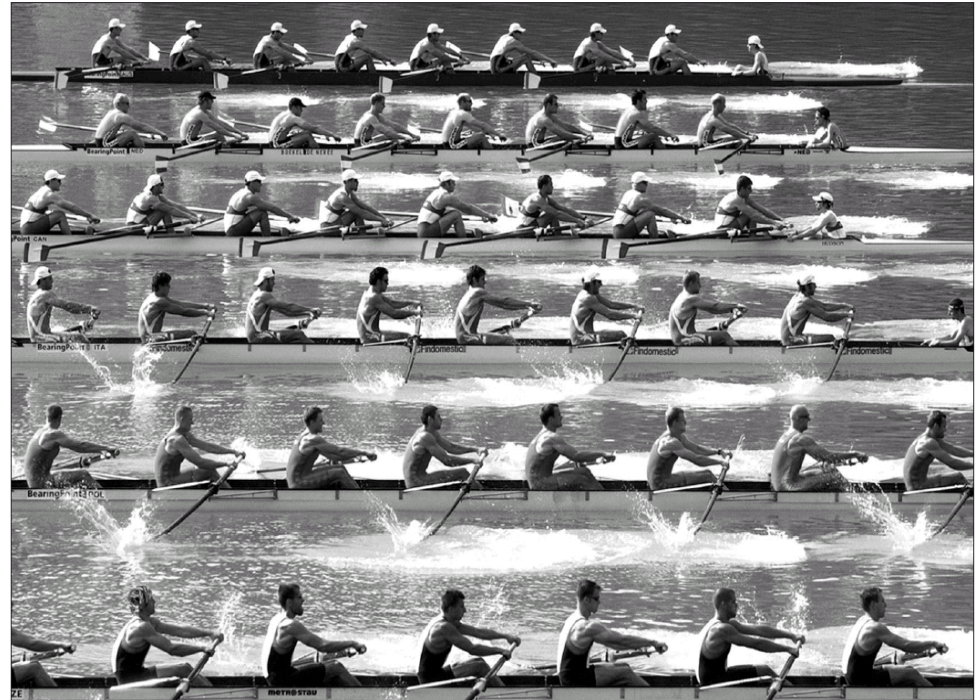


Clear Vision

Alignment

Engagement

Common and clear vision



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col3gi.O
Proyecto de Transformación Digital

Remove obstacles

Behavioural change

Alignment of structures

Reduce barriers
(human or not)



Short-term wins

Motivation

Recognition



Early wins are important

Sustain acceleration

Keep pressure after early wins

Analysis of improving measures

Continuous improvement



Institute change

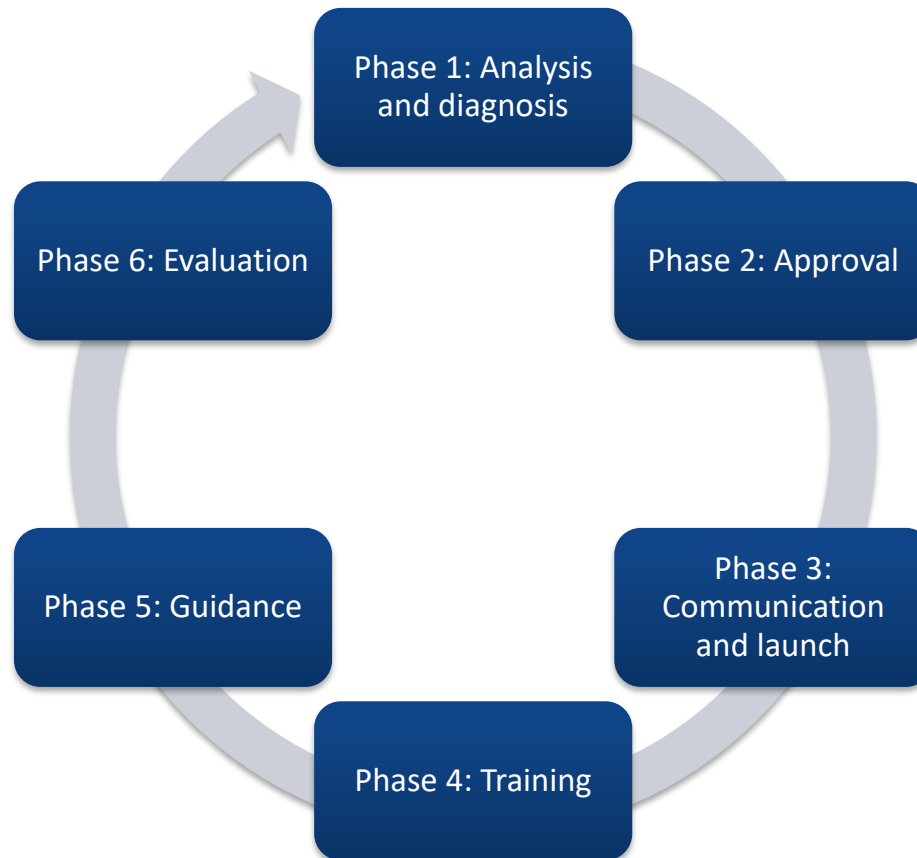
New habits

New behaviours

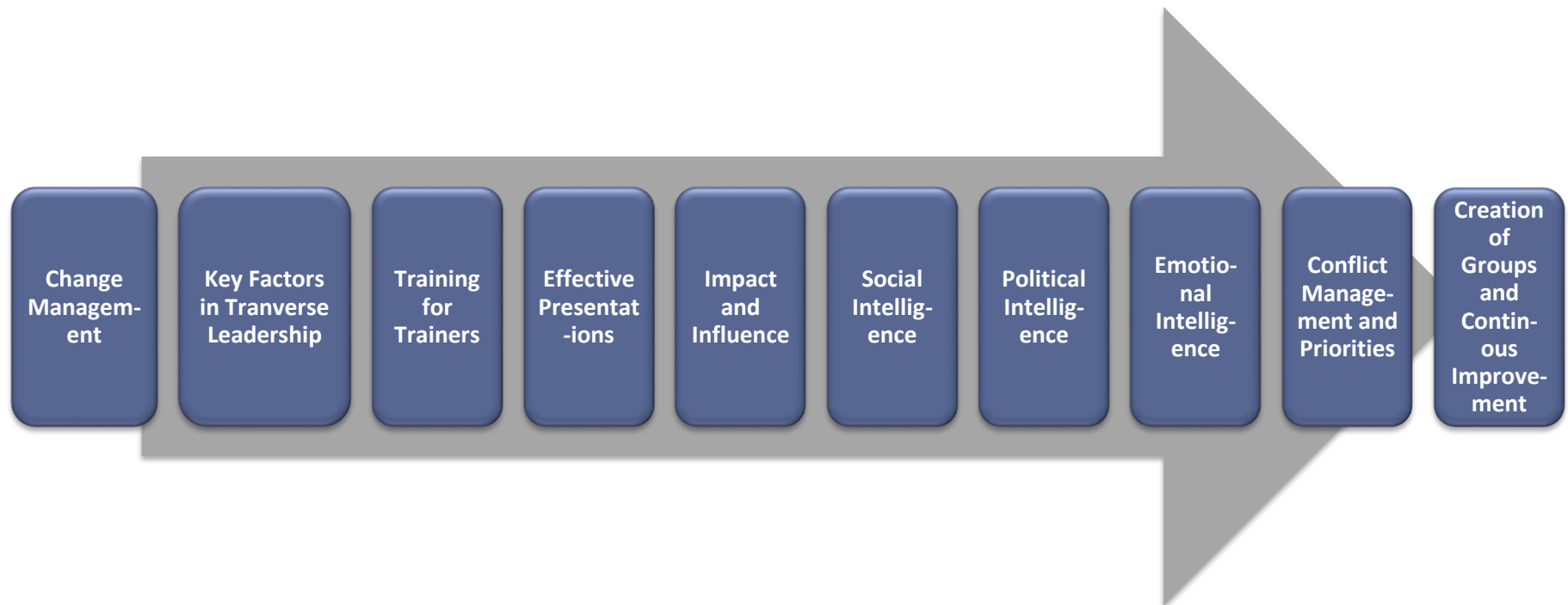
New corporate culture



Methodology



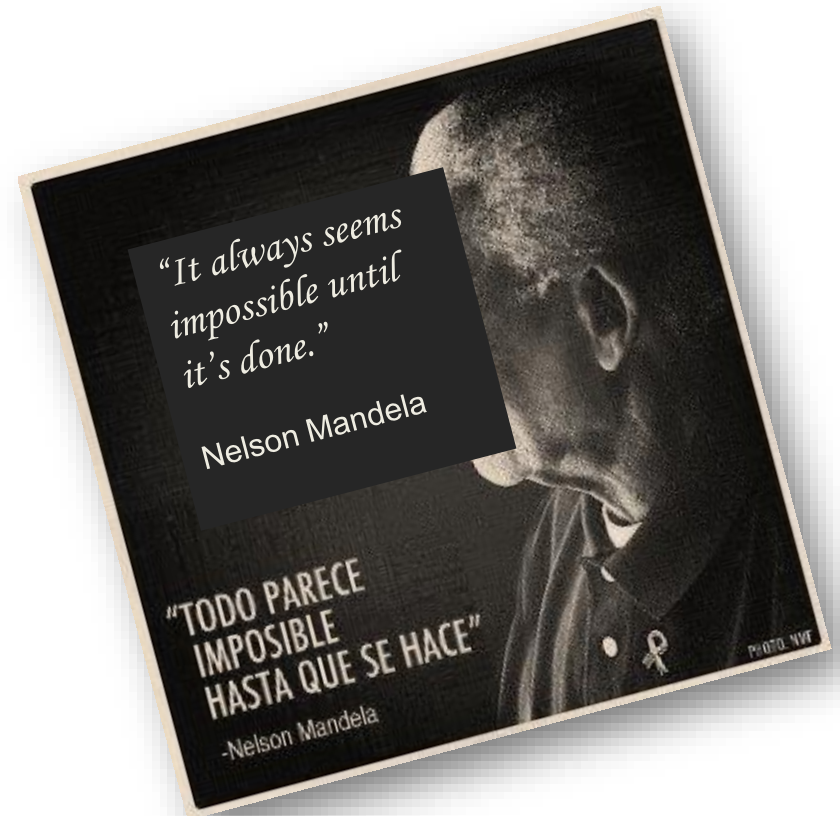
Guidance for change



Dedication, commitment and perseverance



**"Intuition and not reason
possesses the key to the
fundamental truths" Buda**



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