

# IS THE GRASS REALLY GREENER?

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## DRIVE TO SEARCH FOR SOMETHING ELSE

Different factors lead LPMs to find other LPM opportunities or other legal and operational roles. Some examples of these drivers include challenges in changing the status quo, issues with work-life balance, better offers or growth opportunities elsewhere, and sometimes just for something new.

*"I left during a very competitive time in the market, the offers were too good to pass."*

*"What I'm hearing is that LPMs are looking for more client access to identify problems and opportunity spotting than what they have at their current firm."*

*"Frustration with the status quo refusing to change at your firm."*

*"...What is driving a lot to move on is more responsibility and the hope of becoming a strategic partner within the firm."*

*"I have heard some people leaving because [of] how their managers behave and [how they] are being treated. [It] is not a model they want to emulate. Have you heard the same or something different?"*

*"To be fair, I've been hearing that for many years  
The best talent has more options than ever today."*

*"In the space we work in, it is about buy in, and if you don't have the autonomy and buy in, you might have to go look for it to grow your career. It is the people you work for, sometimes when there are changes above you, then you might need to make moves."*

## WHAT PROBLEMS DO LPM SOLVE?

LPMs solve problems and streamline operations. The lack of LPMs impacts budgets and the delivery of legal services, which in turn, causes increased costs, inefficiencies, and an inability to deliver legal services promptly.

*"Client will be most impacted by increased cost inefficiencies. Work would also not be delivered on time."*

*"Lawyers need help because there are way more moving pieces than there was even a few years ago. More and more we find legal focused people who don't want to practice but can support lawyers and bring outside the box thinking."*

*"Our LPM team has helped connect us with clients, leading to direct growth. Without our team, we'd have clients who went somewhere else, or didn't give us the quantity of work they did, because we didn't have a dedicated LPM team."*

*"I recommend that someone from a firm's LPM team be a presenter in any panel selection pitch to a law department. Let the potential client ask questions and learn more about your capabilities. To me, it's a distinguisher."*

## QUOTE OF THE DAY

*"The best part of LPM is there is no defined path as it is always changing but staying ahead of the change is what makes a great LPM."*

## POST-PANDEMIC

*"Post-pandemic people are being "forced" to return to the office (when obviously they have been really productive for 2 years), spurring people to choose other options - particularly if they can stay relatively remote."*

*"I see people that I know in my firm going to other places that offer better remote options, or just better work/life balance, with consistency. It doesn't help that (I feel) a lot of places have a policy, and then an expectation, which are different."*

*"Being forced back to the office and treated like children after proving for a couple of years what you could accomplish is kind of a "last straw"."*

## WHAT CLIENTS REALLY WANT

When clients request LPM, they often ask for a way to lower costs and have a timely delivery. In other cases, clients want someone that would really listen to their needs.

*"In most cases they are looking for a way to lower the bills, stay more organized and get the most value out of the work being provided."*

*"I think a lot of the time when clients ask for LPM they want someone to listen to them and their concerns, wants, and offer solutions. They aren't satisfied with something, or have an internal problem, and need help to figure it out. That, or budget concerns!"*

*"Some clients are simple- they have a tech need- while others are more complicated. A lot of the time clients aren't even sure WHAT they need."*

## HOW TO ATTRACT & RETAIN TALENT?

*"What leaders are finding out it's not just about money. That is short lived, and they too easily lose the investment of time and effort getting someone integrated into their team then to lose them within a couple years for more money."*

*"Leaders need to change the value proposition for why someone should join their team/org notwithstanding the money."*

*"Offering strong work life balance, competitive wages and autonomy if you can."*

*"However, it's not "not about money." Creative compensation and bonuses would help attract and retain LPM talent. I haven't heard of anyone bonusing on the basis of % of savings (or new biz), but it would make sense to consider that."*

*"Actually listen to what your LPM talent says. You hired them for a reason, and if they have a suggestion/solution, listen and enact it. We bring a different viewpoint and can generally help in many areas to improve our work."*