

Accelerating Change: COVID-19 and the Legal Profession

Speaker: Rio Peterson, Affinity Program Manager at Clio

As promised in my session, here is a list of resources that you can use to move the needle on your law firm's success, based on the learnings we've gathered in this year's Legal Trends Report.

Downloadable Resource List

[2020 Legal Trends Report](#)

Get access to the legal industry's most comprehensive report on how law firms fared through the initial months of the COVID-19 pandemic.

[A Course in Client-Centered Lawyering: Understanding Your Client Journey](#)

Watch our on-demand session about what makes a client journey map—and why you should use this tool to better understand and connect with your current and potential clients.

[The Client-Centered Law Firm](#) Jack Newton

In The Client-Centered Law Firm, Jack Newton walks through how to build a client journey map. Additional resources for this concept are:

[How to Create an Effective Customer Journey Map \[Examples + Template\]](#)

[How to Improve the Client Journey at Your Law Firm](#)



Downloadable Resource List

[Strategyzer Business Model Canvas](#)

The Business Model Canvas is a strategic management and entrepreneurial tool. It allows you to describe, design, challenge, invent, and pivot your business model.

[IDEO-inspired design thinking resources](#)

Design thinking combines what is desirable, what is technically possible, and what makes sense economically. It allows people who aren't trained as designers to use creative tools to address a vast range of challenges.

[Mindset](#) Carol Dweck

In this brilliant book, Dweck shows how success in school, work, sports, the arts, and almost every area of human endeavor can be dramatically influenced by how we approach our goals.

[Client-Centered Experiment Worksheet](#)

Ready to get started? This tool will help you define your experiment and think through what you want the outcome to be. There's no reason why you can't start small and focus on one stage of your client journey.



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