



# TECHSHOW2020

## **Keying into People: Solving Onboarding and Turnover with Intention and Tech**

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# Today's Agenda

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- Look at the current climate for paralegals and legal staff
- Define key terms to build understanding
- Share indicators to evaluate your workplace
- Offer real-life solutions to reduce turnover and increase satisfaction



# Introduction and Goals

Dina Eisenberg - Lawyer turned Outsourcing & Onboarding Coach, CEO Law Firm Ombuds  
Lori Gonzalez. Administrative Guru, CEO, RayNa Corp

Our goal is to give you real-world examples and perspectives you can immediately put to good use.

## Increase

Increase ability to reduce turnovers while increasing client satisfaction

## Provide

Provide a peek inside the current climate in the paralegal labor force

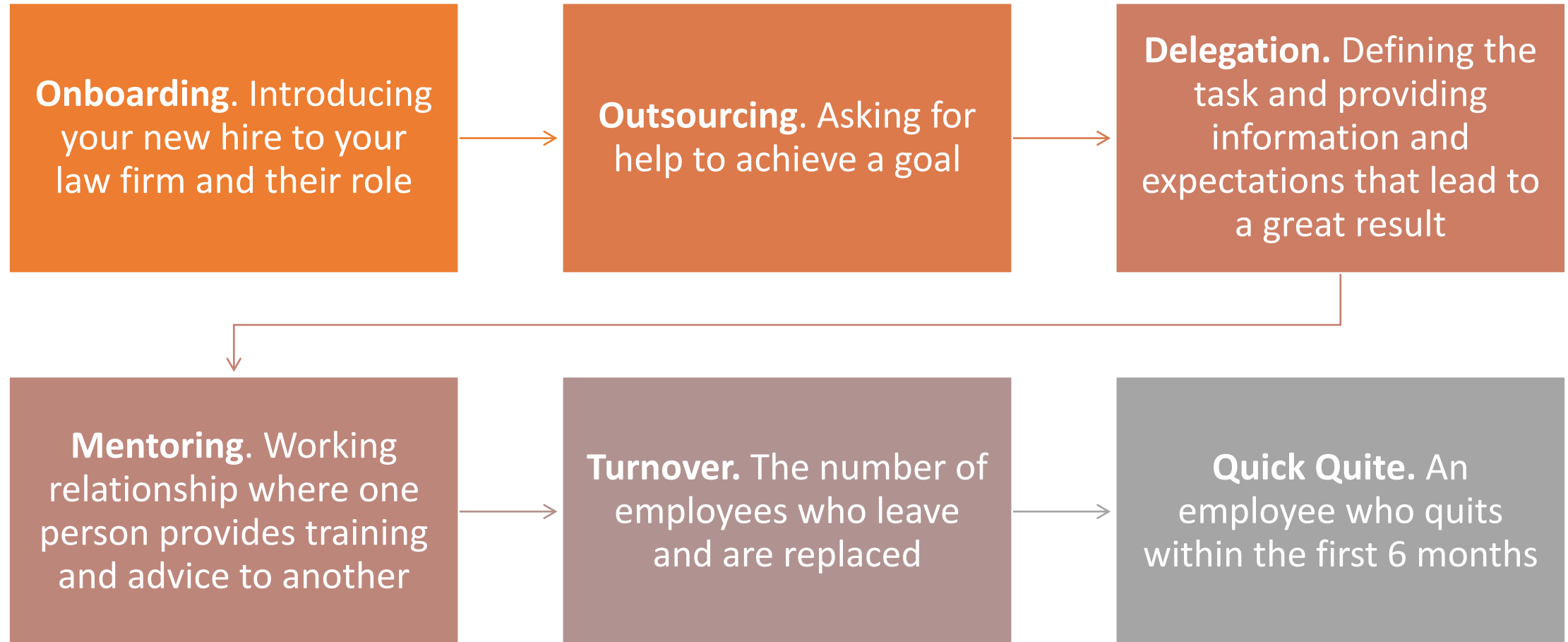
## Share

Share a new technology tool that attendees can use with their staff

## Offer

Offer actionable next steps

# Let's Talk Terms



# Current Climate Law Firm Turnovers

- 44% of associates in Big Law firms leave after 3 years
- 62.4% turnover rate for small law firms less than 10

(provided by Law360)



- Time demands
- Lack of training
- Job satisfaction
- Lack of work/life balance
- Abusive partner/staff
- Not a good fit for culture



How  
Competition  
Looms and  
What Leads  
to High  
Turnover  
Discussion



# The 3 Cs



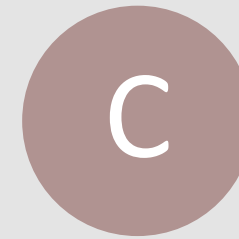
## Connection

Forming a human, not role-based relationship



## Context

Helping new hire understand their contribution and its importance



## Clarity


Helping new hire understand their job and your expectations





25% | 69%

Studies show that 69% of employees who are properly onboarded stay longer (up to three years) and get up to speed 25% faster. That means your new hires can generate revenue for you faster. Your business will grow.





# Toxic Workplace vs. Aligned Workplace



## Toxic Workplace Indicators

- High turnover
- High sick day/ time off requests
- Lack of teamwork/collaboration
- Multiple quick quits
- Team fears giving feedback
- Inflexible Leader

## Aligned Workplace Indicators

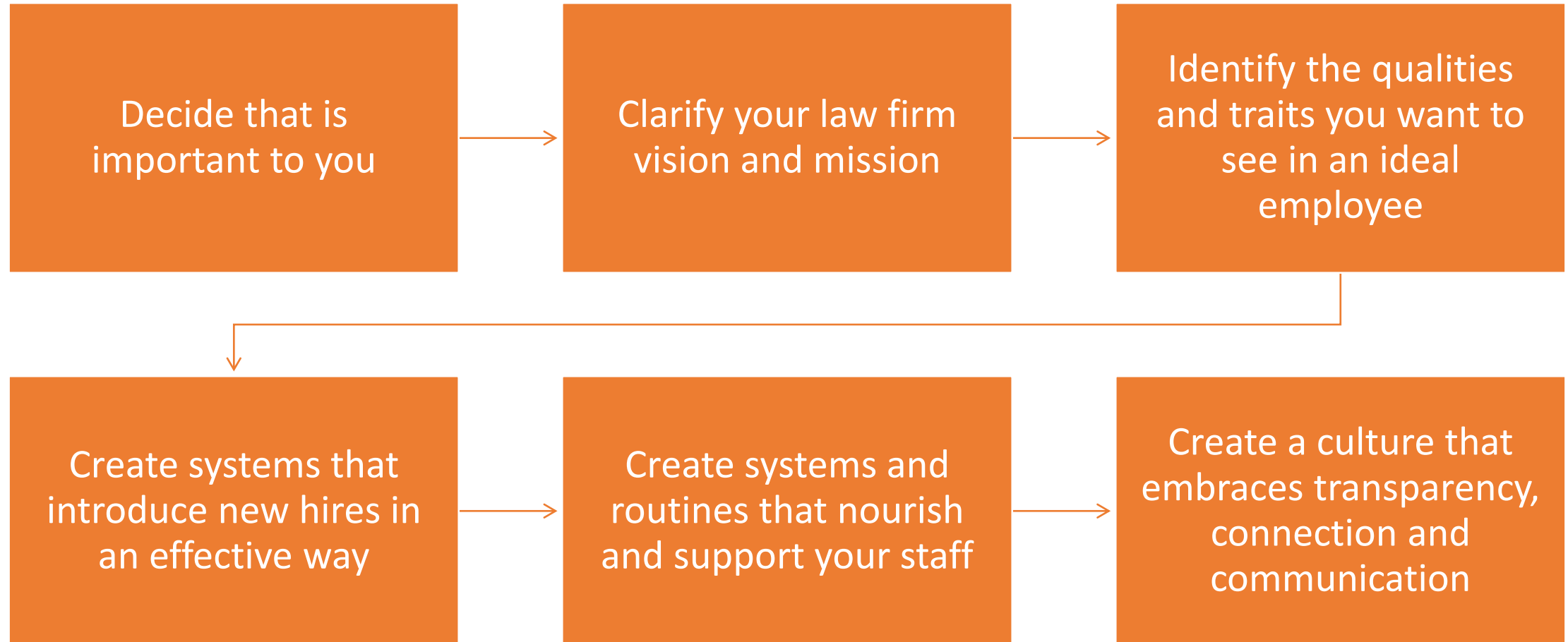
- Happy
- Little turnover
- Talent agility (team easily adapts to challenges)
- Engaged in firm growth
- Connected
- Great communication skills
- Understands mission and visions
- Thinks of themselves as vital contributors



# How to Retain Employees

- Fit
- Satisfaction
- Marketability & Growth
- Working Relationship

# How to Retain Troubled Employees



1Password



voiced

Trello

RingCentral

## Technology to the Rescue!

CaseMail  
DIGITAL POSTAL SERVICE

EARTH CLASS MAIL

slack

asana

Trainual

# Take the First Step

- Decide what's most important to you
- Clarify your law firm vision and mission
- Identify the qualities, skills and attitudes of your ideal employee
- Design an orientation day that's meaningful and remarkable
- Create an onboarding plan with systems that refine and support
- Develop a culture that embraces transparency, connection & honest communication





Maximize the value -- don't just sip knowledge. Put it to good use at home!







# TECHSHOW2020

YOU play the most important part in keeping TECHSHOW exciting.  
***Please complete the Speaker evaluation before you leave.***

See You Next Year!  
**TECHSHOW 2021: March 10-13, 2021**

