
Resource

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UNDERSTANDING THE IMPORTANCE OF LEGAL PROJECT MANAGEMENT IN THE OPERATION OF LEGAL DEPARTMENTS

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Objective

Understand the importance of legal project management as a value generator for the operation of legal departments.

Understanding the importance of Legal Project Management in the operation of Legal Departments.

Introduction

When I teach Project Management training, which is something I am passionate about, I always include a section explaining the difference between operations or operational work and a project. And I put this example.

The infographic is titled "Project vs Operations" and is set against a white background with a blue and green decorative border on the right. In the top left corner, it features the logo "GUSTAVO CARMONA LEGAL MANAGEMENT". The content is divided into two columns. The left column is headed "Project" and describes it as a "Temporary effort undertaken to create a unique product, service, or result." Below this text is an illustration of a blue house with a red roof and a yellow door, with the caption "Building a house" underneath. The right column is headed "Operations" and describes it as "Permanently carry out activities that generate the same product or provide a repetitive service." Below this text is an illustration of a whole pizza with pepperoni toppings, with the caption "Making a Pizza" underneath. On the right side of the infographic, there is a vertical blue bar with white text that reads: "For more resources | gustavocarmona.com/fcursos-descripcoes".

This image shows a clear example of each case, however, there is a detail: in the case of pizza, the operational work involves the production of pizzas in large quantities for later sale. But the preparation of a pizza individually, that is, the activity of preparing the dough, placing the sauce and spreading the cheese, constitutes a project.

So the main difference between operational work and a project is simple: one is continuous and repetitive and the other is temporary.

The projects are part of the operating environment of a legal department so they are not parallel but one is part of the other. In this case, project management is part of legal operations, as shown in the **CLOC competency model**.



Legal Project Management vs the other competencies in the CLOC model

The **CLOC competency model** includes all the operational areas of a legal department. In my opinion, for there to be true added value, each of these operational areas must operate together and in harmony. However, some are more important than others, and Legal Project Management is one of those that add the greatest value to the operating environment.

Let's see some benefits of the LPM implementation and why I think it adds more value than others:

- Promotes continuous improvement of processes
- Produces cost reduction
- Help with operational control
- Helps to identify and respond to risks
- Development of realistic schedules = matters resolved on time
- Development of realistic budgets = the client is charged what was planned.
- Real-time monitoring of legal matters
- Technological support tools
- Implementation of quality and performance measures
- Improve communication with the client
- Improve service quality
- Lawyers with new skills
- And of course, more income

WOW, there are quite a few benefits of Legal Project Management within the framework of Legal Operations.

With this, I do not want to reduce the importance of the other competencies of the **CLOC model**, but I do want to emphasize that if we support the project management function with the other operational functions, it will achieve what every legal department seeks: **operational excellence**.

CLOC stands for: Corporate Legal Operations Consortium.

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About me

My name is Gustavo Carmona and I am a consultant and instructor in project management, process improvement, marketing, sales, legal operations and digital transformation for law firms and legal departments.

My job is to help law firms achieve operational excellence through project management, process improvement, change management, and digital transformation.

