



The #1 Trusted Cloud Platform Where Legal Professionals Do Their Best Work.

Addressing the AI Trust Gap to Leverage Your Internal Expertise and Knowledge

Two Types of Knowledge in Your Organization

Explicit Knowledge



5%

The image shows a close-up of a desk with a laptop, a notebook, and a folder. A large, white, 3D-style percentage '5%' is overlaid on the scene. The background is a blurred office setting.

Tacit Knowledge



95%

The image shows a man with glasses and a beard sitting at a table, gesturing with his hands as if in a meeting. A large, white, 3D-style percentage '95%' is overlaid on the scene. The background is a blurred office setting.

Source: *The Third Place of Knowledge Management* by Alan Pelz-Sharpe Founder, Deep Analysis, published by KMWorld

Two Types of Knowledge in Your Organization

Explicit Knowledge



- Codified in docs and data
- Answers explicit questions
- Predictable
- Definitive answer

Tacit Knowledge



- Undocumented
- In brains of your people
- Based in mental processes
- Requires direct experience

How Successful Leaders Build Trust

Education



Transparency



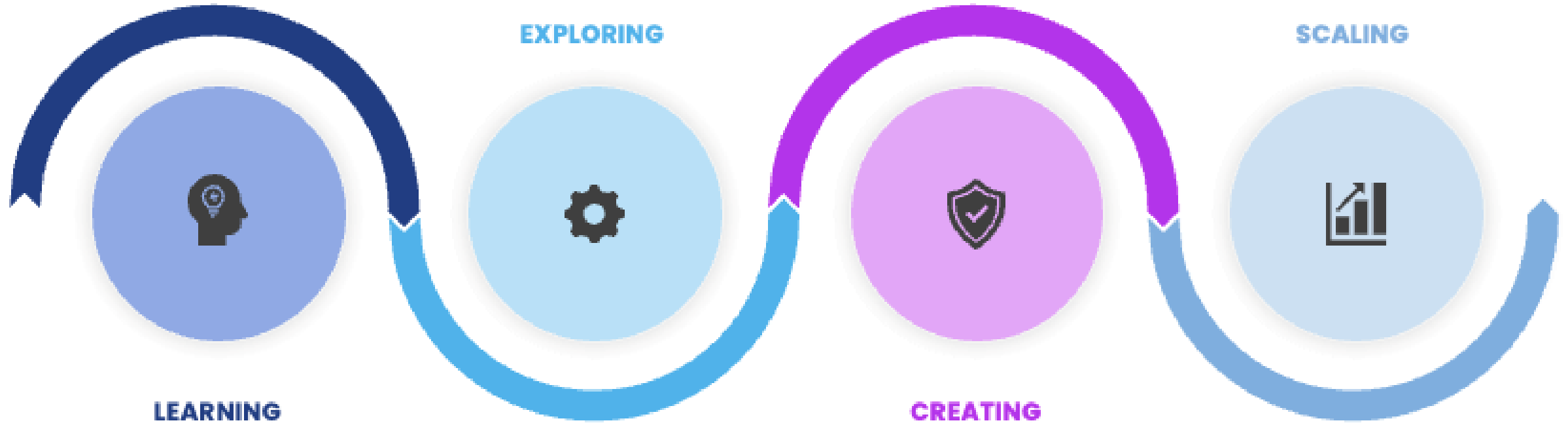
Communication



A Cohesive Strategy



The Generative AI Journey

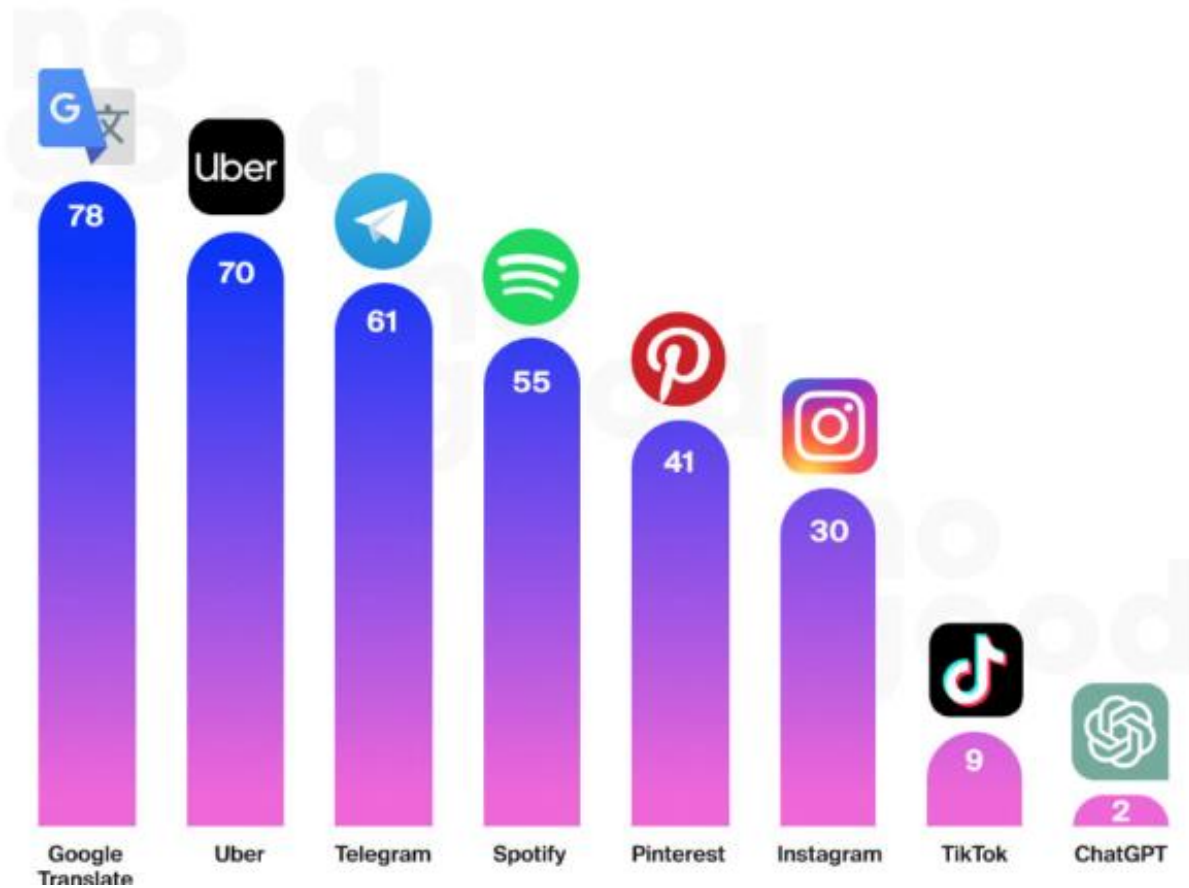


This is not a linear journey.
And the time to destination must be **short**.

The Rapid Pace of AI Adoption

Time to Reach 100M Users

Months to get to 100 million global Monthly Active Users



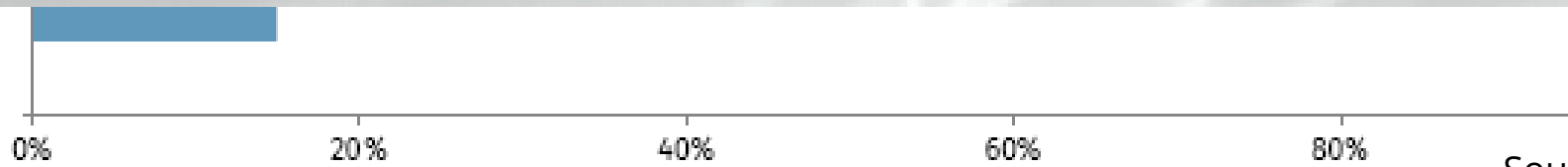
AI has rapidly influenced our personal lives.

With this kind of adoption, it's reasonable to expect a shift in client expectations.

Rapid AI Adoption in Legal

Is your firm using generative AI tools for business tasks?

Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
28	20%	49	27%	48	46%	36	65%	37	74%
114	80%	131	73%	57	54%	19	35%	13	26%



Source: 2024 ILTA Tech Survey



5000+ Apps Created

30 New Apps per Week

6000+ Sessions per Week

Lead or Follow: The Decision Point is Now

You have a role in shaping which scenario predominates



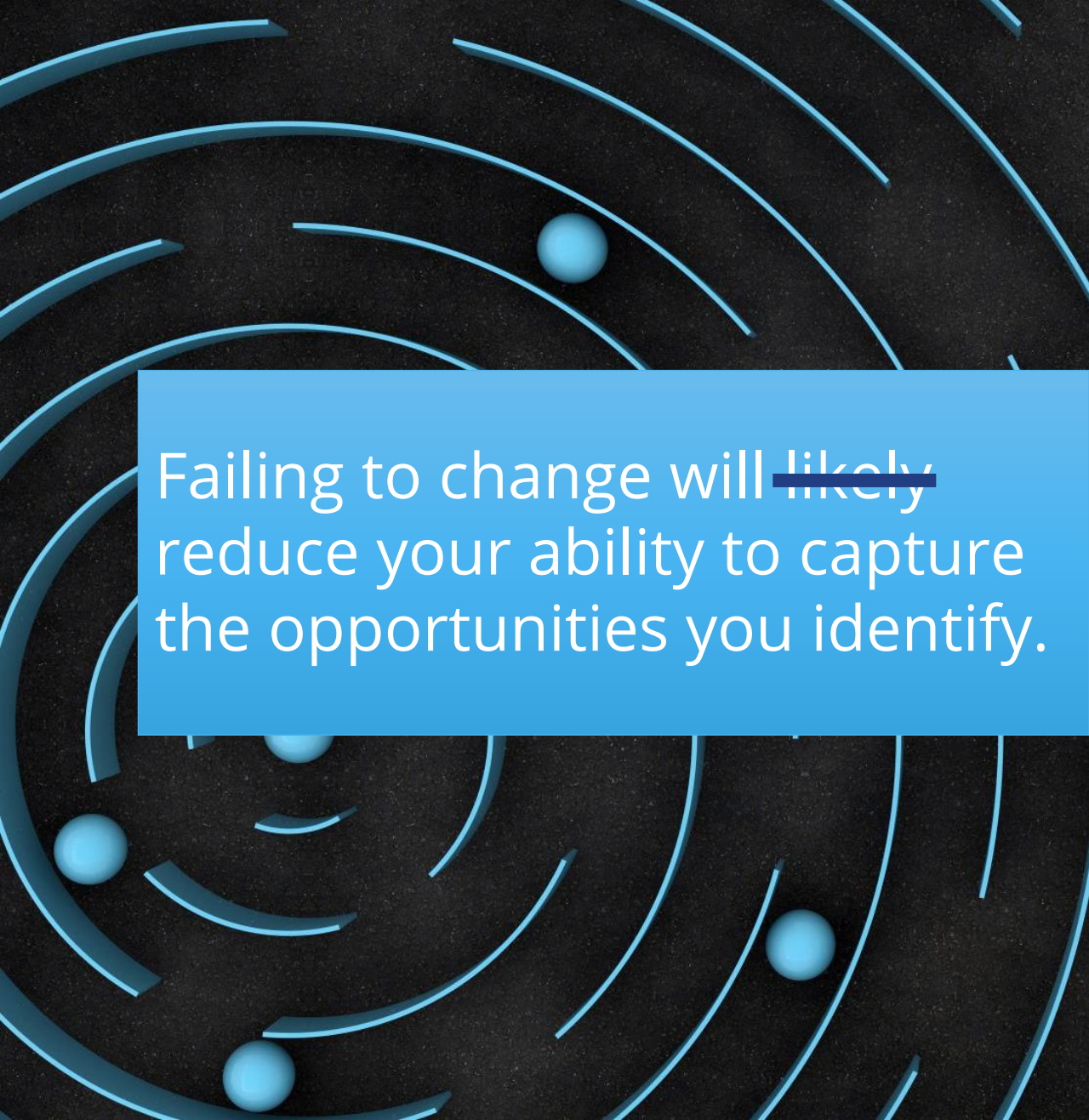
Win-Win

Scenario A



**Client-Side
Disruption**

Scenario B



Failing to change will ~~likely~~ reduce your ability to capture the opportunities you identify.

Gartner says...

Getting more value at scale...may require **deep business process changes; new skill sets, roles and organizational structures; and new ways of working.**

Source: <https://www.gartner.com/en/information-technology/topics/ai-strategy-for-business>

Step 1: Address fears and discomforts

- Robust education
- Clear and repetitive communication
- Frameworks for knowledge-sharing and safe use
- We're in this together – all learning together

Step 2: Provide opportunities for learning and exploring

- Hands-on learning
- Time allocated for exploring
- Focused training for everyone
- Think about a more extensive budget and plan afterwards

Step 3: Incentivize, reward, and celebrate

- Be willing to invest time and money
- Incentivize exploration
- Reward and celebrate successes
- Keep people motivated to explore and learn more

Step 4: Improve skills and results

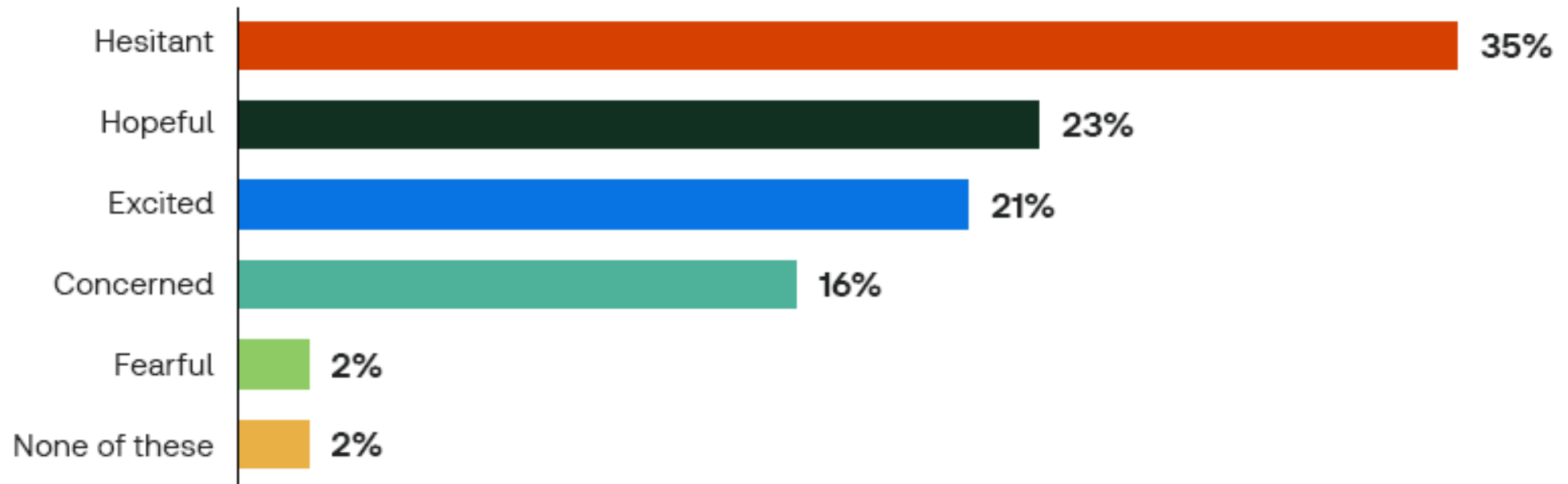
- Iterate and make changes along the way
- Refine and improve your initial plan
- Maximize potential for positive experiences

Step 5: Get expectations properly aligned

- Massive technology changes are different
- This is v.1 – the tech will improve
- Improvements and iterations will be necessary
- Set expectations for time and commitment involved

Emotional Responses to GenAI

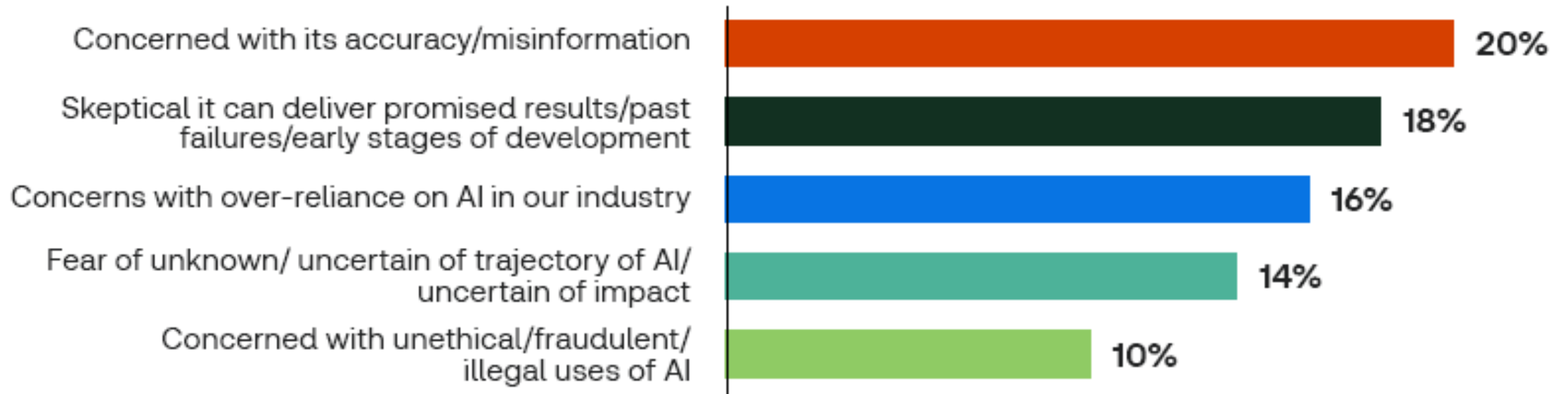
Sentiment on the future of GenAI



Source: 2024 Generative AI in Professional Services, Thomson Reuters Institute

Emotional Responses to GenAI

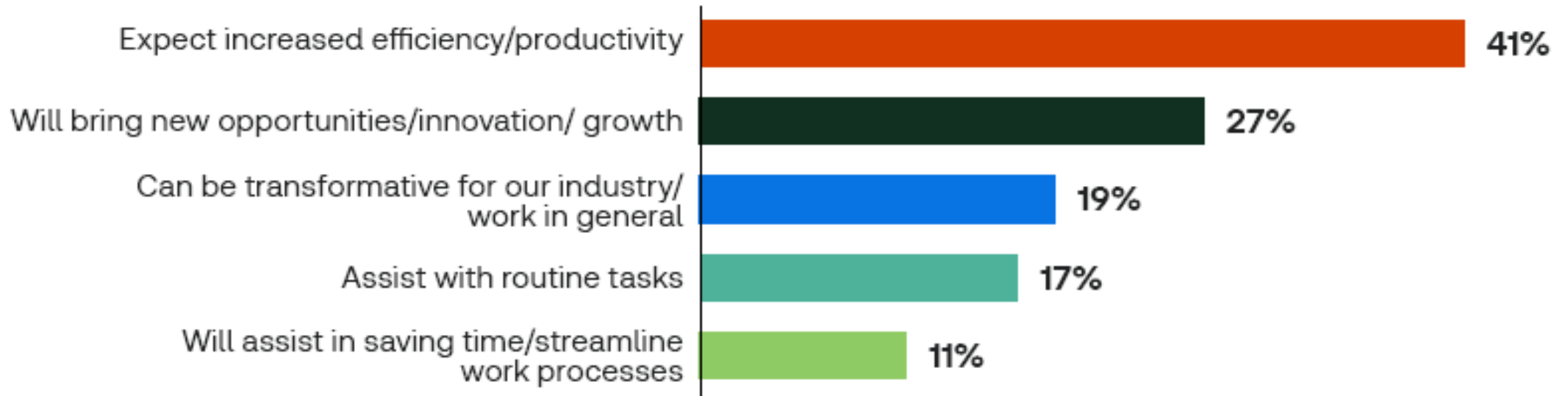
Top 5 reasons to choose *Hesitant*



Source: 2024 Generative AI in Professional Services, Thomson Reuters Institute

Emotional Responses to GenAI

Top 5 reasons to choose *Excited*



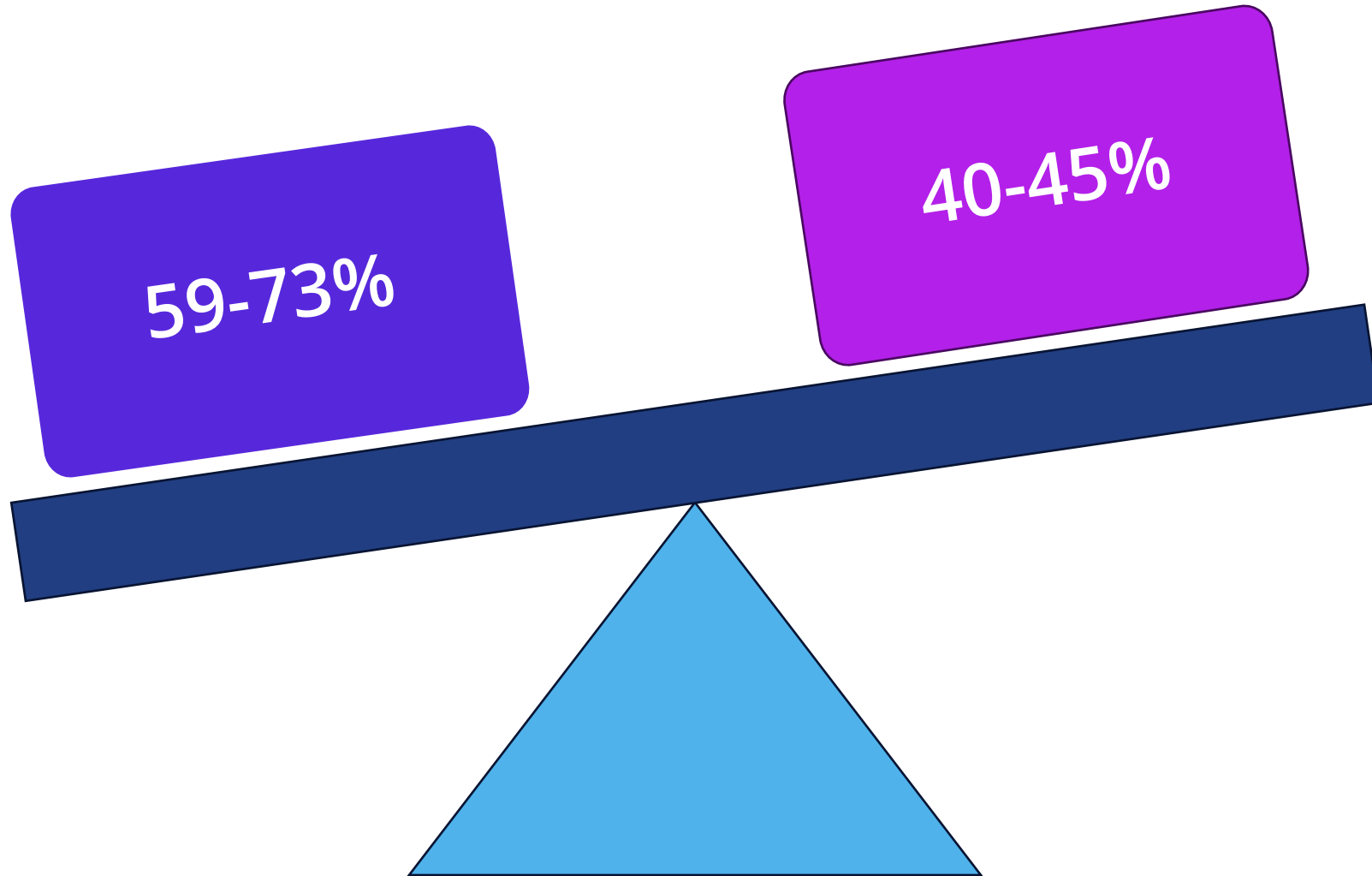
Source: 2024 Generative AI in Professional Services,
Thomson Reuters Institute

Survey says...

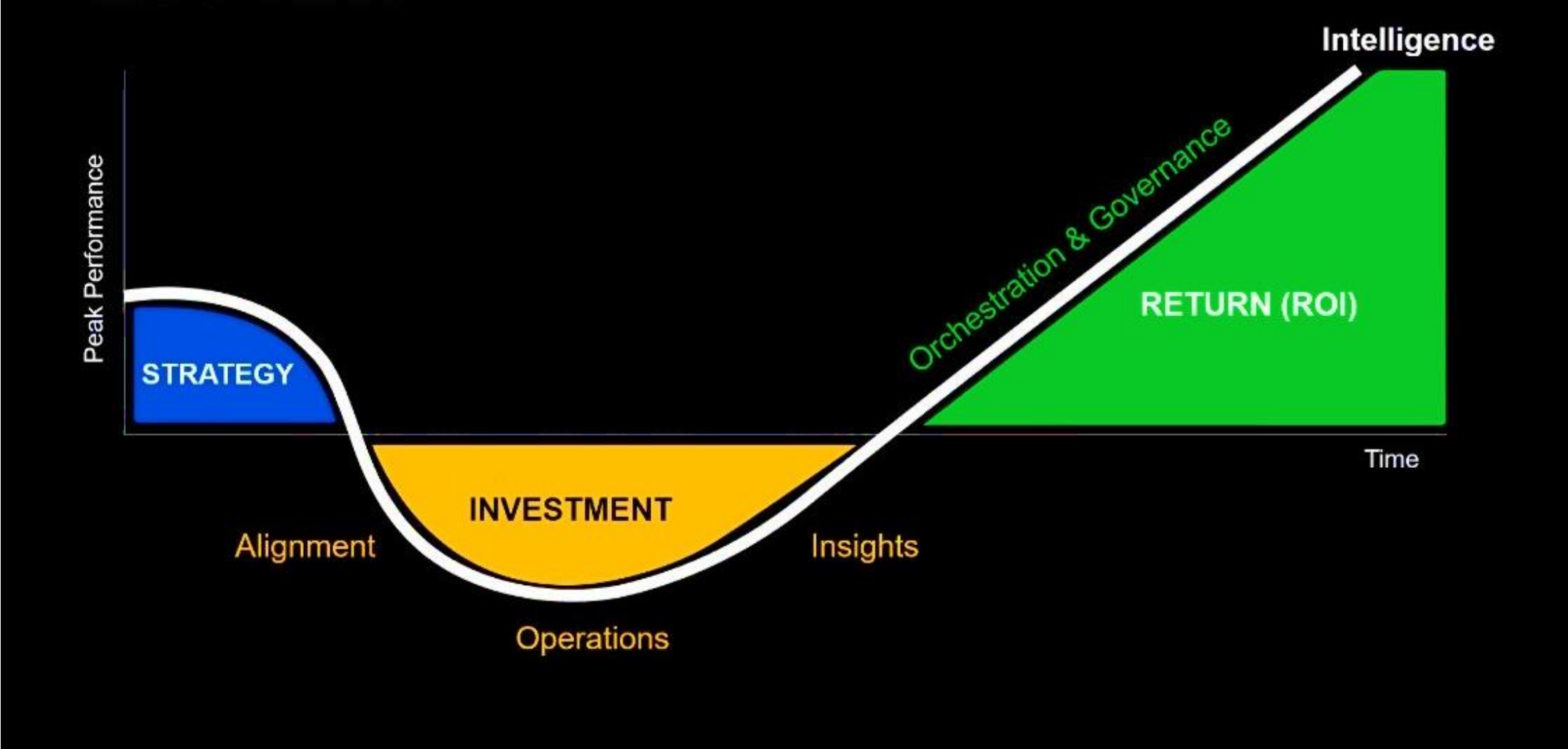
72%
Trust
Increased



Successful Leaders are Building Trust

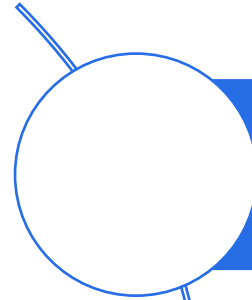


The J-Curve

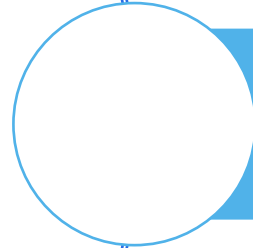


Value Drivers to Watch

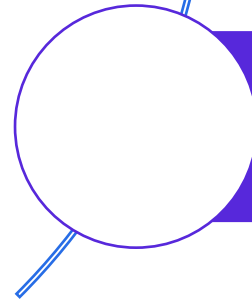
...many forward-thinking organizations are implementing GenAI without specific ROI targets as they believe they can't afford to get left behind in this critical and fast-moving market.



Innovation

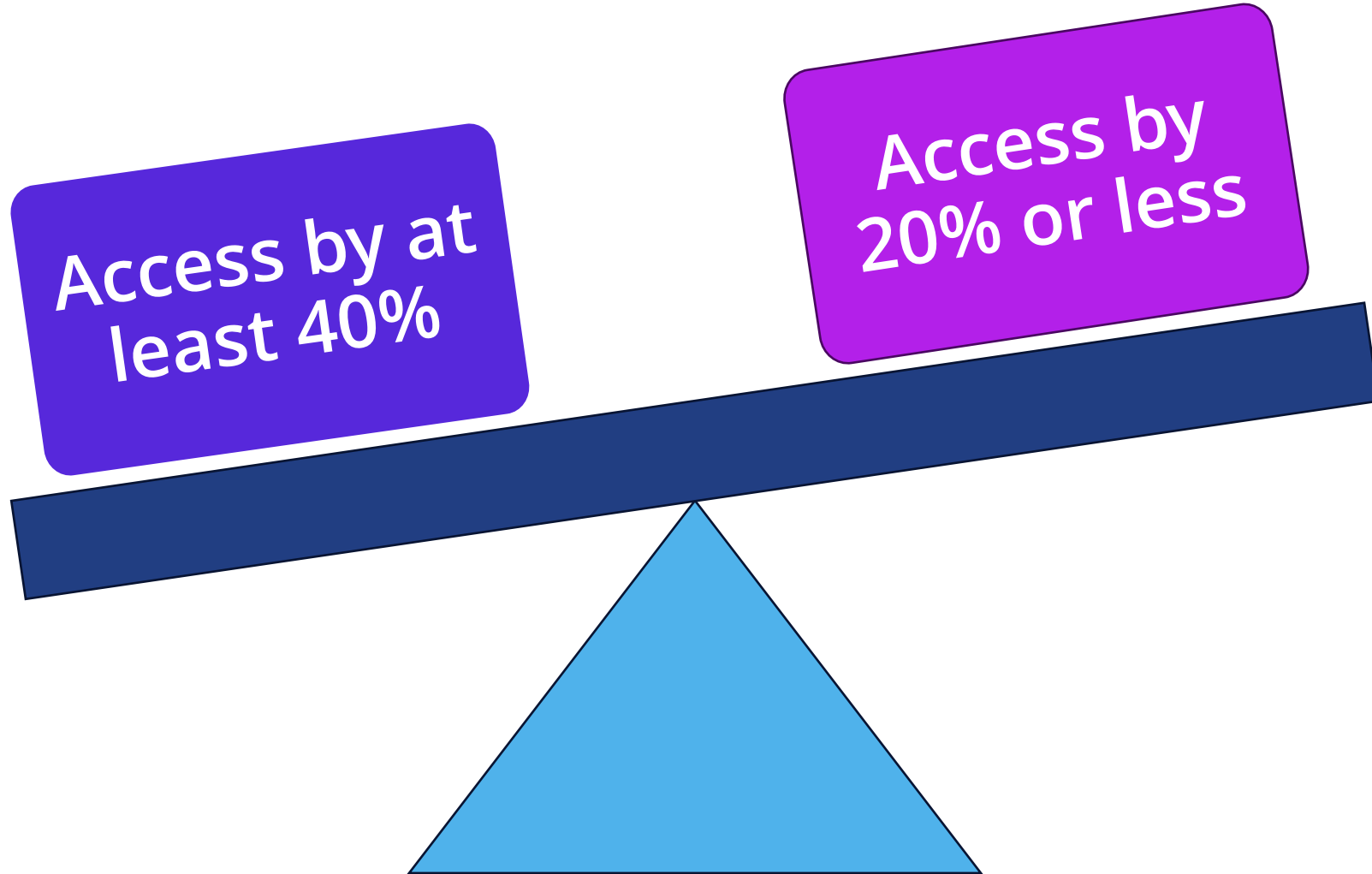


Strategic Positioning



Competitive Differentiation

How Successful Leaders are Scaling Up



Developing Skills

Skills to Focus on

Technology-Centered Skills

70%
Data
Analysis

60%
Prompt
Engineering

Human-Centered Skills

59%
Creativity

62%
Critical
thinking /
problem
solving

Most lawyers
are not
“prompt
engineers.”



“Draft a table of contents for the agreement above”

6.1 Alternative Transaction.

(a) This Agreement is consultation with the Secured Lender regarding the disposition of the Business or assets of Seller (each as defined in Section 3.5) earlier of: (i) the consummation of the Bidding Procedures Order, Seller is solicit or encourage submission of an Alternative Bid by Affiliates, agents and Representative

or other disposition of the Purchased Assets, and Seller's obligation to respond to any inquiries and perform any and all other acts required by applicable Law, including supplying information

(b) Seller shall use all information available to Purchaser, any information regarding other bidder or prospective purchaser

6.2 Bankruptcy Court Approval. Seller shall acknowledge that (a) each must obtain adequate assurance of future performance with the Purchaser Assumed Contracts. Seller shall obtain adequate assurance as required under the Purchaser Assumed Contract. Purchaser shall obtain a Bankruptcy Court finding of adequate performance under the Purchaser Assumed Contracts, non-confidential financial statements, and making Purchaser's Representative

6.3 Sale Order. Subject to Seller's obligation to consummate the transactions contemplated by the Bidding Procedures Order, Seller shall file appropriate motion or motions and request for Orders being in form and substance

6.4 Breakup Fee. In the event that Seller shall return the Minimum Deposit to Seller. See Section 3.5 above relating to the term Alternative Bid. Such Breakup Fee shall be deemed an administrative expense claim for purposes of the Bankruptcy Case.

Draft a table of contents for the agreement above



Certainly, here is a table of contents for the agreement:



TABLE OF CONTENTS

ARTICLE 1 - DEFINITIONS

1.1 Definitions

ARTICLE 2 - SALE AND PURCHASE OF ASSETS

- 2.1 Sale and Purchase of Assets
- 2.2 Excluded Assets
- 2.3 Purchase Price
- 2.4 Payment of Purchase Price
- 2.5 Allocation of Purchase Price

ARTICLE 3 - CLOSING; CONDITIONS TO CLOSING

- 3.1 Closing
- 3.2 Conditions to Closing
- 3.3 Closing Deliverables

ARTICLE 4 - REPRESENTATIONS AND WARRANTIES

- 4.1 Representations and Warranties of Seller
- 4.2 Representations and Warranties of Purchaser

ARTICLE 5 - COVENANTS AND AGREEMENTS PENDING CLOSING

- 5.1 Conduct of the Business
- 5.2 Access to Information
- 5.3 Preservation of Records
- 5.4 Confidentiality
- 5.5 Further Assurances

ARTICLE 6 - BANKRUPTCY COURT MATTERS

Regenerate

“Create a *partial* table of contents based *only* on the text above”

6.1 Alternative Transaction.

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Create a partial table of contents based only on the text above



Certainly, here's a partial table of contents based on the text you provided:

ARTICLE 6: BANKRUPTCY COURT MATTERS

- 6.1 Alternative Transaction
- 6.2 Bankruptcy Court Approval
- 6.3 Sale Order
- 6.4 Breakup Fee
- 6.5 Cure Costs

ARTICLE 7: COVENANTS

- 7.1 Access to Information
- 7.2 Conduct of the Business Pending the Closing
- 7.3 Consents
- 7.4 Appropriate Action; Filings
- 7.5 Confidentiality
- 7.6 Preservation of Records; Cooperation
- 7.7 Supplements to Schedules
- 7.8 Further Assurances
- 7.9 Adequate Assurance
- 7.10 Conflicts and Privilege
- 7.11 Intellectual Property

ARTICLE 8: EMPLOYEE AND EMPLOYEE BENEFITS MATTERS; TAX MATTERS; OTHER AGREEMENTS

- 8.1 Employment
 - (a) Intended Employees

ABA Model Rule 1.1 Competence

Lawyers must stay abreast of the rapidly changing technological landscape, **engaging in continuous learning and assessment** to ensure they can competently utilize AI in their practice. Lawyers must also **grasp the limitations of AI tools** and assess the technology's capabilities.

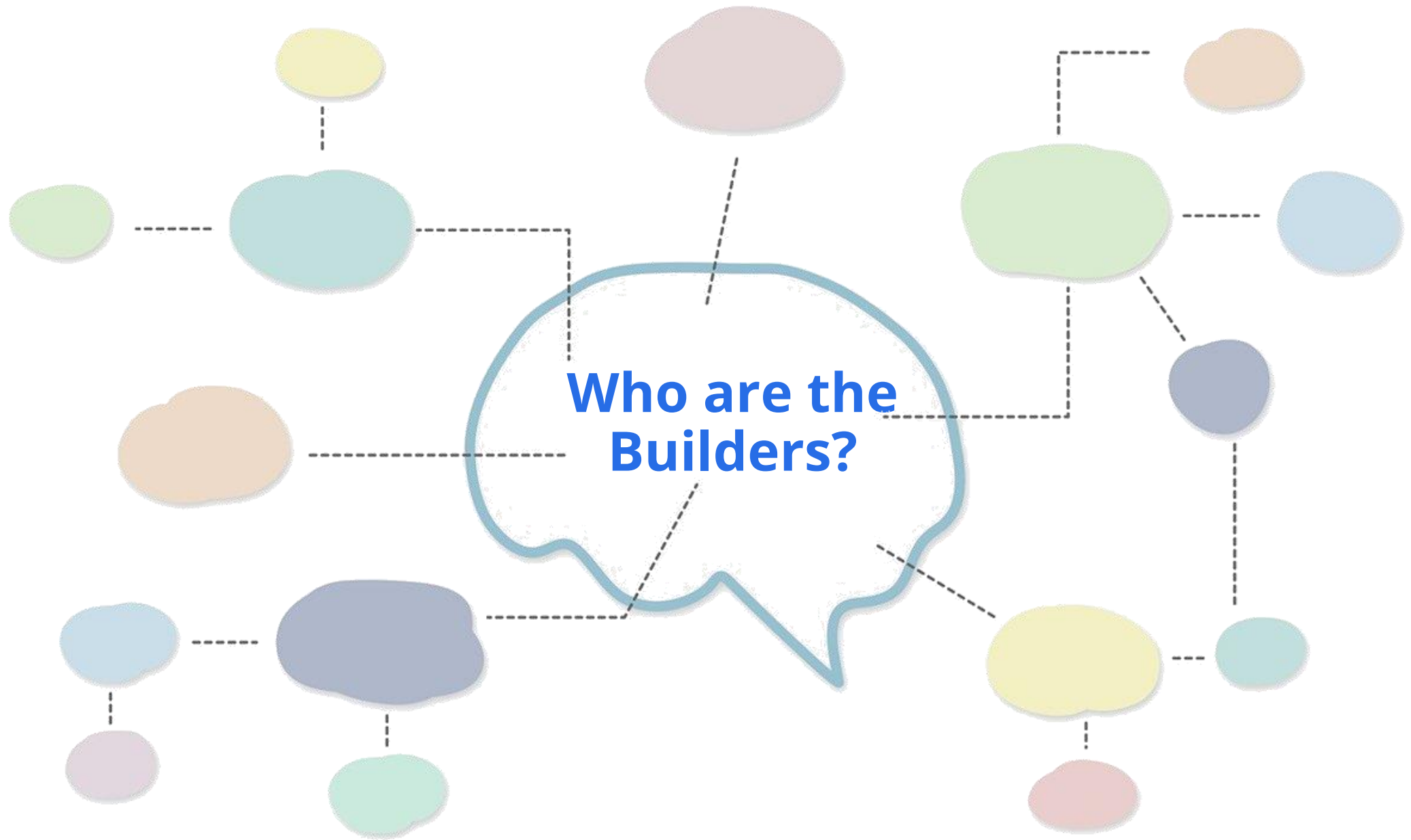


Additional resources

OpenAI Prompt Engineering Guide:
<https://platform.openai.com/docs/guides/prompt-engineering>

Anthropic Prompt Engineering Guide:
<https://docs.anthropic.com/claude/docs/prompt-engineering>

NetDocuments Legal Prompt Engineering:
<https://support.netdocuments.com/s/article/Introduction-to-ndMAX-Studio>



Step 1: Address fears and discomforts with education, communication & frameworks for knowledge-sharing and safe use

Step 2: Provide opportunities for hands-on learning and time devoted to exploring

Step 3: Incentivize exploration, reward and celebrate successes

Step 4: It will take time, effort, and practice to improve skills and results

Step 5: Get expectations properly aligned - the technology we have today is v.1 and there will be improvements

Remember the Journey

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