How might students and law schools prepare for future paradigm(s) of legal service delivery?
Mindset for Today

**Courageous Doing**

At the Legal Design Derby, we don’t get ready, we get started. This mindset is all about the willingness to try and the importance of pursuing progress over perfection.

**Exploring with Curiosity**

When facing a challenge, it’s important to practice a beginner’s mindset and ask ‘what if’ instead of ‘what is’. Reframe current thinking through new insights, connections, and questions.

**Reflective Self-Awareness**

Take time to reflect, seek to understand yourself, and open up to vulnerability by letting go of ego and continuing to embrace your own creative potential.

**Additional Notes**
### How might students and law schools prepare for future paradigm(s) of legal service delivery?

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**Reflections on the Challenge**

**Something I want to explore more:**
Suggested Readings

Podcasts On Legal Education


Reimagining Justice: Applying art to law, and shifting mindsets with Stacy Butler, Director Innovation for Justice

https://legaltalknetwork.com/podcasts/state-bar-michigan-on-balance/2022/05/the-delta-model-lawyer-readiness-and-competency-post-covid/

Legal Regulatory Sandboxes

Law Society of British Columbia, Innovation Sandbox
https://www.lawsociety.bc.ca/our-initiatives/innovation-sandbox/

Law Society of Ontario, Access to Innovation
https://lso.ca/about-lso/access-to-innovation

Utah Office of Legal Services Innovation
https://utahinnovationoffice.org/

IAALS Legal Regulation Knowledge Center
https://iaals.du.edu/knowledge-center
## Additional References

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[https://repository.uchastings.edu/cgi/viewcontent.cgi?article=1804&context=hastings_international_comparative_law_review](https://repository.uchastings.edu/cgi/viewcontent.cgi?article=1804&context=hastings_international_comparative_law_review)

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[https://scholarlycommons.law.northwestern.edu/cgi/viewcontent.cgi?article=1208&context=njihr](https://scholarlycommons.law.northwestern.edu/cgi/viewcontent.cgi?article=1208&context=njihr)

ABA Unbundling Resource Center
[https://www.americanbar.org/groups/delivery_legal_services/resources/](https://www.americanbar.org/groups/delivery_legal_services/resources/)

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John M. Graecen, Legal Information vs. Legal Advice: A 25 Year Retrospective, 106 Judicature (2022)
https://judicature.duke.edu/articles/legal-information-vs-legal-advice-a-25-year-retrospective/

Michael Houlberg, Arizona’s Licensed Legal Advocates: Pilot Program Aims to Provide Needed Legal Help in Certain Cases, IAALS (2021)
https://iaals.du.edu/blog/arizona-s-licensed-legal-advocates-pilot-program-aims-provide-needed-legal-help-certain-cases

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https://digitalcommons.law.uw.edu/wlr/vol93/iss3/5/

Elizabeth Chambliss, Evidence-Based Lawyer Regulation, 97 Wash. U.L. Rev. 297(2019)

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Andrew M. Perlman, Towards the Law of Legal Services, 37 Cardozo L. Rev. 50(2015)
Be genuinely curious about others.

Validate others’ feelings.

Imagine yourself in others’ shoes.

Share who you are.

Be an attentive listener.

Discover similarities.

Empathy: The awareness of the feelings of others.
Can you turn these circles into unique and recognizable pictures?
Rules of Brainstorming

Defer Judgment
Creative spaces are judgment-free zones—they let ideas flow so people can build from each other’s great ideas.

Encourage Wild Ideas
Embrace the most out-of-the-box notions. There’s often not a whole lot of difference between outrageous and brilliant.

Build on the Ideas of Others
Try to use “and” instead of “but,” it encourages positivity and inclusivity and leads to tons of ideas.

Stay Focused on the Topic
Try to keep the discussion on target. Divergence is good, but you still need to keep your eyes on the prize.

One Conversation at a Time
This can be difficult—especially with lots of creative people in a single room—but always think about the challenge topic and how to stay on track.

Be Visual
Use colored markers and Post-its. Stick your ideas on the wall so others can visualize them.

Go for Quantity
Crank your ideas out quickly. For any 60-minute session, you should try to generate 100 ideas.

WANT MORE BRAINSTORMING TIPS? Find activities, how-tos, and articles on brainstorming and other ideation methods at IDEO.U.COM/PAGES/BRAINSTORMING.
Converge on your top 3 ideas.

1. Vote
2. Cluster
3. Discuss
4. Decide

THEMES
PROTOTYPING
is creating... *anything* that helps you convey core ideas in a way that allows for feedback

- Draw
- Write
- Build
- Flow chart
- Mock Up
- Comic Strip
- Animate
- Act Out
The Feedback Tango

It takes two to tango when it comes to feedback.

Lead

1. How to Show Up

GATHER CONTEXT
You need to know some backstory of the work. Who’s the intended audience for the deck you’re looking at? Or what’s the designer of the prototype trying to achieve? Once you know this, you can ground your feedback in something solid. You might ask, “Will the tone of your piece create maximum impact with your intended audience?” Or, “I think tweaking the design just a little in this way will help you achieve your goal.”

CALIBRATE YOUR FEEDBACK
Tune into the needs of the person you are helping. That means you want to take a little stroll in their shoes and practice empathy. What’s their timeline? What type of feedback will best serve them in their work? What should you be looking for? What should you not be looking for?

2. The Deed

EMBRACE RADICAL CANDOR
We often joke at IDEO that when giving feedback we exist in the land of Ruinous Empathy. We confuse caring with not giving constructive, candid feedback. Your feedback is in service of the receiver of feedback and their work. It’s possible to give constructive feedback and be caring at the same time.

BE SPECIFIC
There’s nothing worse than hearing “I just don’t like your idea.” It’s important to point out specific moments that may or may not have worked. Ground your feedback in examples.

3. After the Fact

PRACTICE
Giving feedback can be awkward. But the good news is, if you practice it enough, you’ll get better at it (and it will get less awkward).

CREATE SPACE FOR REFLECTION
Feedback elevates self-awareness. If you tune into the body language and attitude of the receiver of feedback, you can learn a lot about your impact and delivery. Learn and grow. To do that, you need to carve out time for it.

Follow

1. REceiving Feedback

DESIGN TIME/SPACE TO RECEIVE FEEDBACK
Don’t wait until two hours before your assignment is due. Invite feedback early and often. Ask more than one person, and at different times. Different people bring different perspectives. Different moments along a journey bring unique learnings. We like to say, “All of us are smarter than any of us.”

EXPLAIN WHAT YOU’RE AFTER
Be clear about where you’re at and what you need. Is your work at an early stage? If so, ask for high-level, structural feedback (e.g., Does the flow make sense? Is the narrative sound?). Or, are you late in the game and just need one more sets of eyes before turning in a project? If so, maybe you want that fine-toothed comb for feedback (e.g., Did you find anything glaring? What can I improve upon in the next few hours?)

ASK SPECIFIC QUESTIONS
Give guidance to the giver of feedback. That’s an alliterative mouthful. At IDEO, we use variations of three simple questions:
1. What was memorable/What resonated?
2. What’s missing/What didn’t work?
3. How could you build upon my work/How could you push it further up the mountain top?

BE BRAVE/DON’T TAKE IT PERSONALLY
Feedback can sting a little. But when receiving feedback, divorce your ego from the work. Your work isn’t you. It’s okay if it gets diced and sliced a bit on the chopping block. Repeat a few simple words: “This is in service of the work.”

LOOK FOR PATTERNS
It’s common to receive conflicting feedback, so your job is to find patterns. Then, improve those “hot spots” areas. Remember, it’s okay to disagree. Sometimes you have to trust your intuition.

ALWAYS CREATE SPACE FOR REFLECTION
Let feedback breathe. Don’t go hacking away at your presentation right after you receive feedback. That’s reactive. Sleep on it and then return to it. A night’s sleep can make all the difference in the world.
# FEEDBACK SESSIONS

1. **SHARE** your current design.

<table>
<thead>
<tr>
<th>QUESTIONS &amp; CLARIFICATIONS</th>
<th>STRENGTHS TO CELEBRATE</th>
<th>SUGGESTIONS FOR IMPROVEMENT</th>
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2. **IDENTIFY** action items for your team to iterate your next prototype.

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<th>ACTION ITEM</th>
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PITCHING

Elevator Pitch

As a [target customer] who want(s) to [customer need], [process/feature/service] will [key benefit].

The Solutions Showcase

Keep it simple
Tell a story
Present clearly
OLD
WAYS
WIN'T OPEN
NEW
DOORS