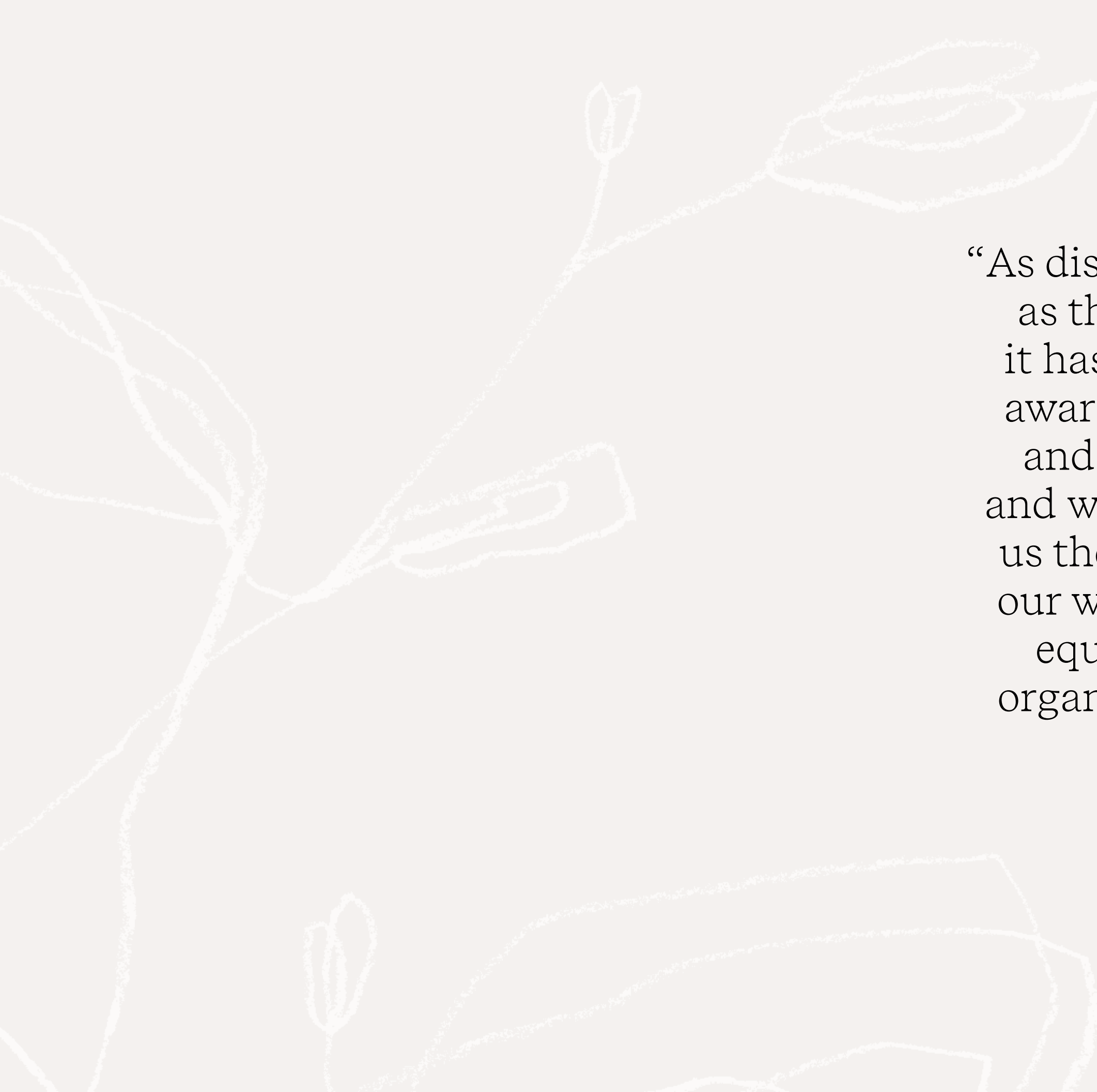


Allsteel®

# Legal Services Solutions





“As disruptive and destructive as the pandemic has been, it has brought us all greater awareness of what we value and how we wish and live and work. Those insights give us the motivation to rethink our workplaces and improve equity and personal and organizational effectiveness.”

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JAN JOHNSON  
Vice President, Workplace Strategy



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# Finding Opportunities in the Challenges

Law firms are faced with “big strategic decisions” on how to find new efficiencies and niche markets, attract diverse talent that expands their capabilities, and deploy technology, services and people to ensure their best opportunities for future growth.

## Industry Trends

The Legal profession has been experiencing headwinds for some time: commoditization, digitization, and scarce talent. But with challenges, come opportunities.

It's not just lawyers working in law offices today.

- There has been growth in specialized team members and contract workers within the law office space that add new capabilities to establish new expertise and specialized services
- The need to find new cost efficiencies has led to changes like reductions in space and the use of short-term contractual employments

Office priorities are changing.

- Large law libraries and storage for large amounts of casefiles are no longer required
- Younger generations are less enamored with opulent, costly environments
- 86% of law firms currently have no flexible workspace options in place (i.e., hotelling, touchdowns, benching)

Today's employees are setting new expectations for where, when, and how best to get work done in ways that best fits their lifestyle, lifestage and work preferences.

- Over the course of their careers, worker priorities shift, and social shifts will continue to reset expectations
- Most firms have seen a strong desire for more autonomy at the same time employees want to be a part of collective purposeful actions





## Efficient & Effective Space Use

Make the most of every square foot.



Post-pandemic, reimagining the workplace doesn't have to mean starting from scratch. Depending on the needs of your firm, a distributed work strategy might be paired with desk sharing to save space and support visiting contract workers; and multi-use collaboration-supporting spaces can be added alongside existing traditional offices and workstations.

Developing intentionally diverse spaces in the office enables employees to choose where and how they want to work, and can support different types of tasks and preferences for spatial attributes like visual and auditory stimulation, natural light and views. Leverage your office's valuable real estate by using adaptable furniture components to increase the ways spaces can be used now and over time.



Providing a space with high levels of adjustability supports the physical needs of rotating team members and gives a sense of ownership and user choice in a space that could otherwise feel impersonal.



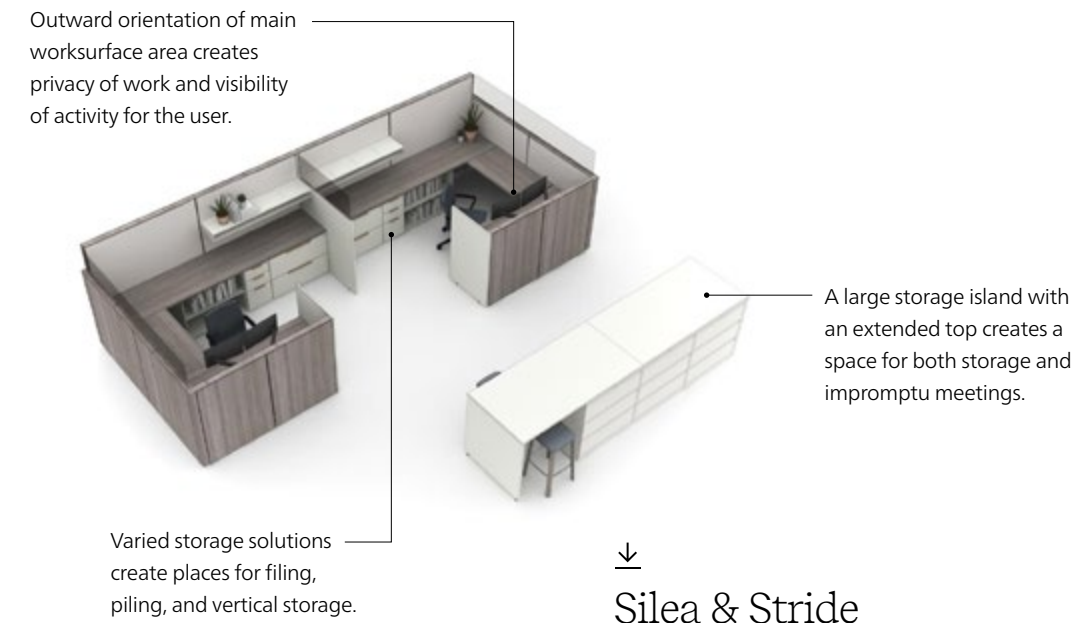
↓  
Stride Benching,  
Silea & Aspect



↓  
Aspect, Retreat  
& Silea



↓  
Approach  
& Stride



↓  
Silea & Stride





## Determining Workplace Priorities & Opportunities

### Questions to Consider:

How might reimagining “the office” uncover new spatial efficiencies and optimize utilization?

How might the office also reflect worker expectations and diversity, strengthen social cohesion and wellbeing, and enable on-going adaptation as the firm evolves?

### Key Takeaways:

Challenge the traditional purpose of “the office”

Expand and capitalize on the benefits remote work can have for workers and organizations

Integrate – even more aggressively – wellness and performance-enhancing evidence-based practices

Leverage technology to enable new insights and new capabilities, and both efficiency and differentiation

Think of space as a critical resource instead of an entitlement to inspire good stewardship and ensure spaces effectively support users over time

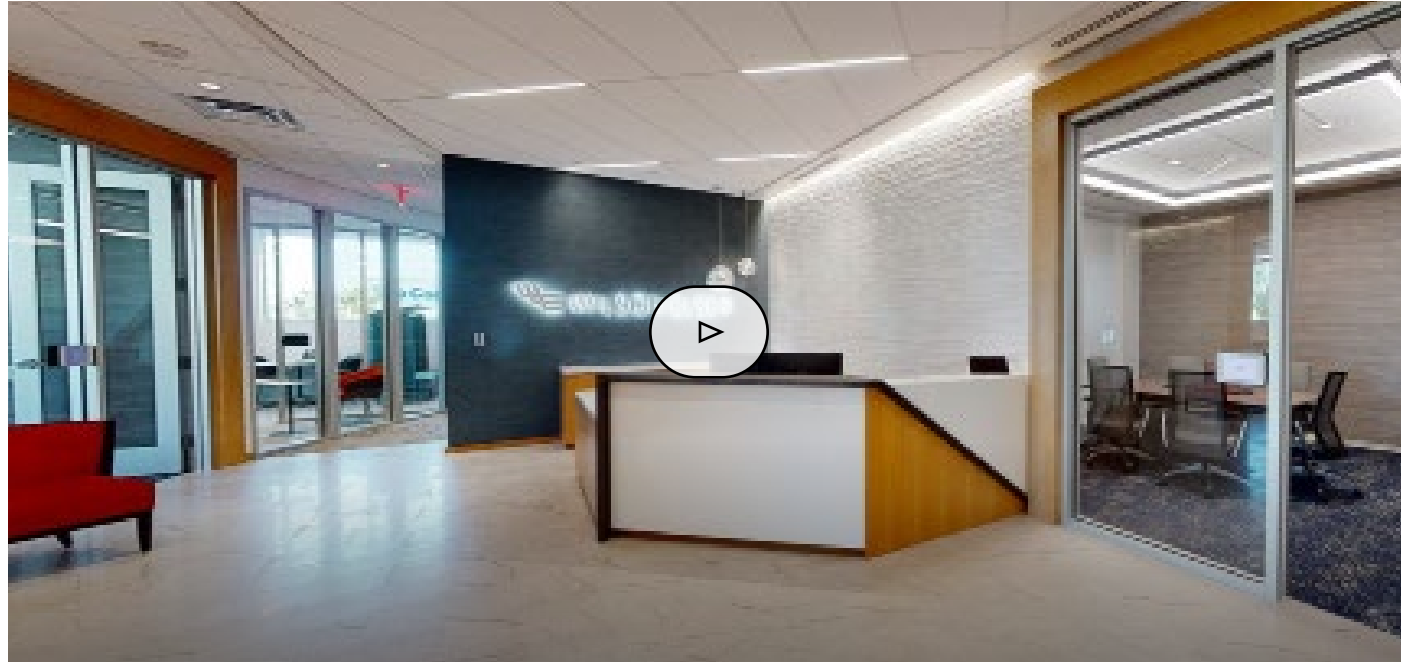
Reflect worker and client expectations as they continue to shift towards for greater flexibility and dynamism, inclusivity and transparency, autonomy and choice, and responsiveness

Enable more equitable physical and virtual interactions and collaboration – so those in the room and those joining via technology have similar quality experiences





# Knowledge Sharing



Virtual Tour: Wilson Elser, Las Vegas Office

**Additional Resources:**

[Work Postures: Relaxed & Engaged →](#)

[Distributed Work: It's Key to an Effective Workplace Strategy →](#)

[Designing for New Realities: Exploring the Possibilities →](#)

[Our Workplaces Will Change—Let's Make it Count →](#)

[The Evolving Workplace: How to Become & Stay Relevant →](#)

[Remote Work: What Will Be the New Norm? →](#)

“[Employees] had to get used to the fact that it’s not about the [private] office; it’s about the work and about servicing the clients by doing great work. The actual office space doesn’t make you a good lawyer.”

—  
**Sherri Thome**  
Regional Managing Partner,  
Wilson Elser

CLIENT STORY

## Wilson Elser

Legal | Las Vegas, NV



For law firm Wilson Elser, each of their United States-based offices recently underwent redesigns to address the new ways of working. “We wanted to think about what our needs will be in the future,” explained Sherri Thome, Regional Managing Partner. “How will people want to work?” She continued: “It used to be that legal offices reflected where they believed they were. It was all about having an office, and then having a bigger office as you progress. We worked long hours and we worked them in the office. People always wanted to know whether you were in the office. But today, people want something different. They don’t want to spend all that time in the office. They want to be able to do their work from different places.”

[Learn More →](#)



# Making the Case with Space

The legal industry has always been a competitive field, but with fewer students graduating from law school, attracting and retaining the best talent has become vitally important.

## Industry Trends

Recent law school graduates prioritize:

- Organizations whose culture reflects their own personal values
- Working in an environment that fosters collaboration
- Working in a smaller firm that prioritizes culture and transparency

Retaining talent is equally as important as attracting new talent in the highly specialized and competitive world of law.

- Shared areas where team members can work “alone together” are becoming more desirable
- Workers now expect flexible work conditions – including being able to work from home some portion of the time
- Workers’ priorities will shift over time because of life stages, expectations of staying with the firm or moving on, and feeling challenged and engaged





## Building Connections & Community

Only one in seven graduates wants to work for a large company, believing smaller employers provide the opportunities and social culture they seek.



Your office space is a powerful tool to express your firm's culture. Areas like open community spaces, enclosed conference areas, and casual cafés can support the work needs of your partners and staff and attract multiple generations. Offering alternate postures, creative seating applications, and integrated technology allow your team to choose the tools that support their work and promote collaborative thinking. In addition, with thoughtful design, these community spaces can support individuals when they want to escape their work space and engage with their peers.

Not only is your space a vital resource for your firm, but it represents your values and ways of working – which can, in turn, build trust with new clients. Showcase community areas in the front of house to casually meet with co-workers and clients. Create multi-functional areas that provide comfort and support, privacy and collaboration to give outsiders a view into your company's culture and extend a sense of belonging.

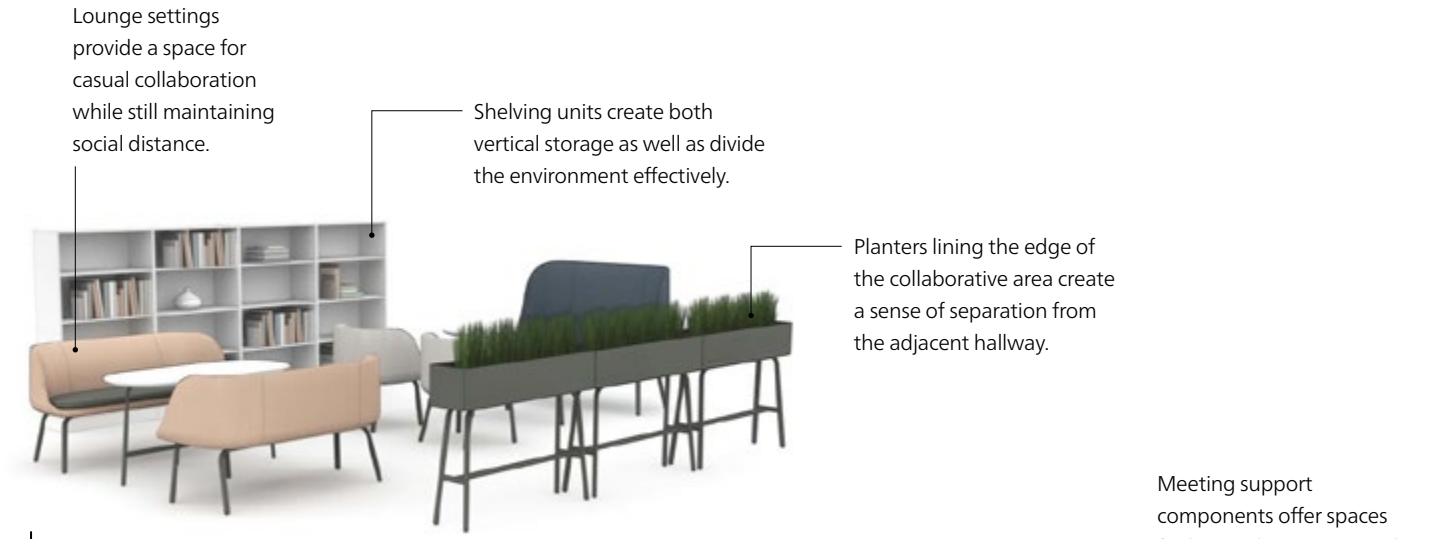




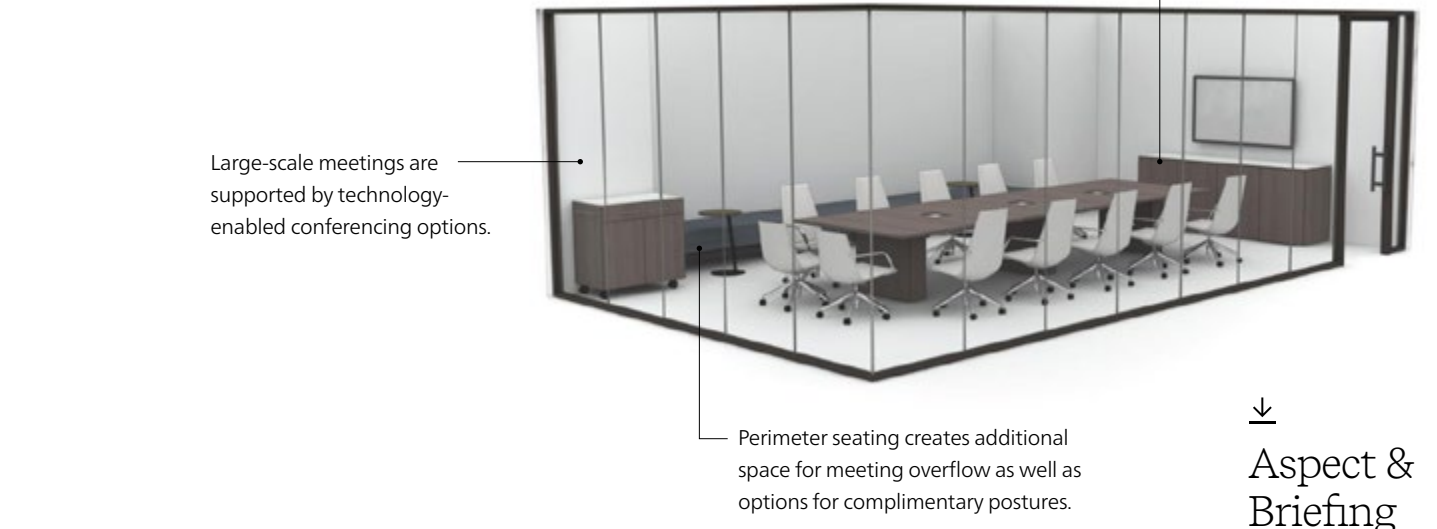
Showcasing your company culture is more than just aesthetic; clients and prospective employees feel more comfortable knowing your office shares their values.



↓  
Bank of England,  
Calm, Two-Thirds  
& Zilenzio



↓  
Park Collection



↓  
Aspect &  
Briefing



↓  
Briefing, Ciji,  
Letchworth  
& LIV



## Building Social Cohesion

### Questions to Consider:

Is the firm's management strategy well communicated?

Do associates feel they have reasonable autonomy over work allocation or execution?

Are associates expectations for client and partner contact being met?

Are expectations for intellectual challenges and opportunities to demonstrate one's skills being met?

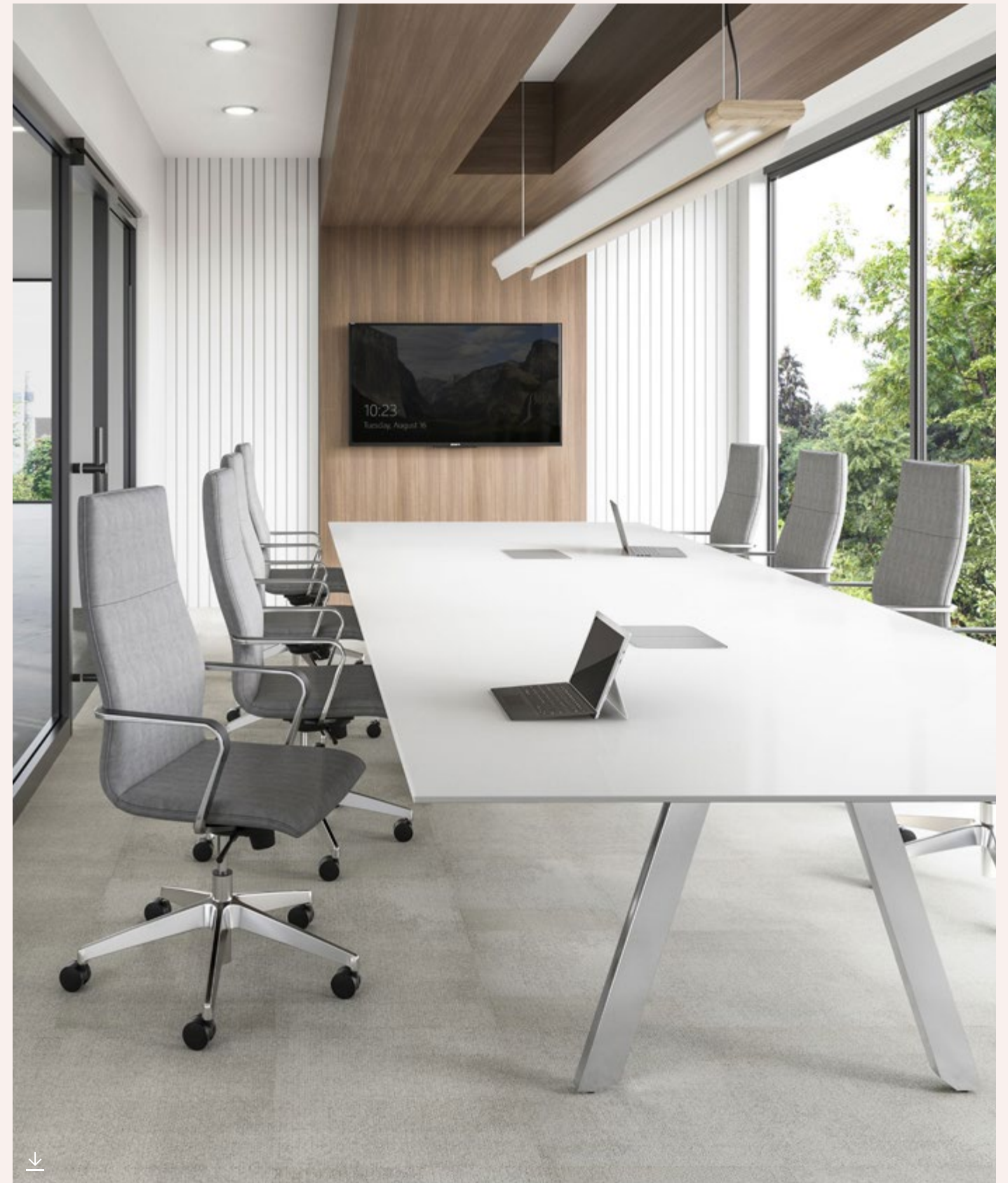
### Key Takeaways:

Leverage what's known about the strong correlations between specific working cultures and an associate's long-term commitment to their firm.

Consider that after the first few years of an associate's career, their priorities change: positive culture and social make-up rank highest, intellectual challenge and demonstrating competencies is next, then career progression and mentoring; for women, work-life balance is their second-highest priority; while for men, this comes in last.

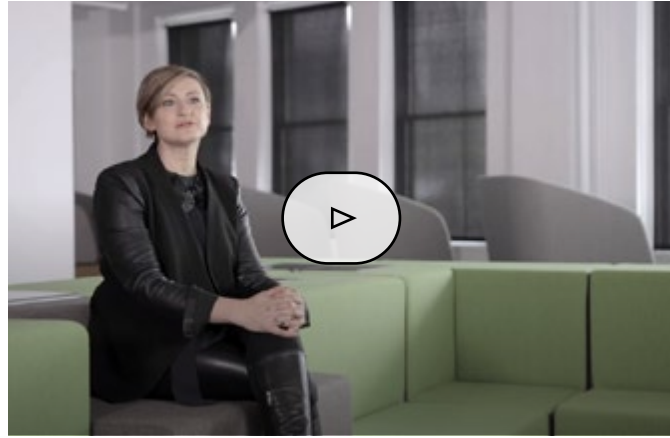
Consider that 50% of today's attorneys are baby boomers who will retire in the next 5-15 years: According to one study, only 49% of firms have an informal or formal succession plan in place.

Integrate non-traditional staff and external resources, including project managers, sales and marketing executives, dealmakers, data and technology experts as well as external fee earners.



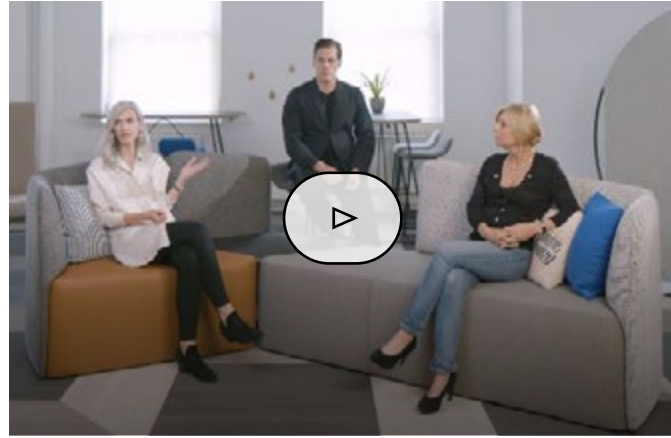


# Knowledge Sharing



### Client Story: Fenwick & West

In an effort to create a more collaborative and flexible work environment, Fenwick & West turned the traditional law office on its head and created a space designed to inspire.



### Design Origin: Townhall Collection

Visiting many different corporations across the country opened our eyes to the true usage of townhalls.

### Additional Resources:

[The Four Keys to a Successful Workplace →](#)

[Practicing Resilience in Uncertain Times →](#)

[Work Postures: Relaxed & Engaged →](#)

[Sustainability at Allsteel →](#)

[Virtual Tour: Allsteel Chicago Showroom →](#)

[Social Collaborative Inspiration →](#)

# Fenwick & West

Legal | New York, NY



“Fenwick’s culture is all about movement; all about well-being, and one of the things we’ve done is convert all workstations into sit-stand desks.”

### Elvira Gershengorn

Senior Project Interior Designer for Huntsman Architectural Group

The Flatiron District in New York, is one of the most recognizable and beloved sites on Manhattan, so when law firm Fenwick & West moved to their new office in the heart of the neighborhood, they wanted to celebrate the special location.

As attorneys, privacy was essential, but that didn’t stop the Fenwick team from embracing collaborative environments that could be easily changed to accommodate the company’s immediate needs. With a design outside the stuffy stereotype of what a law office should look like, they wanted wide, openspace and green pops of color that reminds the user of Madison Square Park located right outside the office walls.

[Learn More →](#)



# Smarter Solo Environments

Real Estate is usually the firm's highest expense after salaries and can represent 4% to 14% of gross revenue.

## Industry Trends

Traditional law offices with corner executive suites no longer reflect how firms are practicing, nor the need to find new efficiencies.

- New technology has emerged, transforming the ways in which we live and work
- More offices are accepting and encouraging Work From Home practices
- Less work is happening in confidential silos

Needs in the support areas of law are changing.

- Firms no longer need large traditional law libraries
- The amount of paper filing required at law offices has reduced significantly and discovery is becoming more electronic
- Shared areas where team members can work "alone together" are becoming more desirable





## Make Private Offices Work Hard

Three-for-one functionality.

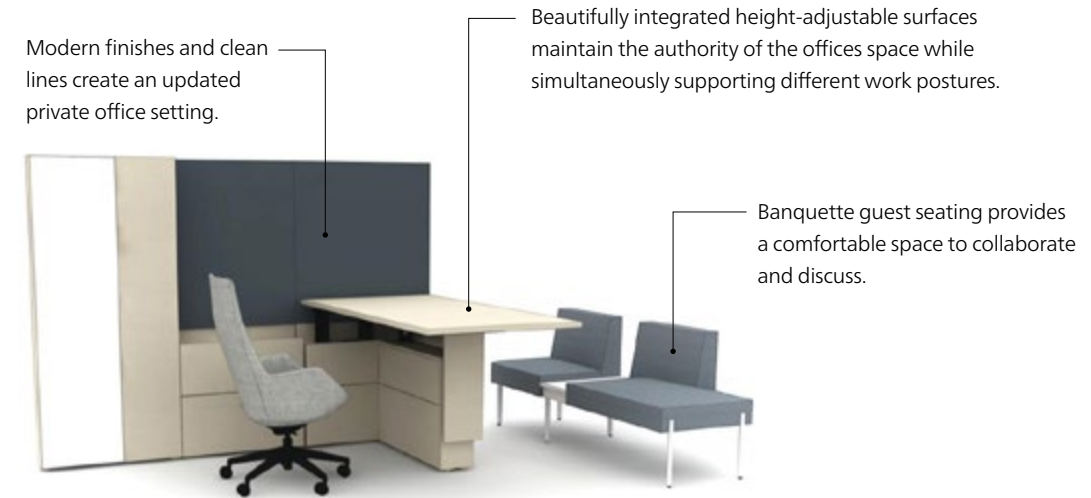


Attorneys need physical places to concentrate, collaborate and brainstorm with their teams, but traditional private office layouts don't necessarily support these needs effectively nor support optimal team efficiency. New ways of working are creating opportunities to leverage space in new and creative ways.

Shifting to smaller, more uniform offices with layouts that effectively support a range of work modes will enable a legal team to leverage the most effective space for the task at hand. By reimagining what a private office needs to support, it can be used more frequently throughout the day; and supplemented, when needed, with new areas for internal meetings or activities.



An ideal private office space allows for heads down work, quick collaborative team discussions, and quiet space for impromptu privileged discussions with clients.



↓  
Jetty:Mod,  
Retreat & Silea



↓  
Credentials,  
Avoca & Savor



↓  
Silea

Shared collaboration is supported by a small-scale table set between the two solo spaces. Varied storage options create space for all items a user may want to store.



↓  
Approach

Low-profile glass enclosure creates separation from the open environment while still allowing connectivity to nearby team members. Integrated height-adjustable desking creates a flexible working space in a small footprint.





## Trading Status for Elegant Function

### Questions to Consider:

Are you moving toward fewer, more consistent office sizes that can support a range of activities?

What are the possible use cases and technology requirements private offices should be able to effectively support – i.e., do you see clients in attorney offices or only in client-facing meeting spaces?

Are you prepared to enable others – within a given practice area – to use unoccupied offices?

### Key Takeaways:

Design the office to be both space efficient and adaptable: able to support a range of solo and collaborative activities in a small footprint.

Choose furniture components that can do more than one thing and be easily repurposed by their user.

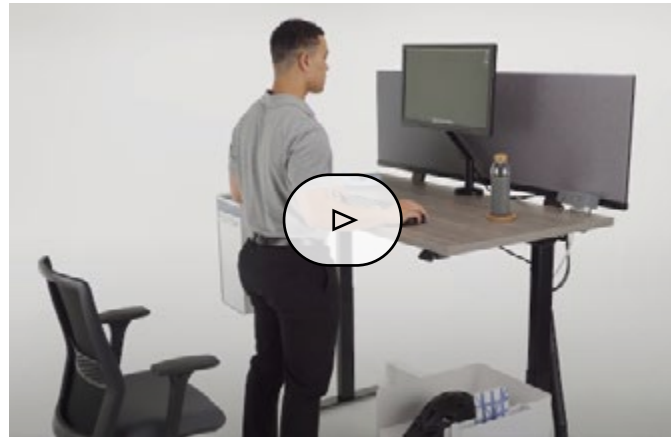


# Knowledge Sharing



### Micro-Offices: Creating Agile Spaces

The micro-office provides a space for individuals to have control over interruption. The ability to close a door and signal to others that you aren't to be disturbed.



### Office Ergonomics: Steps for Proper Adjustments

A recent office transformation is now getting teams to work together and be more collaborative while also attracting and retaining talent and clients.

### Additional Resources:

[The Transition from Closed Offices to Open Plan →](#)

[Moving Out of Private Offices →](#)

[Mobility: What Does it Mean for Your Organization? →](#)

[In Defense of the Office Chair →](#)

[Private Offices Idea Starters →](#)

## Burch & Cracchiolo

Legal | Denver, CO



“It was unusual to see such a large group of people come together and work in sync with a common purpose.”

—  
**David Villadolid**  
Partner, Burch & Cracchiolo

For 35 years, law firm Burch & Cracchiolo, operated out of their two-story office building, designed and built for how they were working at that time, which included a large library in the middle, file rooms, and one secretary desk for every attorney office. But as things changed and evolved in the way they were working, Burch & Cracchiolo began ruminating on two goals: make the space more efficient by bringing all of the employees on to one floor, and create an office space that provided a light and open environment.

Immediately, Burch & Cracchiolo brought in commercial real estate firm Savills to strategize on whether their existing facility could meet the company's goals or if a new location was necessary. After months of deliberating, it was decided to find a new location and collaborate on the project with interior architecture firm McCarthy Nordburg and furniture dealer Forward Tilt.

[Learn More →](#)



# Connecting & Collaborating in New Ways

## Industry Trends

COVID-19 has forced us work differently – but also given us the opportunity to reimagine how where and how we work in the future.

- Safe collaboration needs to be prioritized
- Needs/safety recommendations may change over time and require different support
- More colleagues are working from home and often need to be included in conversations/collaboration
- Working remotely can feel isolating and make it harder to communicate effectively with fellow team members

Collaboration is most successful when space is optimized for the task.

- Areas without technology are less often used
- If there isn't enough space for teams to work together safely they will not be used
- Adaptable spaces for group work enable users to rearrange them to meet their needs

Coming together in the office post-pandemic may no longer be an everyday occurrence.

- Over 50% of lawyers report telecommuting, most commonly working from home to accommodate scheduling and other challenges
- Office space is shifting to be an inspiring place for teams to come together to collaborate







## Equitable Collaboration

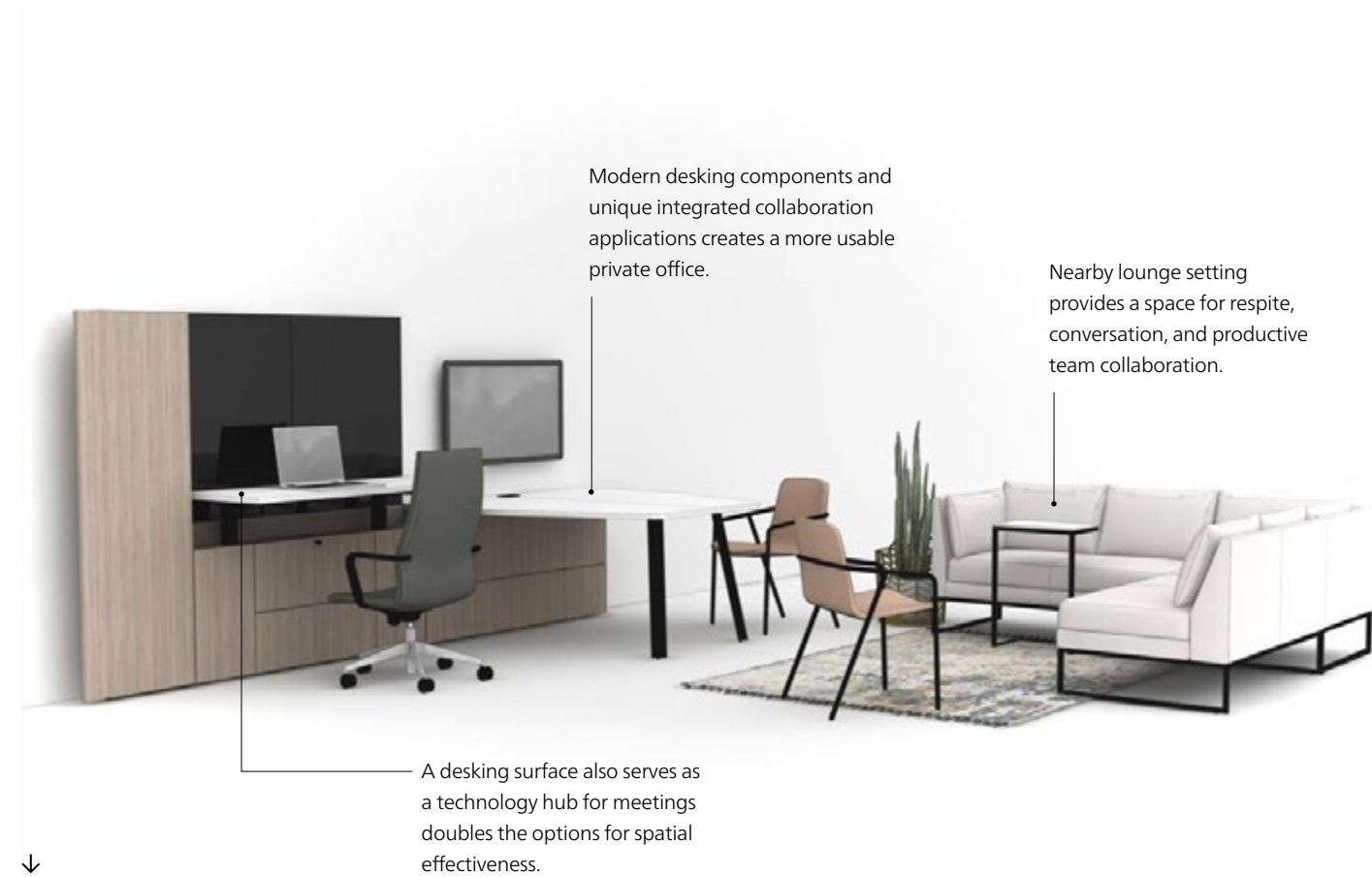
Making the most of space and technology.

Effective workspaces will enable seamless, equitable collaboration between those working from both the office and home; and allowing in-office employees to use spaces and their furnishings as tools to create safe environments. Collaboration spaces will incorporate elements that are easy to move and reconfigure, such as rolling whiteboards and easy-to-move seating and tables. Screens for sharing content or video calls with remote workers will connect them to their colleagues and the culture that inspires them. While COVID has left us with a lot of questions about this “new normal,” teams that adapt new ways to continue collaborating together will be the most successful.





Technology enables us to work from anywhere, and to work together as much as we need to. Successful organizations find ways to leverage collaborative environments and technology tools regardless of where team members are physically.



↓  
Calm & Silea Smart Storage



↓  
Briefing Collaborative



Continental-height conference table sits lower than a standard-height and supports more personal connections amongst collaborators.

↓  
Clarity, Park & Structure



Round conference setting places all users on an equal level and encourages thoughtful exchange.

↓  
Briefing & Genesee





## Delivering Great User Experiences

### Questions to Consider:

What range of space types/sizes or their provisions are needed to support the range of activities that groups do together?

How might technology be deployed and protocols created to deliver an equitable experience to the folks in the room and to those on the other end of video conference?

What technologies are needed to optimize synchronous and asynchronous communications, coordination, knowledge sharing and the more creativity-required forms of collaboration?

### Key Takeaways:

Group work can take many forms and therefore have a range of requirements. A robust needs analysis process can uncover the most likely and the most business-critical, so spaces optimize those activities.

Designing such spaces with built in adaptability can expand a space's "use cases" and give users options to adjust the space to their particular of-the-moment needs.

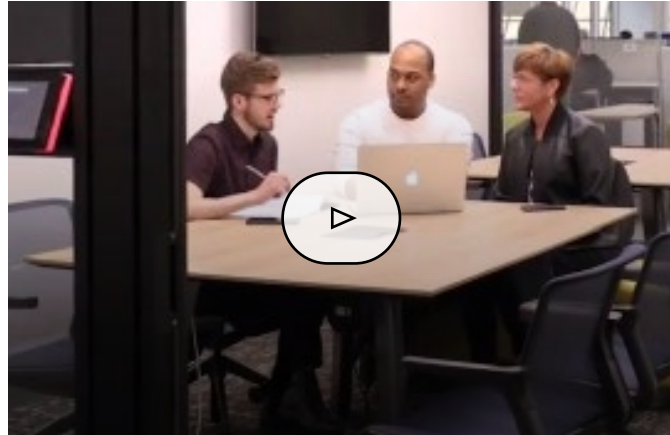
Given the high likelihood of collaborative activities between in-person and remote participants, efforts must be made to make their experiences as equitable as possible.

New technologies may be needed to augment current methods for synchronous and asynchronous communications and interactions.





# Knowledge Sharing



### Client Story: Collaboration Inspired

A recent office transformation is now getting teams to work together and be more collaborative while also attracting and retaining talent and clients.



### Animation: Recharge All Day Café

Recharge can be easily arranged into a diverse array of solo, team, and common applications, complemented by thoughtfully designed details to promote worker choice, autonomy, and collaboration.

### Additional Resources:

[The Challenges of Virtual Teams →](#)

[Working from Home – Making it Work →](#)

[So Technology is Driving Change – Who Knew? →](#)

[Covid-19 Adds Another Dimension – Technology in the Workplace →](#)

[Worker Effectiveness and the Role of Place →](#)

[What is Work Geometry? →](#)

### CLIENT STORY

# Baker McKenzie

Legal | Toronto, ON



“Baker McKenzie wanted to align their workspace with those that their clients were already familiar with, so more open, more collaborative [workspaces].”

### Natalia Sametz

Interior Designer, LDB

While much of the conversation around open-office arrangements center on the technology industry, the impact of the collaborative workplace is felt within more traditional offices as well. Such was the case for Baker McKenzie’s Toronto-based law office. Specializing in areas that include data and technology, environment and climate change, intellectual property, and antitrust and competition, they wanted to add a third floor to their office which would mimic the work environment of their clientele, thus the renovation of the 27th floor in their building.

The ‘Innovation Hub’ was created to support the type of work they wanted to promote on this new floor. Instead of the traditional rows of closed-door office spaces around the periphery that is often seen in law offices, the Innovation Hub centers the private offices while providing an open-office floor plate, additional video conferencing rooms, and two privacy telephone booths. “It was the complete opposite to what their other two floors are like,” explained Lucia De Biasio, Principal at LDB Design Inc.

[Learn More →](#)



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