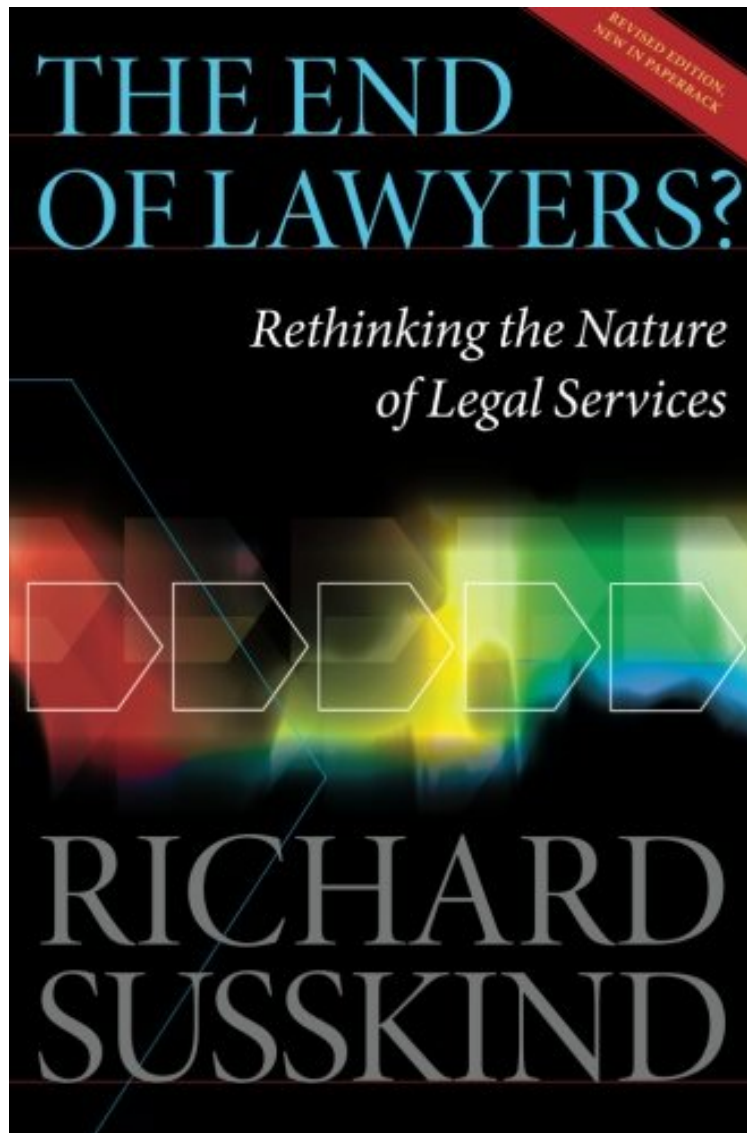


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## The End of Lawyers?: Rethinking the nature of legal services

*Richard Susskind OBE*  
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features.0 of 0 people found the following review helpful. An interesting book I would say. The title of ...By CarolineAn interesting book I would say. The title of the book "the end of lawyers" at first had me a little shook, by after looking at it from both angles and realizing how the Internet and IT is changing the world around us he does have a point on the possibilities that should be "Explore" in this necessary craft "lawyering".8 of 9 people found the following review helpful. The End of Lawyers? Rethinking the Nature of Legal ServicesBy Michael A. LoduhaThe experience base underlying my comments are as a recovering attorney who has served as a practice development consultant to law firms around the United States. These comments are primarily directed to those who are invested in, depending on your point of view, the legal industry or profession.First the good news. Before reading Susskind's work, you'll need three packs of sticky notes in different colors. Use one color to mark the things that you already agree with, another for the things you disagree with and the third - the big pack - for the new ideas you hadn't considered before. Since tradition is only helpful to the extent the future will be like the past, it is not so much in his specific predictions that Susskind's work benefits the legal community as much as the fact that he makes the velocity of change undeniable.The metaphorical image of lawyers Susskind paints is a bunch of guys in `bespoke' suites, standing on a beach toward which a huge wave is approaching, arguing with each other who will bear legal liability for the tsunami. Those who value the profession and their role in it will heed the warning and move to the high ground. These will be those who recognize that the legal profession is the servant of society - not the repository of its order or wisdom.In `minding the gap' between consultant speak and difference between theory and practice, the footnotes alone - most of which are web sites exemplifying what he's discussing, are worth the price of the book. The author would have earned more money from this work if he had simply asked the readers to send him a dollar every time they looked followed up on a footnote and said to themselves `now I see what he's talking about'.The bad news is that the author's experience clearly focuses this book on the net sum of his professional experience, which, apparently, is serving the largest `white shoe' firms in Great Britain. Since, using economic terminology, the law is a `lagging phenomena' - this exacerbates the differences in `legal culture' between us. The significance of this is inversely proportional to the `listening skills' of the reader. To the extent that most lawyers spend the time they're not talking thinking up what they're going to say next - this is a problem.Overall, the book gets a thumbs up. The author does American lawyers the favor of not only saying that changes are coming but outlines some specifics as to what those changes might be. Getting to higher ground in time is up to each individual and firm.

This widely acclaimed legal bestseller has provoked a tidal wave of debate within the legal profession, being hailed as an inspiration by some and as heresy by others. Susskind lays down a challenge to all lawyers, and indeed all those in a professional service environment. He urges them to ask themselves, with their hands on their hearts, what elements of their current workload could be undertaken differently - more quickly, cheaply, efficiently, or to a higher quality - using alternative methods of working. The challenge for legal readers is to identify their distinctive skills and talents, the capabilities that they possess that cannot, crudely, be replaced by advanced systems or by less costly workers supported by technology or standard processes, or by lay people armed with online self-help tools. In the extended new preface to this revised paperback edition, Richard Susskind updates his views on legal process outsourcing, courtroom technology, access to justice, e-learning for lawyers, and the impact of the recession on the practice of law. He analyzes the four main pressures that lawyers now face (to charge less, to work differently, to embrace technology, and to deregulate), and reveals common fallacies associated with each. And, in an entirely new line of thinking, Susskind argues that law firms and in-house departments will have four business models from which to choose in the future, and he provides some new tools and techniques to help lawyers plan for their future.Susskind argues that the market is increasingly unlikely to tolerate expensive lawyers for tasks (guiding, advising, drafting, researching, problem-solving, and more) that can equally or better be discharged, directly or indirectly, by smart systems and processes. It follows, the book claims, that the jobs of many traditional lawyers will be substantially eroded and often eliminated. Two forces propel the legal profession towards this scenario: a market pull towards commoditisation and a pervasive development and uptake of information technology. At the same time, the book foresees new law jobs emerging which may be highly rewarding, even if very different from those of today. The End of Lawyers represents a compelling vision of the future of the legal profession and a must-read for all lawyers. Indeed this book should be read by all those whose work touches on the law, and it offers much food for thought for anyone working in a professional environment.

"The End of Lawyers? is a road map to the archipelago of legal innovation already emerging all around us. Ignore it at your peril." --American Lawyer "This book should be compulsory reading for all who care about the future of the law." --Mark Harding, Group General Counsel, Barclays "This book has already played a major role in reshaping the debate over the profession's future. The tremendous changes in the attitudes and practices of clients and lawyers in just the short time between its original publication and the appearance of this new edition underscores that practitioners ignore Susskind's thorough and nuanced arguments at their peril." --Professor David B. Wilkins, Vice Dean for Global Initiatives on the Legal Profession, Harvard Law School "Whether lawyer, teacher, law student, judge, arbitrator,

mediator, client or entrepreneur, disregard of this new exposition is fraught with peril. The newly added analytical framework and tools provide those with the courage to embrace change with both incentive and fortitude to do so and to act quickly." --Jeffrey W. Carr, General Counsel, FMC Technologies Inc "This book paints a scary future. But as a call to arms, to embrace the future, it lays down a challenge for lawyers everywhere for we have no birthright, no power to avoid development, to 'freeze the frame'." --Stuart Popham, Senior Partner, Clifford Chance "Richard Susskind's predictions of 1996, in *The Future of Law*, can now be seen to be coming to pass. I am confident that those in this new work, where he looks even further into the future, will likewise come to pass, given the extraordinary depth of knowledge, analysis and reasoning he has brought to bear and which this book demonstrates on every page." --Lord Saville of Newdigate, Justice of the Supreme Court of the UK "Anyone who wishes to understand where the profession has been and where it is going should read this book." --Jonathan Groner, freelance legal writer and PR consultant, Washington, DC

About the Author Richard Susskind is an author, speaker, and independent adviser to international professional firms and national governments. His views on the future of legal service have influenced a generation of lawyers around the world. He has written numerous books, including *The Future of Law* (Oxford, 1996) and *Transforming the Law* (Oxford, 2000), and has been a regular columnist at *The Times*. He has been invited to lecture in over 40 countries, and has addressed legal audiences (in person and electronically), numbering more than 200,000. Richard is Honorary and Emeritus Law Professor at Gresham College, London, Visiting Professor in Internet Studies at the Oxford Internet Institute, Oxford University, and IT adviser to the Lord Chief Justice of England and Wales. He holds a doctorate in law from Balliol College, Oxford, and is a Fellow of the British Computer Society and of the Royal Society of Edinburgh. He was awarded an OBE in 2000 for services to IT in the Law and to the Administration of Justice.