



**PerformLaw**  
Do Law Firm Management Right!

THE LAW FIRM

# The Employee Experience



# What is the Employee Experience?

# The Employee Experience

the accumulation of encounters and associated feelings  
an employee has influencing their overall perception  
of the organization in which they are employed.





# Why is the Employee Experience Important?

- Employee experience influences employee choices and behaviors that can positively or negatively impact a firm's success.
- Building a workplace where people WANT to be is a competitive advantage.

# Why Invest in the Employee Experience?

*When team players have positive experiences with the organization everyone benefits.*



Increased  
Productivity



Strengthened  
Connection &  
Commitment



Less  
Turn Over



Higher  
Profits



Better Client  
Service







# What Makes a Great Employee Experience?

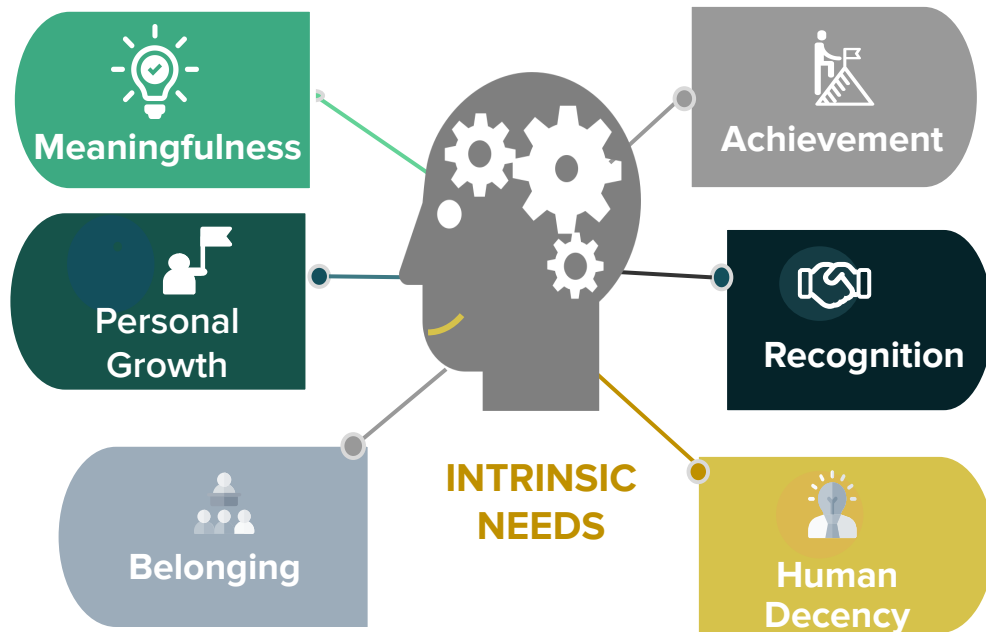
# Meeting Fundamental Needs

The needs that convince employees to show up.



# Meeting Intrinsic Needs

The needs that keep employees engaged, motivated, and willing to work for the firm.





# Creating a Culture of Care

- The firm's genuine interest in the overall well-being of its employees
- Ensures employees feel valued and passionate about their work
- Gives the firm a competitive advantage.
- Builds long term value
- Builds company brand





How Can Our  
Firm Improve  
the  
Employee  
Experience?

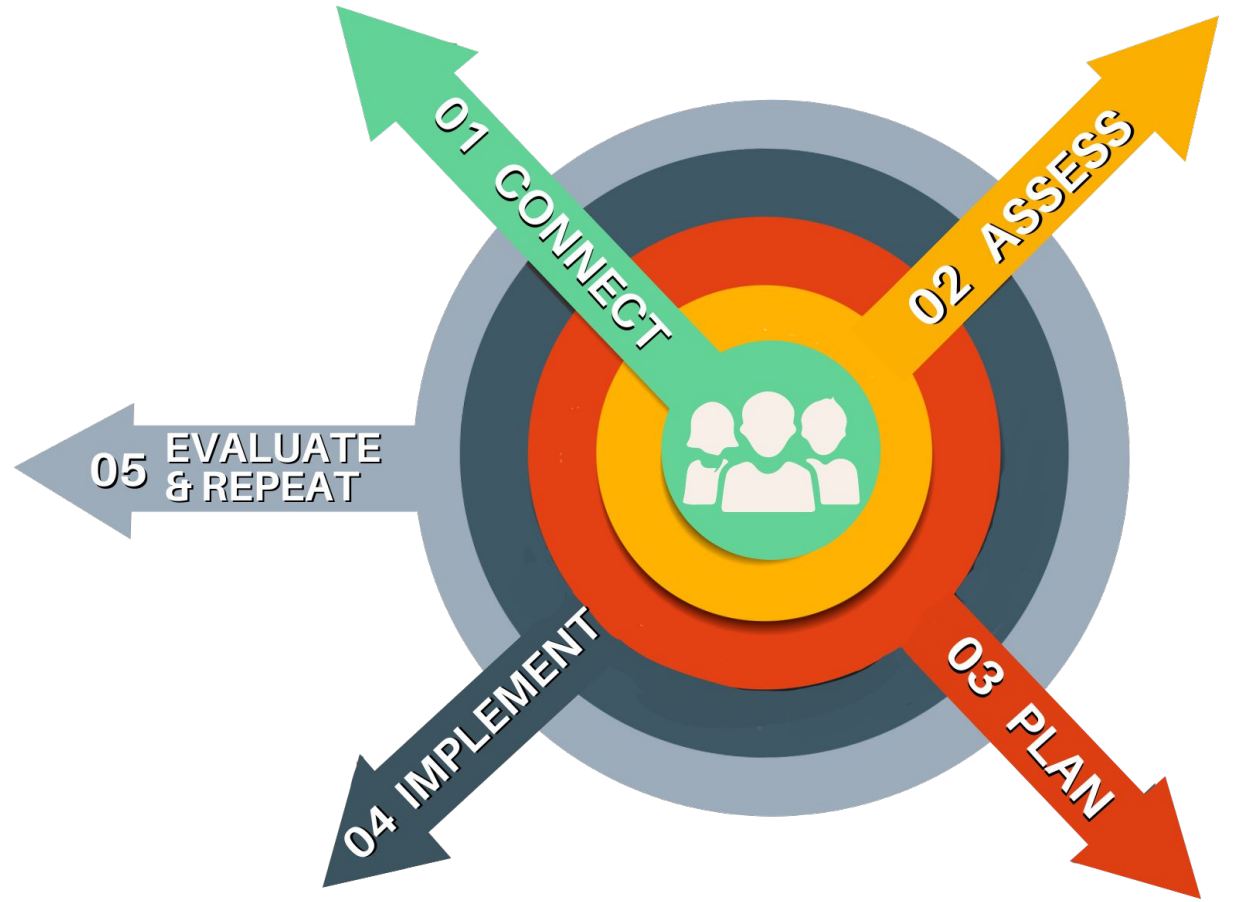
# Opportunities for Firm Leaders

- Initiate Supportive Management
- Stimulate authentic connection between employees and the firm
  - **Cultural Drivers**
- Give employees opportunities to be
  - **Innovative**
  - **Autonomous**
  - **Authentic**
  - **Trained**



# 5 STEPS

TO IMPROVE  
YOUR FIRM'S  
EMPLOYEE  
EXPERIENCE

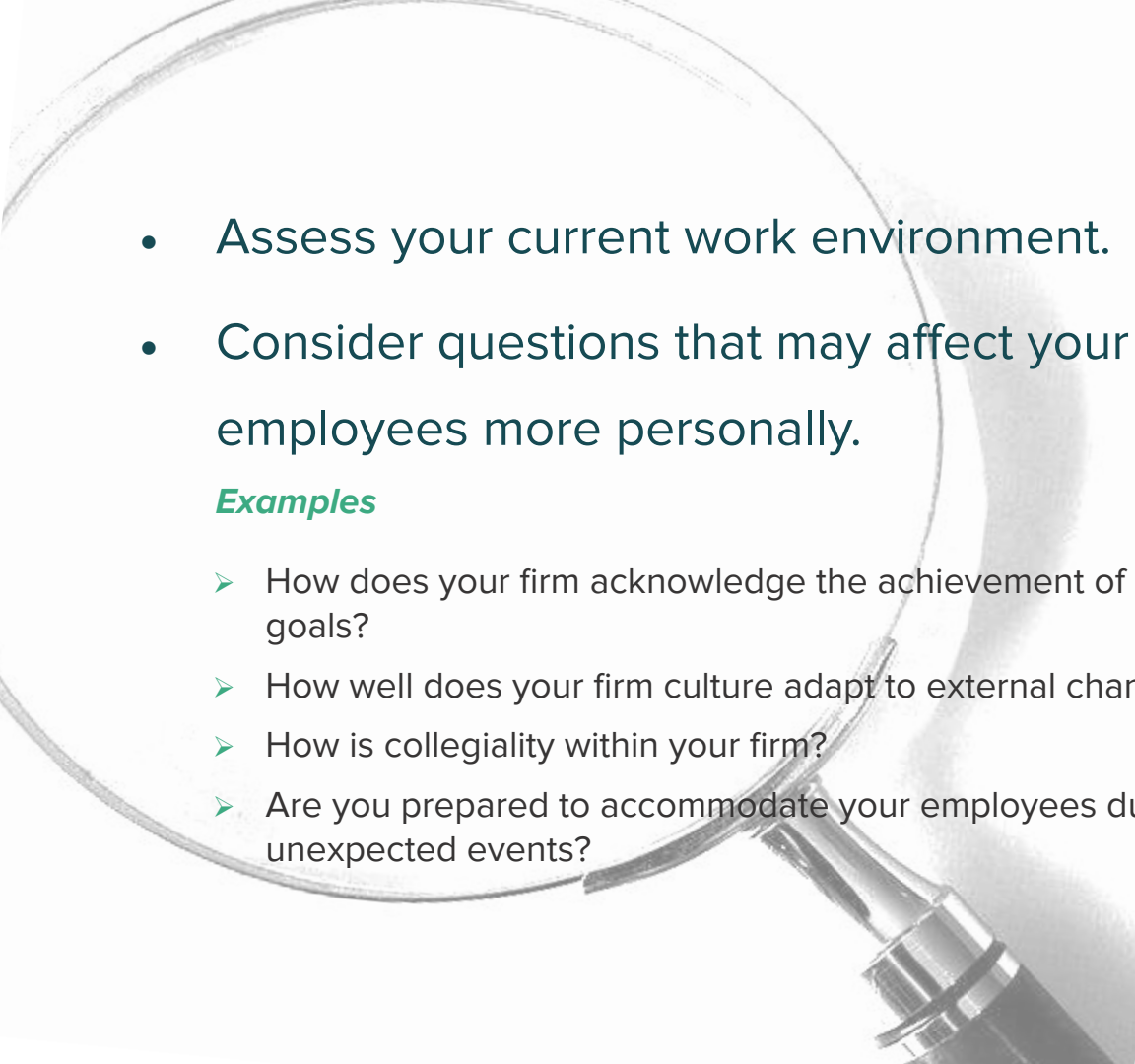


01

# CONNECT

- Determine the firm's goals for building an employee experience
- Consider the best ways to develop a culture that helps employees to
  - Meet the firm's goals
  - Build individual character
  - Develop professionally
  - Have an enriched lifestyle



- 
- Assess your current work environment.
  - Consider questions that may affect your employees more personally.

*Examples*

- How does your firm acknowledge the achievement of goals?
- How well does your firm culture adapt to external change?
- How is collegiality within your firm?
- Are you prepared to accommodate your employees during unexpected events?

02

**ASSESS**



# 03 PLAN



A hand is shown holding a glowing, rounded rectangular button with the word "START" in white capital letters. The background is a blurred image of a person's face and hand.

**START**

- Implement the plan.
- Document and track progress.
- Note your successes and concerns
- Equip your firm with professional organizational development guidance.

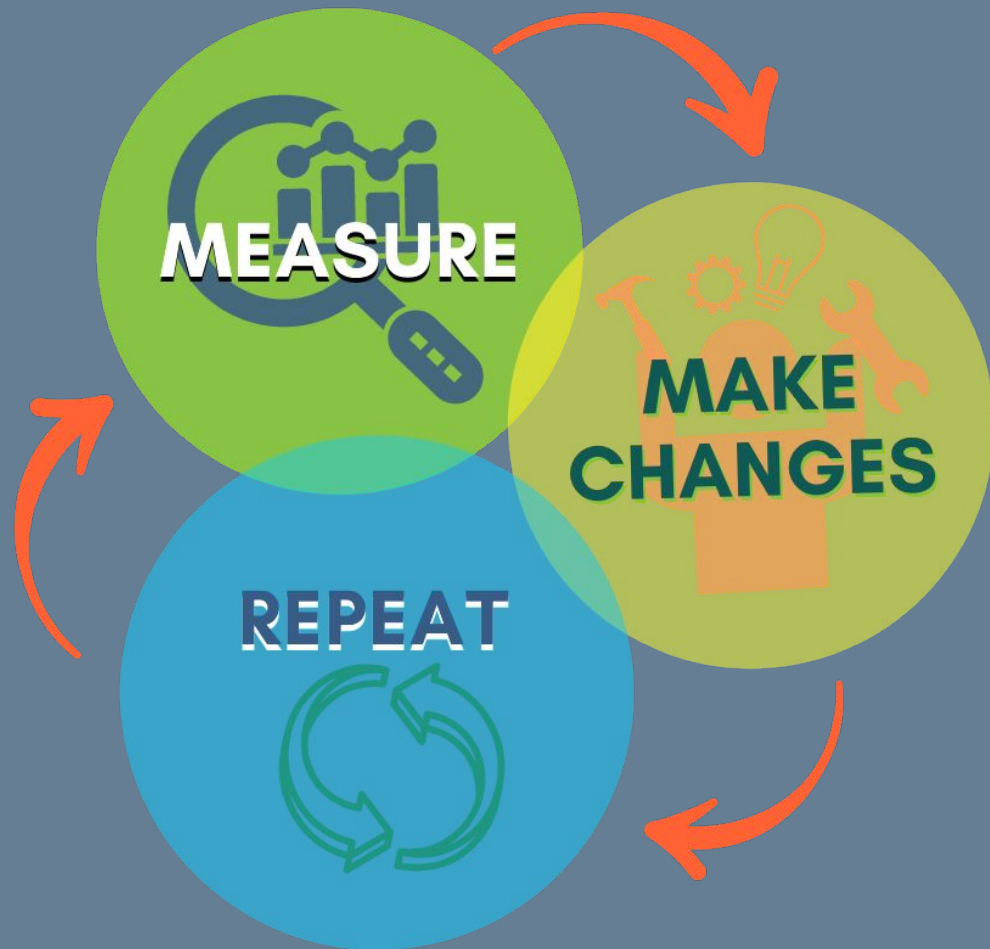
**04**

**IMPLEMENT**



05

# EVALUATE & REPEAT





- A positive employee experience benefits *everyone* in the firm.
- A firm that doesn't focus on developing a positive employee experience risks losing vital talent.
- A firm that chooses to invest in their people and establish authenticity is one that chooses to build an organization. This is a huge competitive advantage

# Next Steps

- Understand the factors that underlie a positive employee experience.
- Get the pulse of your firm by obtaining feedback through employee surveys
- Develop a customized Attorney Relationship Management System (ARMS) to improve the inner workings of your firm
- Contact PerformLaw to learn more about building out a plan to cultivate a positive employee experience







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