



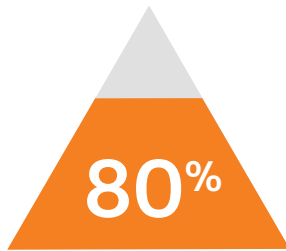
The Modern Law Department: Key Competencies of the Successful In-House Counsel

SOURCE: Runyon, Natalie, and Carrel, Allyson, "Adapting for 21st Century Success: The Delta Lawyer Competency Model" white paper, Thomson Reuters: September 2019.

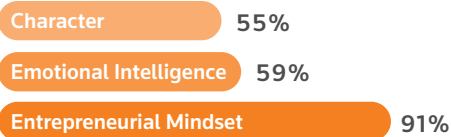


PERSONAL EFFECTIVENESS

80% of surveyed participants found that Personal Effectiveness was an important skill for client satisfaction.



TOP THREE COMPETENCIES

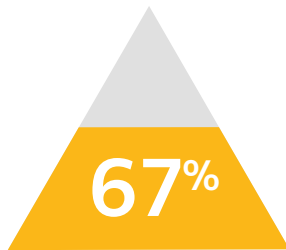


TOP THREE ATTRIBUTES

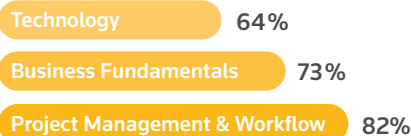


BUSINESS & OPERATIONS

67% of surveyed participants agreed that Business & Operations was an important category for client satisfaction.

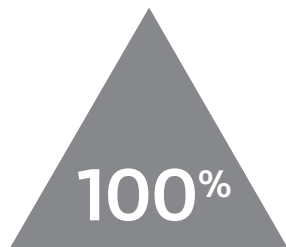


TOP THREE COMPETENCIES



THE LAW

Most of the participants indicated that The Law remains the most important category for the successful 21st century lawyer.



TOP RANKED LEGAL ATTRIBUTES

