



LEGAL LEAN SIGMA®
INSTITUTE

Module 3B

Design Thinking

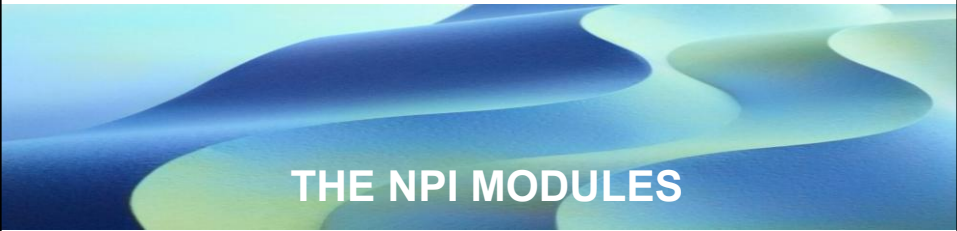
SCGLEGAL®
A WORLDWIDE NETWORK OF LEADING LAW FIRMS

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THE NPI MODULES

INTRODUCTIONS & BUILDING
A STRONG FOUNDATION

LEADERSHIP &
COMMUNICATION

PRACTICE MANAGEMENT &
PROCESS IMPROVEMENT

PLANNING FOR SUCCESS



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Innovation is crucial for the legal industry

Future Ready Lawyer surveys from Wolters Kluwer
shows trends for legal professionals

**Technology is a
driving force**

**Coping with an
increased volume and
complexity of
information**

**Emphasis on
improved efficiency
and productivity**

**Clients' expectations
have changed**

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Today's Program

- Introduction to Design Thinking
- How is it used in the legal industry?
- Combining PI, PM and DT for the win-win

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Today's Program



LEARN

Legal Design Thinking
(DT)



CHALLENGE YOUR THINKING

Designer's Mindset
Collaboration
Technology +
Innovation



EXPLORE

Integrate DT, PI, and
PM into your legal work
right away to improve
speed, quality, budget
predictability, and
experience

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Today's Program

- Introduction to Design Thinking
- How is it used in the legal industry?
- Combining PI, PM and DT for the win-win

Today's Program



LEARN

Legal Design Thinking
(DT)



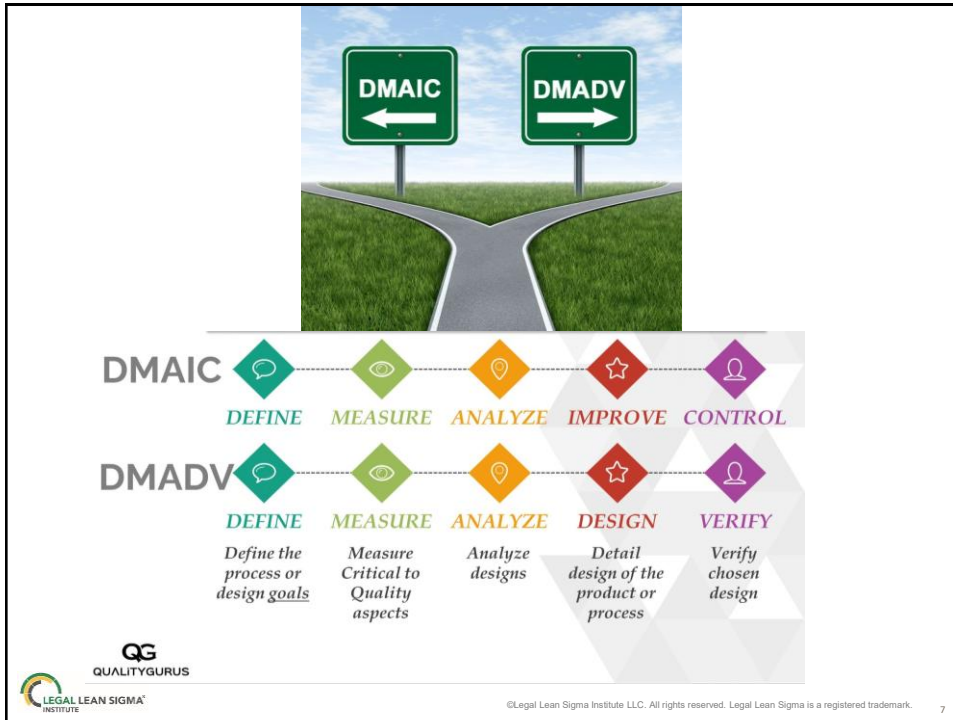
**CHALLENGE
YOUR THINKING**
Designer's Mindset
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Innovation



EXPLORE

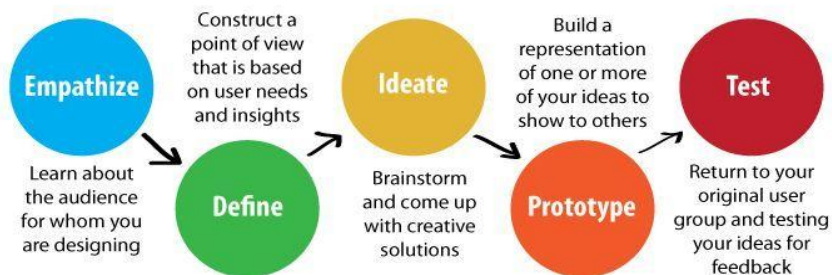
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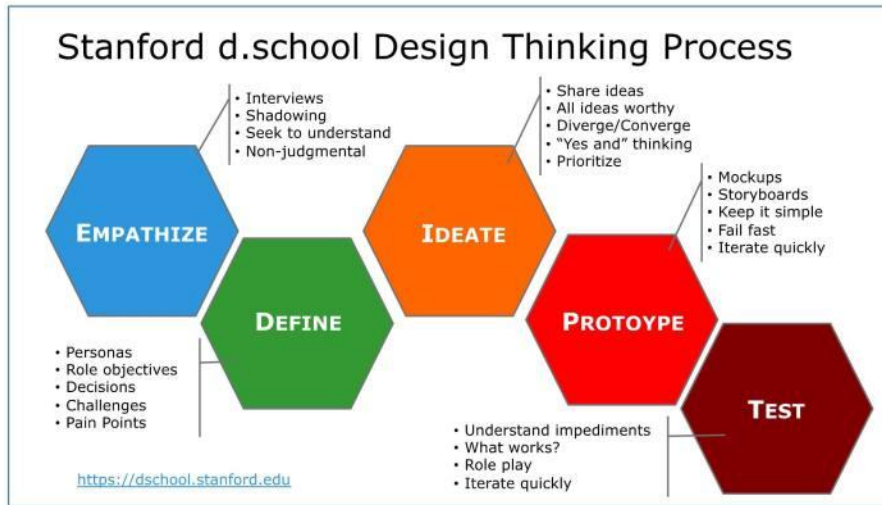
The Process of Design Thinking



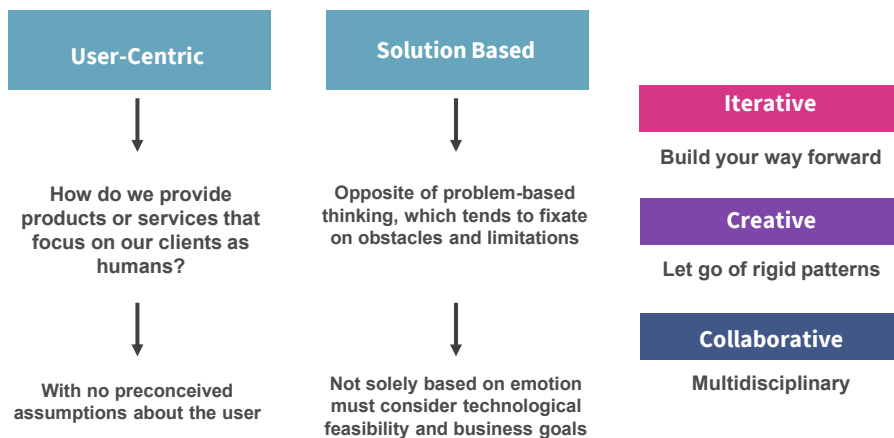
<http://www.kowork.net/wp-content/uploads/DesignThinking.jpg>

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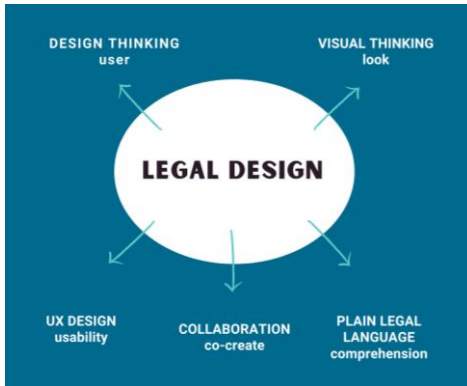
Stanford's Design Thinking



The Basics



Focus of Legal Design: PEOPLE



DW Legal Design was introduced by Margaret Hagan (Executive Director, Legal Design Lab, Stanford Institute of Design (d.school)).

LAW BY DESIGN
is a LENS THAT
PUTS THE FOCUS OF
LAW ON
INNOVATING, TESTING,
AND BUILDING SYSTEMS
THAT SERVE THE
AGENCY OF PEOPLE
INVOLVED IN THEM.

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LD challenges nearly everything we've learned...

Strong emphasis on brainstorming, collaboration, prototyping, and developing solutions.

Requires lawyers to take a step back from complex legal jargon and processes that are difficult to understand for the users (clients, public, lawyers, students, society and its systems, institutions).

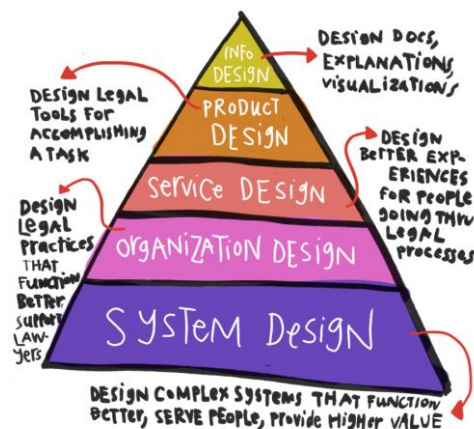
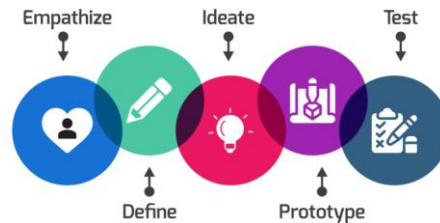


Image Source: Law by Design

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Why Choose Legal Design?

- A disciplined way to introduce creative solutions to the challenges we face in law
- Maintains a business focus as well as a human-centered one
- Ensures the product, information and/or service is compliant with the law while focusing on the user's needs and desires



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Poor Design is EVERYWHERE in LAW!

- paid by you for the applicable software.
- c) **Exclusion of Warranty:** THE ABOVE LIMITED WARRANTY WILL NOT APPLY IF: (i) THE SOFTWARE IS NOT USED IN ACCORDANCE WITH THIS AGREEMENT OR THE DOCUMENTATION, (ii) THE SOFTWARE OR ANY PART THEREOF HAS BEEN MODIFIED BY ANY ENTITY OTHER THAN MCAFEE OR (iii) A MALFUNCTION IN THE SOFTWARE HAS BEEN CAUSED BY ANY EQUIPMENT OR SOFTWARE NOT SUPPLIED BY MCAFEE.
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Using DT to Improve Client Service

- First significant examples of DT being applied to the commercial legal sector: lawyers at the Australian telco company Telstra used design-thinking to improve their service to the business
- Since 2020, many big law firms now employ legal designers on staff.
- Some, such as Linklaters, offer design-thinking training to all their lawyers to encourage more client-centric mindsets.
- Others including Australia-based Gilbert & Tobin, which advises Telstra, have embedded the methodology in everything they do. “It is so standard for us now,” says Caryn Sandler, the firm’s innovation chief, “that we don’t even label it.”



<https://www.ft.com/content/25480beb-0e15-41e9-b2f4-1fa84302308c>

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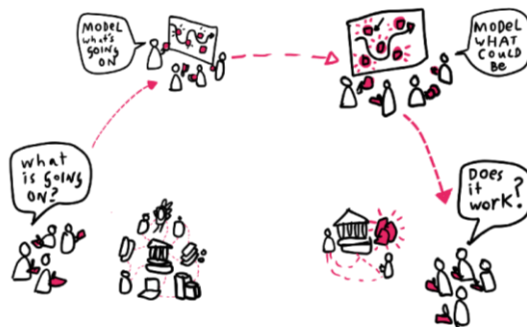
Legal Design Mapping

“We map out the current status-quo, and note where there are interactions, where there are failures, where there are opportunities.

By documenting “what-is” — all the people, props, interactions, and rules — we can spot better “what-could-be.”

—Margaret Hagan

A Service Design Approach to the Legal System



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Eviction Summons BEFORE

Image Source: Legal Tech Design
Margaret Hagan, Legal Design Lab

Eviction Summons AFTER

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NEW Document

When and how we collect data Am I Included?

We collect data from people browsing our website, customers of Juro and people who view / sign contracts through Juro, when...

DATA YOU GIVE

- You browse any page of our website
- You request a demo of Juro
- We call you
- You use the Juro contract management service
- You receive transactional emails from us
- You view and sign contracts
- You chat with us for customer support
- You opt-in to integrations (like Slack)
- You opt-in to marketing emails
- You opt-in to us keeping in contact with you

Image Source: Legal Geek – WTF?

OLD Document

Data we collect and store

In order to deliver the Service effectively, we may store and process the following data:

- Contact data, e.g. name, address, city, postcode, telephone number, email address;
- Financial data, e.g. bank account number, sort code, credit card details, debit card details;
- Demographic data, e.g. postcode, sex or income;
- Contract data, e.g. contract templates, Q&A answers, data integrated into contracts from third party providers, contract tokens, counterparty names and email addresses, comments, activity on contracts, signatures;
- User identification data, e.g. IP address, login information, browser type and version, time zone setting, browser plug-in types, geo-location information, operating system and version; and
- User behaviour data, e.g. URL clickstreams, products/services viewed, page response times, download errors, page visit lengths, page interaction data, action-based metrics, telephone numbers used to call us.

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Juro
Your privacy at a glance

Hello, we are Juro Online Limited (known by humans as Juro). Here's a summary of how we protect your data and respect your privacy.

Types of data we collect

Tell me why

- Contact details
- Financial information
- Data from your contracts
- Data that identifies you
- Data on how you use Juro

When and how we collect data

Am I included?

We collect data from people browsing our website, customers of Juro and people who view / sign contracts through Juro, when...

DATA YOU GIVE

- You browse any page of our website
- You request a demo of Juro
- We call you
- You use Juro
- You receive emails from us
- You view and sign contracts
- You chat with us for customer support
- You connect integrations (like Slack)
- You opt-in to marketing messages

DATA WE COLLECT

How we use your data

How exactly?

- To keep Juro running
- To help us improve Juro
- To give personalised customer support
- To send you marketing messages (but only if you tell us to)

Third parties who process your data

What do they do?

The following services help us keep Juro running by storing or processing your data on our behalf:

- Infrastructure: Algolia, AWS, MongoDB
- Analytics: Google Analytics, Heap, Mixpanel, Metabase, Hotjar
- Integrations: (By your request) Salesforce, Slack, Google
- Comms: Hubspot, Intercom, Sendgrid, Sumo
- Payments: Stripe

We use cookies

How can I choose?

- We use only necessary cookies to run and improve the service
- Our third party service providers use cookies too, which they control
- You can turn off cookies but this will mean for example that we can't recognise you in in-app messaging or we can't resolve issues so efficiently

Know your rights

What can I do?

- Access information we hold on you
- Opt-out of marketing comms
- Port your data to another service
- Be forgotten by Juro
- Complain about us

If you have any concerns about your privacy at Juro, please email us at support@juro.com or hit the Intercom button to start chatting with us

[Read the full policy](#)
(no legalese, we promise)

Image Source: Juro

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Before

16 Chap. E-6 Employment Insurance Part VI

Enforcement

426. (1) An information or complaint under this Act, other than Part IV, may be laid or made by a member of the Royal Canadian Mounted Police or by a person acting for the Commission and, if the information or complaint appears to have been laid or made under this Act, other than Part IV, it is deemed to have been laid or made by a person acting for the Commission and shall not be subject to any question for lack of authority of the informant or complainant except by the Commission or by a person acting for or for Her Majesty.

Information or complaint

(2) An information or complaint about an offence under this Act, other than Part IV, may be for one or more offences and no information, complaint, request, correction or other proceeding is a prosecution under this Act, other than Part IV, if it is objectionable or insufficient because it relates to two or more offences.

Investigation

(3) An information or complaint about an offence under this Act, other than Part IV, may be heard, tried or determined by any provincial court judge, as defined in section 2 of the Criminal Code, if the accused is residing, carrying on business, bonded, apprehended or is custody within the judge's territorial jurisdiction although the matter of the information or complaint did not arise within that jurisdiction.

Commission of offence

(4) A prosecution for an offence under this Act, other than Part IV, may be commenced at any time within five years after the Commission became aware of the subject matter of the prosecution.

Confidence

(5) A document appearing to have been issued by the Commission, certifying the day on which it became aware of the subject matter of the prosecution, is admissible in evidence and shall be considered conclusive proof of that fact without proof of the signature or the official character of the person appearing to have signed the document and without any other proof.

After

2-5 1-5
Part 1 - Employment Benefits; Division 1 - Setting up a benefit period
[Definition] - Requirements for setting up a benefit period; Part 1 - extent of insurable employment required during qualifying period

Topic 1 - Hours of insurable employment required during qualifying period

What is your qualifying period?

1 Qualifying period

(1) Definition Subject to sections 4 and 5, your qualifying period is the 52 week period before:

(a) the week in which your earnings stop; or

(b) the week in which you make your application for benefits, if that week is later.

(2) Back-dating of application The Commission must back-date your application for benefits if you do all of the following:

(a) you ask that it be dated as if it were made on an earlier date;

(b) you submit your application after the day on which you met the requirements referred to in paragraphs 2(1)(a) to (c);

(c) you prove that you would have met those requirements on the earlier date;

(d) you prove that there was a good reason, that continued from the earlier date until the day on which you submitted your application, for not applying for benefits before.

4 Reducing qualifying period

(1) If previous benefit period in qualifying period If the Commission has set up a benefit period for you that begins during your qualifying period, your qualifying period is reduced so that it begins on the first day of that benefit period.

Note: see sections 12 to 15 for more on benefit periods.

(2) No extension of qualifying period If your qualifying period has been reduced, it cannot be extended under section 5.

5 Extending qualifying period

(1) If you were prevented from working in insurable employment The Commission must extend your qualifying period by the number of weeks in that period during which you prove that you did not work in insurable employment for any of the following reasons:

New Layout for Legislation in Canada

"As part of ongoing efforts to improve access to justice for Canadians, the print and PDF versions of federal legislation have been given a new appearance effective January 2016. The new layout does not change the wording or meaning of the legislation, but does make it more user-friendly and easier to read."

Government of Canada Justice Laws Website <https://laws-lois.justice.gc.ca/>

Image Source: <https://davidberman.com/>

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Bankwest (Australia)

Visual Terms and Conditions



Image Source: Bankwest (Australia)

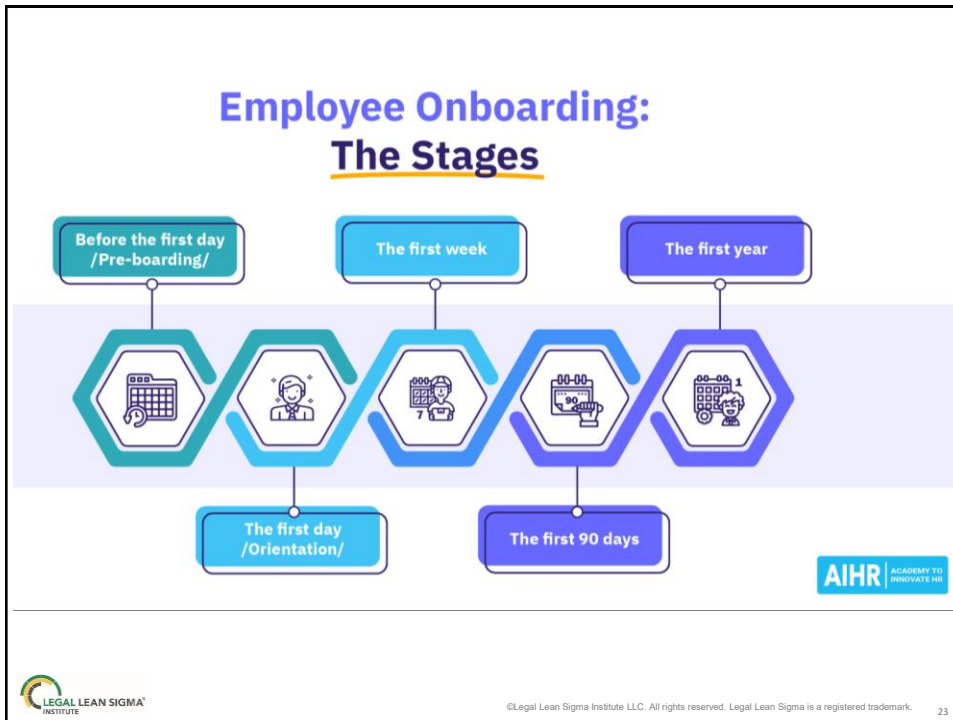
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FAI ARBITRATION FLOW CHART: The Finland Arbitration Institute (FAI), together with Dottir Attorneys (parent of Dot. Legal Design) and design agency Hellon used legal design to design and develop a solution to the challenge the FAI had encountered: how to reach their customers with information on arbitration that is easy to understand and practical.

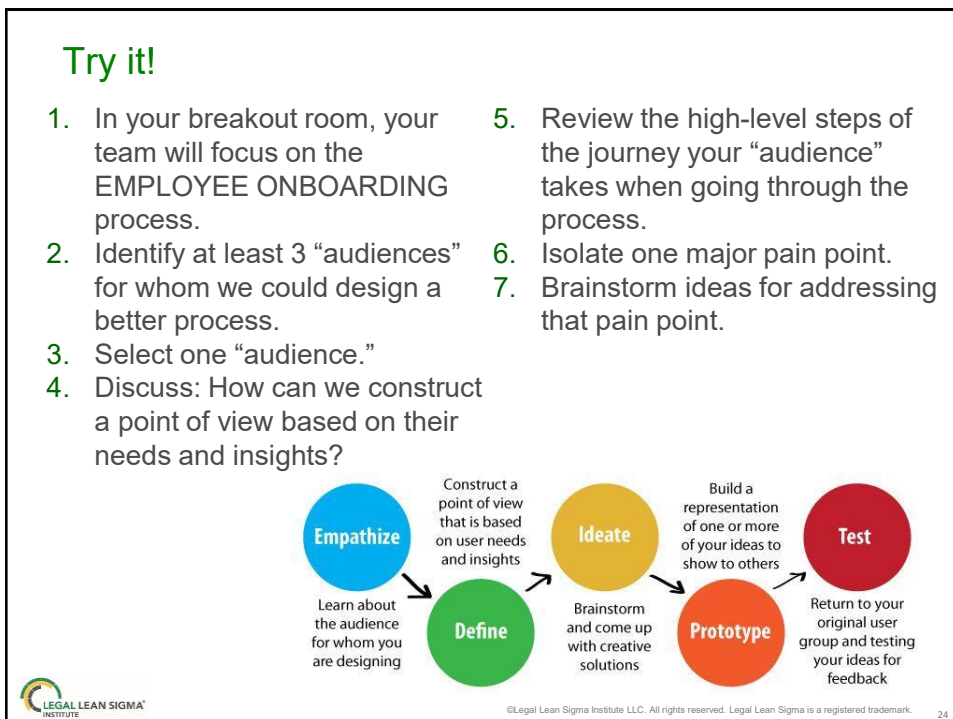
The FAI Arbitration Process



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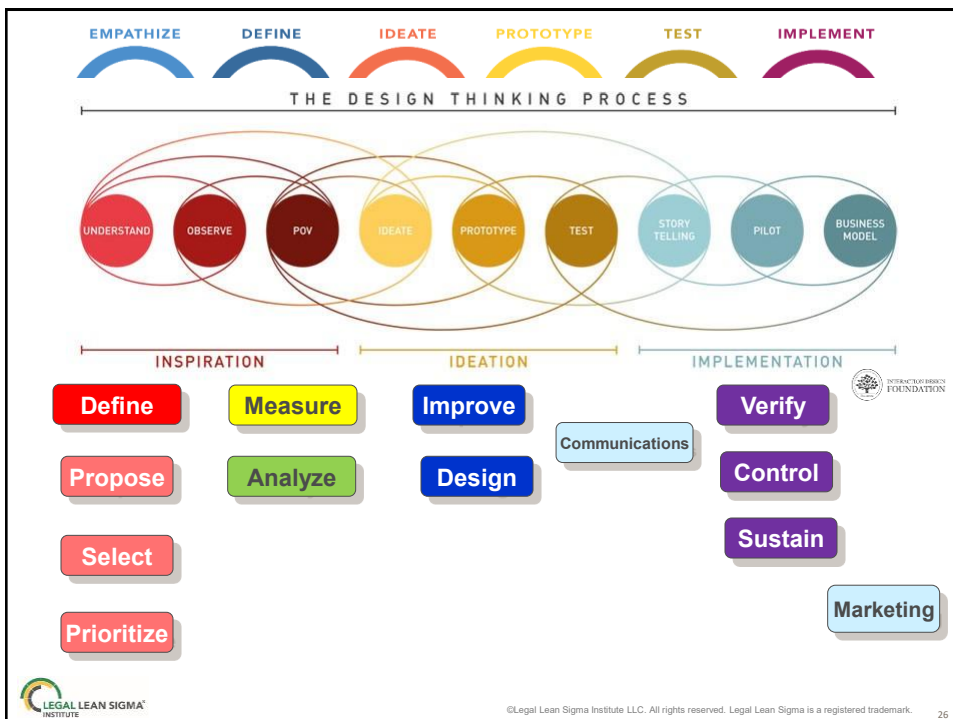


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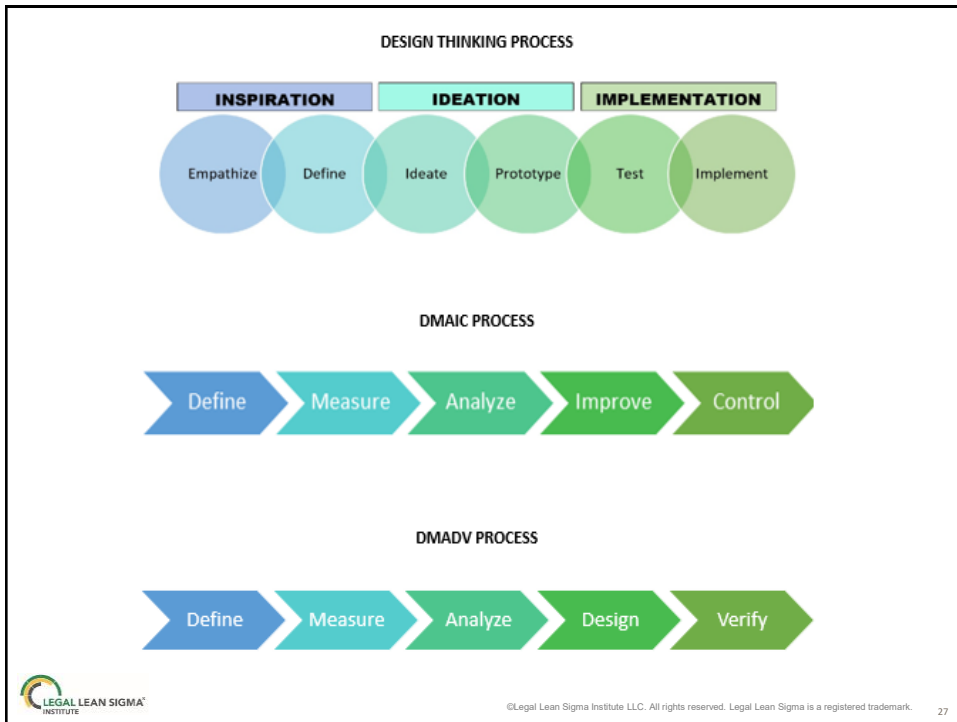
Integrating PI, PM, & DT



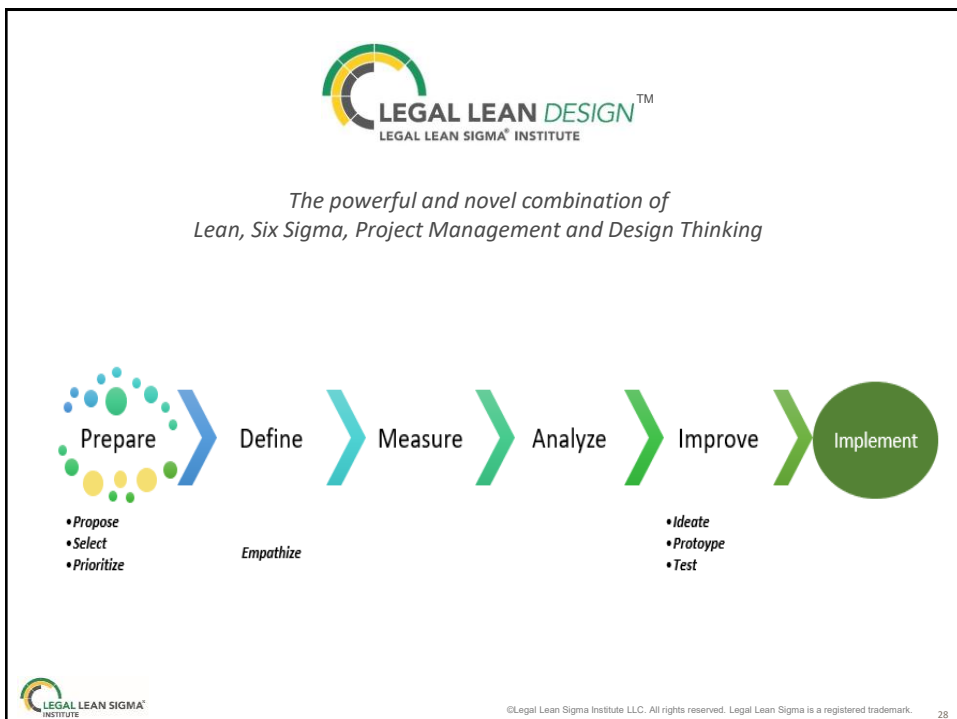
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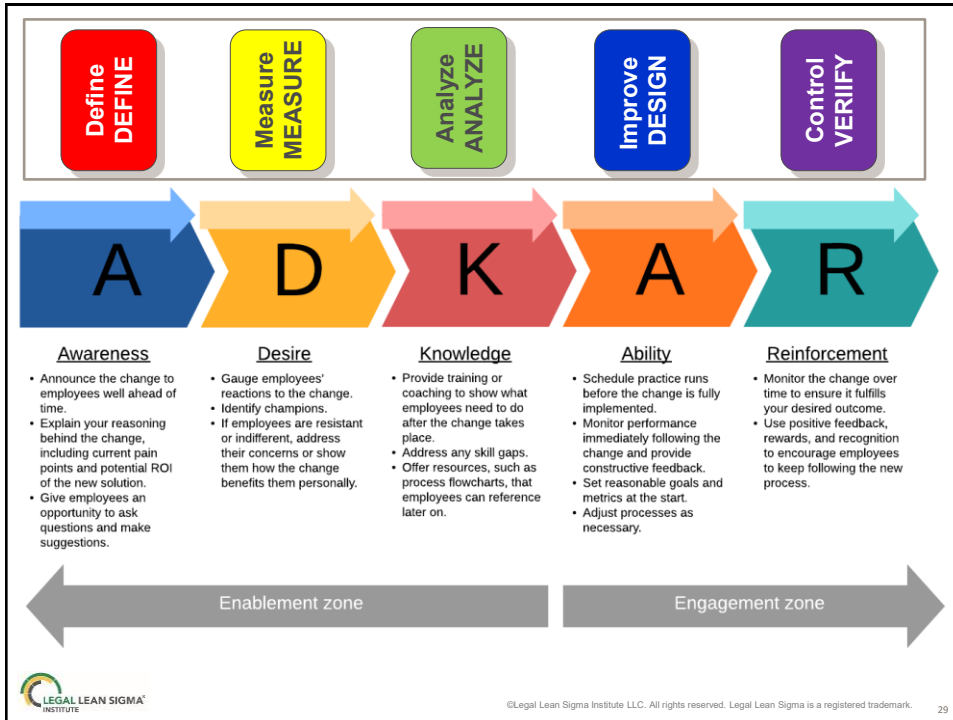
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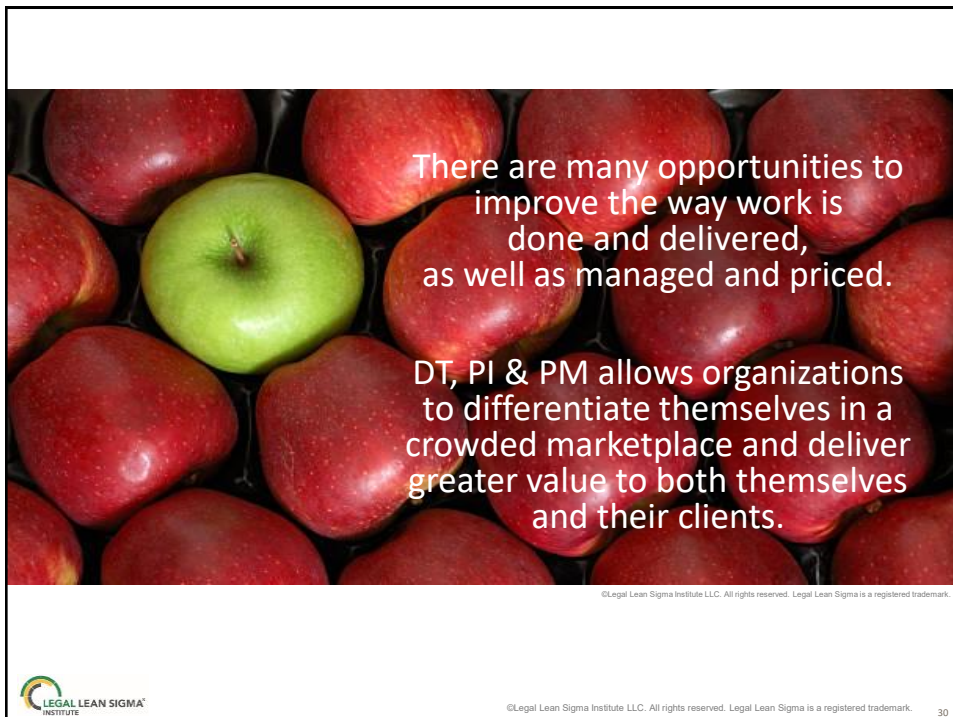
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Upcoming Programs – www.LegalLeanSigma.com

All programs	SCG	10%
One time use	SCG25	25%

Legal Lean Sigma® Yellow Belt Certification Course

Start Date: June 22, 2026

Design Thinking for Law

Start Date: August 4, 2026

Behavioral Economics Certificate

Start Date: September 28, 2026

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