

# Table of contents

<b>Preface</b> _____ 5	<b>The new normal: remote working, billing and law firm activism</b> _____ 137
Peter Zeughouser Zeughouser Group	Alex Dimitrief Zeughouser Group
<b>How to revisit your strategic plan in the wake of the pandemic</b> _____ 7	<b>Pro bono post-pandemic: our evolving commitment to serving others</b> _____ 151
Peter Zeughouser Zeughouser Group	Sara Andrews Lisa Dewey Anne Geraghty Helms DLA Piper
<b>Talent management trends in post-pandemic law firms</b> __ 27	
Jennifer Bluestein Perkins Coie LLP	
<b>How firms can successfully build culture remotely</b> ____ 49	<b>How firms are leveraging technology and data to drive strategy, efficiency and client relationships</b> __ 171
Naomi Beard Nelson Naomi Beard & Associates	David Cunningham Reed Smith
<b>The accelerated pursuit of racial equity in law firms</b> __ 99	<b>COVID-19's impact on lawyer innovation and decision making</b> _____ 185
Tiffani G Lee Holland & Knight LLP	Randall Kiser DecisionSet®
<b>Building client relationships in a hybrid world</b> _____ 113	
Michelle Holford Slaughter and May	

**Law firm real estate:  
emerging considerations  
in a post-COVID-19  
environment \_\_\_\_\_ 201**

Matt Brainard  
Savills  
Tiffany Winne  
Stream Realty Partners

**Effective financial  
management  
post-pandemic \_\_\_\_\_ 215**

Thomas P Fitzgerald  
Winston & Strawn

**Well-being of partners  
and the workforce \_\_\_\_\_ 227**

Eric Ho  
Health for Success

**About the authors \_\_\_\_\_ 251**