

GET STARTED WITH AI

LAWYERS  
ON  
DEMAND

A Corsillo COMPANY

## 6 WAYS TO GET STARTED WITH AI

The in-house lawyers' practical guide for using AI in your day-to-day





## About Lawyers On Demand

We help in-house counsel around the globe answer ever-increasing calls from their business to deliver more value, run more efficiently, and bring data, insights and ideas to the table. With our world-class flexible talent and legal operations solutions, we help them build legal functions that are strategic, responsive, and ready for anything.

At the same time, we help legal professionals practice law more flexibly and happily.

Lawyers On Demand (LOD) pioneered the very first alternative legal service in 2007, and we continue to lead the exciting market we created. Acquired in 2023 by Consilio, a renowned leader in legal consulting and services, we are the largest and fastest-growing flexible legal services business in the world. With over 4,500 world class lawyers, legal operations experts, paralegals, and risk and compliance professionals, we support clients in over 25 countries across the UK & Europe, Australasia, Asia, The Middle East and the US.

As a Consilio company, we offer the world's biggest legal transformation and support business. We work with clients to optimise their legal operating model, provide compliance and information governance support, and help them choose, implement and integrate the very best legal technology for their business. As a proven leader in eDiscovery and Document Review, clients can also access robust data centers, deep expertise, and expanded legal capabilities across the globe.

We find new ways to boost the value that in-house legal teams and legal professionals deliver, today, tomorrow and in the future.

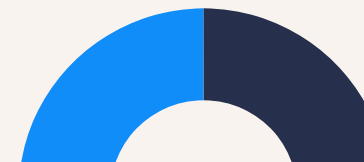
## 6 ways to get started

The legal industry is transforming thanks to significant legislative updates, constant advancements in tech, and unrelenting tight budgets. It is no surprise that in-house teams are looking to leverage AI to keep pace with the industry changes.

Our 2023 Global Survey Report, Under Pressure, showed that 61% of GCs are focussed on learning the possibilities of AI. In 2024, we anticipate more GCs utilising AI tools to fulfil strategic goals.

By harnessing AI's capabilities to increase productivity, enhance decision-making, and mitigate risks, in-house legal teams can position themselves at the forefront of innovation and delivering more value to the business.

**The buzz surrounding AI makes it tricky to separate hype from genuine value. We've cut through the noise to give 6 ways to help you and your business explore the value and opportunities AI has to offer.**



# #1

## Risk management

With the rapid pace of development in AI, it's understandable people are concerned about using it. What risks does it pose to the business?

Risks such as GDPR, intellectual property rights and regulatory compliance are usually already tackled in your existing rules and frameworks.

To help with the adoption of AI across the business, show how AI risks align with those you're already equipped to handle.

Training sessions between the in-house legal team and the rest of the business will ensure everyone knows how to address the risk effectively.

A Responsible Use Checklist is a valuable tool to illustrate and address the potential risks. We've created a guide to help you create one for your team and the rest of the business.

	Risk	Actions
<b>Setting up</b>	If the tool uses your prompts and interactions for future training, there is a risk to confidentiality. Think about: <ul style="list-style-type: none"> <li>• How is your data used?</li> <li>• Can you delete it?</li> <li>• Who accesses your data?</li> <li>• Is the tool right for your intended use?</li> </ul>	<ul style="list-style-type: none"> <li>• Check terms and conditions (these change very frequently!)</li> <li>• Utilise any "settings" options to minimise use of your data for training</li> <li>• Be aware of what your interactions may be used for and adjust behaviour accordingly</li> </ul>
<b>Prompting</b>	<ul style="list-style-type: none"> <li>• GDPR compliance</li> <li>• Protecting our business/client info</li> </ul>	<ul style="list-style-type: none"> <li>• Self-manage the risk</li> <li>• Never input personal data</li> <li>• Do not use company names</li> <li>• Anonymise - person A, company X</li> </ul>
<b>Bias</b>	The system has inherent bias which is replicated in its output	<ul style="list-style-type: none"> <li>• Critically assess output for evidence of bias</li> <li>• No decisions based on output which impact people or company without an appropriate "human in the loop"</li> </ul>
<b>Outputs</b>	Hallucinations and inaccuracies	<ul style="list-style-type: none"> <li>• Verify all facts - these are predictions only</li> <li>• Keep a human in the loop</li> </ul>
<b>Creative content</b>	<ul style="list-style-type: none"> <li>• Plagiarism</li> <li>• Copyright infringement</li> <li>• Appropriate tone and style</li> </ul>	<ul style="list-style-type: none"> <li>• Consider a plagiarism checking tool</li> <li>• Can you use the content? Check the terms and conditions</li> <li>• Speak to legal if you want to protect the output e.g. trademark a brand</li> <li>• Make sure the output fits your brand voice</li> </ul>





## #2

# Powerful prompting

When using AI tools, the key lies in the power of your prompts. This guides the tools to produce relevant outputs.

Clear and concise instructions not only boost the quality of results but they also enhance the efficiency and accuracy of using the tool.

Remember: the better the prompts, the better the output.

### Here's our list of dos and don'ts:

- ✓ Use conversational language
- ✓ Experiment with formats, e.g. express as a formula, put in a table form, write a decision tree based on x, y and z
- ✓ Keep prompting until you get the output you need e.g. rewrite it again but this time use 100 words, rewrite but use bullet points, expand on paragraph 2
- ✓ Use personas e.g. acting as a UK qualified lawyer, explain an indemnity to a 5-year-old, I act for a small widget company with no buying power
- ✗ Don't worry about hurting its feelings - it has none! It doesn't care how many times you ask it to do something
- ✗ It's not a search engine, it can't tell you how to get to the nearest train station.

## #3

# It's more than law

AI isn't just for legal practices - it can be your secret weapon when leading a high performing team too.

It can help you come up with ideas on how to prove the value of your team as well as what activities they could be focussing on to help you achieve your strategic goals.

### Try these prompts:

- Give me 10 ideas on how I can show the ROI of the in-house legal team
- Suggest 5 KPIs which can be used to demonstrate how the legal team contributes to the overall company strategy
- Create a questionnaire to assess the legal team's performance, focussing on their legal understanding, advice quality, response time, risk management, communication clarity, departmental collaboration, and overall satisfaction. Include both numerical rating scales (e.g. 1-5) and open-ended questions for comprehensive feedback
- Our company's strategic goals are X, Y and Z. Give me 5 activities that the legal team could focus on to support those goals.

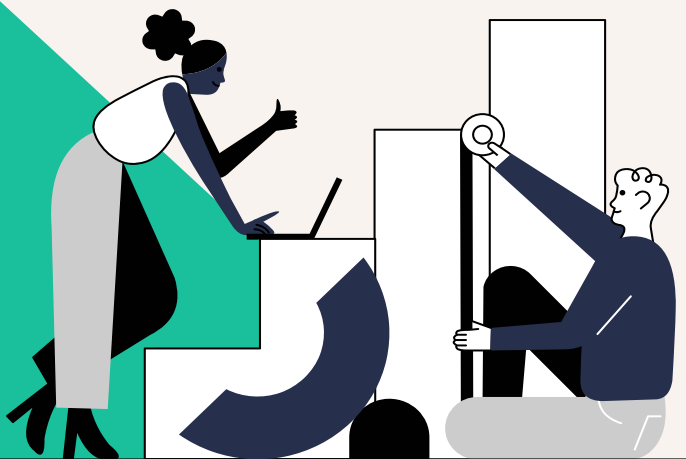
## #4

## Use cases

The most effective approach to uncovering the potential of AI is through experimentation. It gives you the opportunity to test what works and what doesn't for your team.

Once you find your use cases you'll be able to drive tangible benefits and innovation across your department.

Not sure where to start? We've got some suggested use cases and tips to help.

**Drafting**

Take a section of your most boring published document, e.g. website terms and conditions. Practice your prompting skills to improve or summarise it - notice if results are correct or inconsistent. Share the best prompts with your team. How many personas can you use? What do you think about the style and tone? Does the drafting actually work?

**Suggested prompts:**

- Revise this clause to use simpler language for a non-lawyer
- Make this drafting more concise and use bullet point style (this is great for policy drafting)
- I act for the [supplier/client]. Review this clause and suggest ways to make it more reasonable.

**Negotiation coaching**

You can use AI to help you become a great negotiator with some coaching. ChatGPT-4 has a widget called "The Negotiator" where you can get the AI to simulate a discussion with you. For example, challenge it to deliberate an indemnity with you.

**Other suggested prompts:**

- Simulate a negotiation scenario for [type of deal] with potential legal hurdles
- I act for [insert nature of company]. Outline key negotiation points for this [insert specific type of clause e.g. indemnity]
- Generate a list of dos and don'ts in contract negotiations for [specific scenario]. Give me a script.

Remember, AI has no ethical guardrails so you'll need to apply your own controls to what it suggests.

## Business Management and Risk Management

Whilst not giving you all the answers, AI can stimulate your thoughts and help your creativity.

### Suggested prompts:

- Analyse the legal impact of [specific business trend] on [industry]. Give me 5 points
- Describe the legal challenges for [a new business model/technology] in [specific industry]
- Vet my email for cultural sensitivities
- I need to attend a meeting on [topic area]. I do not have in-depth knowledge. Give me a checklist of key risks in this area so I can take initial instructions from business colleagues
- In table format, create a list of key risks and corresponding mitigations in relation to [insert details]
- I am worried about [insert business problem]. Suggest ways we can mitigate risk.

## Presentations

AI can't write presentations for you, but tools like ChatGPT are really useful in you come up with content ideas.

### Try these prompts:

- I need to train business colleagues on [insert legal topic area]. Create 3 presentation outlines that I can use as a starting point
- Give me suggestions to make my legal training on [insert topic] fun and interactive
- Create a quiz I can use to check understanding of training on [insert area of law]
- Using the following presentation outline [insert outline]. Create bullet points for slides.

## Self-service tools

AI is great for creating self-service tools for your colleagues. If you make your prompts as relevant as possible and give the right context, AI will get you 80% there.

Building these tools takes up a lot of time so using AI to help can win you back some time in your day.

### Suggested prompts:

- Using [insert guidance or policy document], create a decision tree to help my business colleague assess whether they can proceed or should seek legal input
- Draft a clear and concise explanation of [complex legal topic] for a non-legal audience
- Create a checklist using simple friendly language to explain [insert area of law/compliance].



## #5

# Decode AI supplier contracts

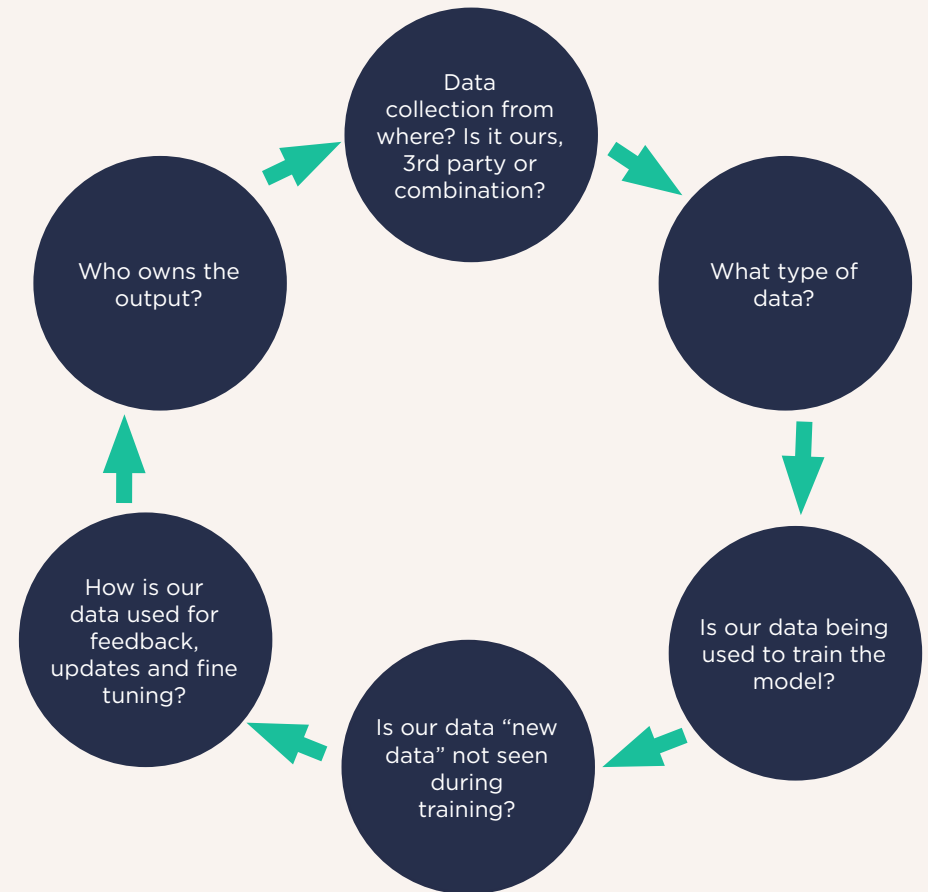
When someone in the business comes to you with a contract from an AI supplier, where do you start?

Our 5 step plan will help you decode an AI supplier contract.

**Step 1**  
Do a very quick risk assessment

**Step 2**  
Put the contract aside and don't read it

**Step 3**  
Draw a flow diagram (or ask the supplier for one) which shows every single stage of the data flow



#### Other questions you can ask the supplier:

- How do you deal with bias issues?
- Do you audit for bias?
- How do you prevent bias from creeping in over time?
- What ongoing training does the model need to stay useful?
- How will you help us be transparent to our people/candidates/clients so we can explain how the tool will make recommendations?

**Step 4**

Get business insights

Next you need to figure out the thought process from the business - in particular what problem do they hope the AI tool will solve. This insight will help you understand what you want to get out of the contract to make it successful.

There is so much hype in the market about AI that many feel the need to use it to keep up with the industry - they might not know why or what the business case for it is.

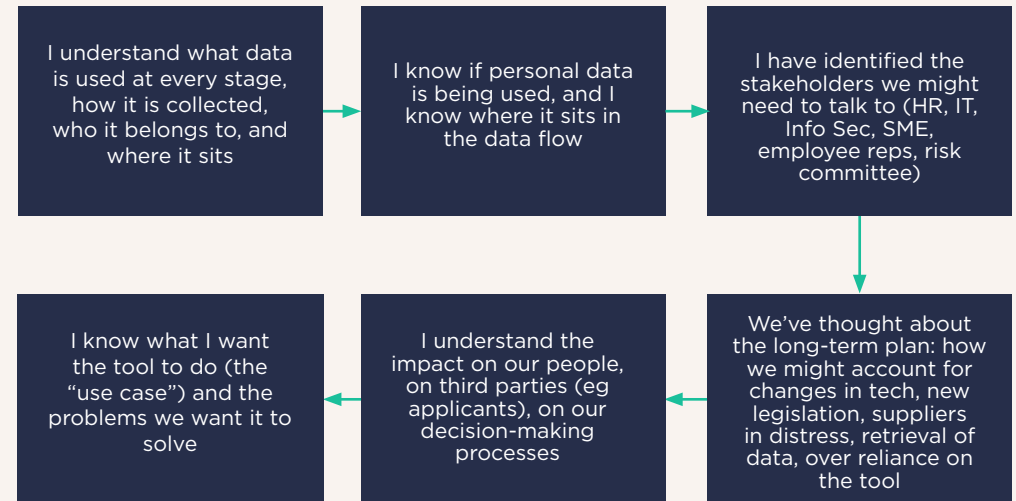
**You can help them suss out their case by asking these questions:**

- What problem are we trying to solve using AI and how do we currently deal with this problem?
- What task will the tool do?
- Where will the human oversight be?
- What's the ROI?
- What has the supplier promised it will do? What is our acceptable performance level?
- What is our (and the supplier's) AI ethics approach?
- What's the likely impact on people, job roles, the business?
- Who are the other stakeholders in this process?
- What's our plan for the future? Will we become so reliant on the data in the AI tool it will be hard to change processes/supplier?

**Step 5**

Create a road map

If you create a road map where you're confident in each step, you'll be in a good position to review and negotiate the contract.





## #6

# Lean into insight

### [The BrainyActs Blog](#)

This is a great resource to gain further insight and tips on GenAI use in legal services.

### [Generative AI: 8 questions that developers and users need to ask](#)

Questions you need to ask yourself when using GenAI that processes personal data.

### [AI and data protection risk toolkit](#)

Practical support to reduce the risks to individuals' rights and freedoms caused by their own AI systems.

### [The EU AI Act: Practical steps to prepare](#)

A whitepaper setting out practical steps to prepare and assess if the Act will apply to you.

### [Webinar: The EU AI Act](#)

High-level overview of the Act and practical steps you need to take.

### [AI for Good](#)

A digital platform where AI innovators and problem owners learn, build and connect.

### [Understanding artificial intelligence ethics and safety](#)

A guide, by The Alan Turing Institute, for the responsible design and implementation of AI systems in the public sector.

### [Ethics guidelines for trustworthy AI](#)

Presented by the High-Level Expert Group on AI.



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