

Training program helps lift law firm productivity and embeds positive attitude to future upskilling

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Mary Fredrich, IT Training Coordinator, Reinhart Boerner Van Deuren

As part of Reinhart Boerner Van Deuren's (Reinhart) ongoing commitment to professional development, the large US firm embarked on a training program to certify the technical skills of its associates and administrative assistants. It selected a training program offered by the Training & Adoption practice of legal technology experts Harbor to meet this need.

The training program's goal was for people to better understand overall workflow processes and be more productive using several software solutions, including iManage, Microsoft Office, and associated legal applications.

Choosing a proven training solution

Reinhart selected Harbor's training certification program because it maps on-demand content and evaluation tools to the Legal Technology Core Competencies Certification Coalition (LTC4) core competency learning plans, enabling attorneys and staff to become LTC4 certified.

Mary Fredrich, IT training coordinator at Reinhart, explains why the firm selected the Harbor program.

"I was referred to Sue Pasfield with Harbor by one of my contacts. Sue was very engaging and took the time to learn about our needs and walk us through the training process," she says.

"The fact that the program is approved by LTC4, along with the Harbor training team's knowledge of the LTC4 certification process, solidified our decision."

Kicking off the program

Fredrich got buy-in for the training program after explaining the initiative and its benefits to key firm members. "We provided them with background information about the LTC4 certification process and the scope of the project," she says. "For simplicity, our approach was to divide each competency into different phases and deadlines."



Greater competency supports client service

Reinhart used many courseware assets from Harbor's on-demand portfolio, including KnowledgeCheck to track and evaluate skills. "We uploaded all of the courseware into our learning management system (LMS), which allowed us to track completion and submit results to LTC4 for certification," Fredrich says. "Having this information in our LMS also allowed us to track progress for skills reviews and ongoing training."

All users were trained within the timeframe established for each competency. The firm's assistants, staff, and associates completed 452 learning paths.

"It was an easy program to implement to deliver the targeted training our people needed. It also gave us a baseline for each person to build knowledge as we offer more training," Fredrich adds.

Additionally, staff members can apply credits earned during the training program to their annual requirement to attend 15 hours of live training. Even without this incentive, people seem more interested in attending training sessions than before. "Investing time in training not only makes a big difference in our performance, but it has also made our people more eager to learn in general."

Accomplishing tasks more efficiently

"Initially, some of our assistants were reticent about going through training, but that changed pretty quickly," explains Fredrich. "They started to see how much easier and faster it could be to complete some tasks, which motivated them to keep learning."

Several attorneys reported a significant improvement in their assistant's knowledge of the software applications and ability to accomplish tasks more efficiently.

"Their knowledge and understanding became very apparent when people began working from home due to the pandemic," adds Fredrich. "It was clear how well most assistants knew their applications and were, therefore, able to adapt quickly."

"The Harbor on-demand training platform was **simple to navigate**. The curriculum was **in-depth** and specific to our firm's software."

Mary Fredrich, IT Training Coordinator,
Reinhart Boerner Van Deuren

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