

EnergiseLegal case study

Firms/Human Resources/Employer Branding

Staff Research

The Brief

- Successful established regional law firm with multiple offices and 200 staff wanted to build their competitive advantage.
- Some indications of employee disengagement, so insights were sought to provide understanding and to inform decisions and actions.

Our Role

- Conducted face to face individual interviews with fee earners at different PQE and support staff from different departments.
- Interviews with suppliers e.g. recruitment agencies.
- Facilitated workshops with fee earners and support staff.
- Analysed competitors on-line.

The Result

- A report summarising key findings from internal and external research.
- Recommended actions to help the firm improve staff engagement and client satisfaction.
- Weekly Intranet updates from the Managing Partner were introduced.
- More responsibility devolved from Partners to Associates.
- Insights informed various initiatives to be implemented internally.