

Technically diverse

Gary Shaw, group commercial director at Accesspoint, on how to promote diversity and inclusion by leveraging modern technology

As the need for diversity and inclusion in the workplace grows along with legal IT advancement, we explore what could be provided to ensure less-visible minorities – such as those with learning disabilities, depression and similar – aren't left behind. By leveraging new innovative systems in modern technology, and managing them effectively, minorities can thrive.

It's fair to say that the Covid-19 situation has taken many firms by storm and disrupted the way of life for many fee earners. With talks of a second wave hitting the UK, the furlough scheme ending and the possibility of more redundancies, we all must face the uncertain reality of the road ahead. Understandably, this will cause a lot of stress to most of us, but for the employees that fall in the minority categories, the changes could be more detrimental and overwhelming if left unmanaged.

User friendly, reliable and remote work processes could be provided during this time and automation is perhaps the solution many firms in the UK could adopt to shape the future of their workplace for the better – by making work more accessible for those with different needs. Ideally, your firm should look at automated products, which are offered in various formats and appeal to diverse

minds. These will effectively alleviate and streamline the workload, especially within administrative tasks – which can often be the most time consuming and likely cause of hectic schedules and undue pressure. Many automated forms on the market can link to the firm's practice management system, to better manage data input – including validation, attachments, collaboration and complex process features. It can also reduce the amount of errors seen in work that, until now, were introduced via manually entering data. Enable people within your firm to work smarter and not harder.

With that said, we have seen first-hand how new solutions have been introduced in ways that do not suit all users – due to the complex nature of a system – and, as a result, have made the investment less effective. Consultation and development is vital to ensure your whole team is being considered in the decision-making process at your firm. And help from an outside specialist will give your firm valuable insight on what new products are best to consider for diverse groups. Other important aspects such as having ongoing support and one-to-one guidance on new technology are effective ways to ensure everyone is equipped with the right tools to learn.

The future is looking bright for a more diverse workforce, with new technology entering the market, a less stressful and more streamlined approach to working, and learning is on the horizon. LPM



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