centerbase.com

Centerbase CloudBased Law Firm Management & Growth Platform

How Our LMS Accelerates Law Firm Software Adoption

Joseph Benstowe · Thursday, September 14th, 2023

Written by Carson Bailey, M. Ed.

The legal landscape is evolving rapidly, driven by advancements in legal technology. Law firms continually seek ways to improve efficiency, streamline operations, and provide better client service — and that requires them to integrate new software into their daily workflows.

However, introducing new software to a law firm often faces resistance. Lawyers and staff prefer to focus on delivering legal services, so adopting new technology can disrupt their routines. Moreover, lawyers and staff view software training as a bore and a chore. The traditional sit-and-get training format often doesn't meet the needs of adult learners, frustrating them and turning them against new software before they can even try it.

When legal professionals aren't fully trained on software, they often don't fully use that software or neglect it outright, reducing the value of your law firm's investment.

Fortunately, learning management systems (LMSs) have revolutionized training and encourage the adoption of new legal technology. Before we dive into the benefits of using an LMS for software adoption in law firms, let's quickly review what an LMS is.

What is a learning management system (LMS)?

An LMS is a software platform that facilitates the creation, management, delivery, and tracking of educational content. Leading legal software providers offer a specialized LMS designed to meet the unique training, compliance, and knowledge management needs of legal professionals and staff.

A software provider's LMS is a foundational part of software training; it's a centralized hub for all

training-related activities, delivering, tracking, and managing various types of professional development and knowledge resources and streamlining the learning process.

How can law firms implementing new software benefit from an LMS?

An LMS can enhance the efficiency, effectiveness, and accessibility of training on new software for lawyers, legal professionals, and other staff. It empowers users to become proficient with software tools, ultimately contributing to improved productivity and the successful integration of software into the law firm's operations.

At Centerbase, self-guided learning through our LMS accelerates the training process, giving users a head start before our virtual and in-person training sessions. Our LMS kick-starts the learning process, so users know what functionality Centerbase offers and what questions to ask, streamlining their training and ensuring they understand the solution and its benefits before using it.

Here's a summary of the benefits of our LMS.

- **Customization:** Users won't pay attention to instruction irrelevant to their role. In the Centerbase LMS, customized learning paths can be established that cater to different roles and skill levels. For example, administrative staff and lawyers may have access to different lessons and test environments tailored to their needs.

- **Flexibility:** Flexibility is key in the legal industry, where professionals often juggle unpredictable workloads and deadlines. Our LMS allows users to access training materials at their own pace. This 24/7 accessibility allows legal professionals to fit learning into their busy schedules, minimizing disruptions to their workflow.

- **Consistency:** Traditional training methods can result in disparities in the quality of training received by different users. With the Centerbase LMS, law firms can ensure that all users receive the same training content, maximizing users' potential to leverage the software effectively.

- **Progress tracking:** Assessing users' understanding is essential to gauging the effectiveness of

software adoption. Our robust LMS allows law firm administrators to monitor user progress as they go through the software training so they can identify users who may need additional support or intervention.

- **Resource accessibility:** The Centerbase LMS can house an extensive resource library, including video tutorials, user manuals, FAQs, and troubleshooting guides, ensuring that users have the support they need to address challenges whenever issues arise, reducing frustration.

- **Feedback and support:** Our LMS allows users to seek support. Users get prompt responses to their queries, allowing them to overcome obstacles and continue their learning journey without disruptions.

- **Knowledge retention:** To ensure long-term proficiency, legal professionals may need to revisit training as they encounter new scenarios or updates to the software. Our LMS supports knowledge retention by allowing users to revisit training materials and resources whenever needed. This ensures that software proficiency is maintained over time, even as staff members change roles or new features are introduced.

- **Remote learning:** The legal industry has experienced a shift toward remote work. The Centerbase LMS accommodates this trend by facilitating remote learning. Users can access training materials anywhere and anytime.

- **Cost savings:** Inadequate training can result in inefficiencies and lost billable hours. Our LMS minimizes these risks by providing efficient and structured training, ensuring that the investment in software is maximized. Plus, reduced training time translates to increased productivity.

Start optimizing your law firm software adoption with an LMS

An LMS is pivotal in offering flexible, relevant, and personalized training experiences. By adopting the right training methodologies and involving the right stakeholders, law firms can navigate software implementation challenges and equip their teams with the skills needed for a competitive edge in the legal industry.

If you're ready to implement new software, get a free demo of Centerbase and discover how we've revolutionized law firm training for the way your lawyers and staff prefer to learn.

This entry was posted on Thursday, September 14th, 2023 at 3:33 pm and is filed under Legal Technology You can follow any responses to this entry through the Comments (RSS) feed. Both comments and pings are currently closed.