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COURSE BROCHURE

Advanced Legal Department Management Training Course

19 – 30 September 2027
Kuala Lumpur

Advanced Legal Department Management Training Course

Ref: 404_14342 **Date:** 19 – 30 September 2027 **Location:** Kuala Lumpur **Fees:** 8000 GBP

Legal Department Management is a 2-week advanced training course for heads of legal, senior in-house counsel and legal operations managers who run an in-house legal function as a business service, and it ends with a legal department operating blueprint. Boards now expect legal teams to show value, control outside spend and report risk in business terms. Jupiter Prime Training approaches Legal Department Management through the lens of legal operations and service design.

Why Legal Department Management Matters Now

Three pressures shape in-house legal work today: business units expect faster, self-service answers to routine questions, chief financial officers scrutinise every external law firm invoice, and boards want legal risk presented alongside operational and financial risk. A legal function that triages demand, prices its work and reports clearly earns a seat in strategic decisions; one that stays reactive becomes a bottleneck blamed for delays. The course draws on the Corporate Legal Operations Consortium CLOC Core Competencies model and established matter management and service-level practice, described in general terms.

Who Gains Most from Legal Department Management

- General counsel and heads of legal who set the function's priorities, structure and budget
- Deputy counsel who lead practice groups and allocate work across lawyers
- Legal operations managers who run technology, data, vendors and process improvement
- Senior counsel who manage panel firms and approve external fees
- Legal business partners who sit with business units and channel demand

A leadership pair of general counsel and legal operations manager gains most when attending together, because strategy and operating changes are then decided by the people who will run them.

Legal Department Management Capabilities

Participants learn to treat the in-house legal function as a service with clear demand, capacity, cost and outcomes.

- Design a matter intake and triage model with service levels — the business clients requesting advice
- Calculate total legal spend and build a defensible budget — the chief financial officer approving resources
- Specify panel firm selection criteria, billing guidelines and alternative fee arrangements — the outside counsel competing for work
- Build a legal risk report that ranks exposures in business terms — the board and audit committee
- Assess legal technology options against process maturity and adoption risk — the legal team expected to use them
- Communicate the legal function's value through metrics and case examples — the chief executive and business leaders

Key Legal Department Management Terms

- Legal operations — the business disciplines that help a legal function run efficiently, including finance, technology, data, vendors and process.
- Matter management — the tracking of each legal request from intake to closure, with owner, status, budget and outcome.
- Panel firm — an external law firm selected through a structured process to receive work on agreed terms.
- Alternative fee arrangement — a pricing model other than hourly billing, such as fixed, capped or success-based fees.
- Service level agreement — an internal commitment on response and turnaround times for categories of legal work.
- Legal risk register — a structured list of legal exposures with likelihood, impact, owner and mitigation actions.

Legal Department Management Day by Day

Day 1: The Modern In-House Function

- Legal Function Mandate — Advisor, Guardian and Business Enabler Roles
- Stakeholder Mapping — Board, Executives, Business Units and Regulators
- Legal Department Maturity Assessment — Benchmarking Current Capabilities
- CLOC Core Competencies Model — Mapping Operational Gaps
- Operating Model Options — Centralised, Embedded and Hybrid Structures

Day 2: Demand and Intake

- Demand Analysis — Volumes, Types and Sources of Legal Requests
- Matter Intake Design — Forms, Portals and Minimum Information
- Triage Matrix — Risk, Value and Complexity Tiers
- Self-Service Tools — Templates, FAQs and Playbooks for Routine Work
- Service Level Agreements — Response Times by Matter Category

Day 3: Organising the Legal Team

- Work Allocation Rules — Matching Matters to Skills and Seniority
- Capacity Planning — Utilisation Without Burnout
- Paralegal and Contract Manager Leverage — Delegating Appropriate Tasks
- Career Paths for In-House Lawyers — Retention and Succession
- Knowledge Management — Precedents, Know-How and Lessons Learned

Day 4: Legal Spend and Budgeting

- Total Legal Spend Analysis — Internal Costs and External Fees
- Budget Building — Run Costs, Projects and Contingency Reserves
- Matter Budgets and Accruals — Forecasting Litigation and Transaction Costs
- Spend Dashboards — Variance Tracking for Finance Partners
- Cost Allocation to Business Units — Charge-Back Versus Central Funding

Day 5: Managing External Counsel

- Panel Selection Process — Request for Proposal and Evaluation Criteria
- Billing Guidelines — Staffing, Disbursements and Invoice Rules
- Alternative Fee Arrangements — Fixed, Capped and Success Fees
- Outside Counsel Performance Reviews — Quality, Responsiveness and Value
- E-Billing and Invoice Review — Catching Non-Compliant Charges

Day 6: Contract Lifecycle Oversight

- Contract Lifecycle Management Systems — Repository, Workflow and Alerts
- Template Standardisation — Reducing Negotiation Cycles
- Obligation Tracking After Signature — Renewals and Key Dates
- Contract Data Analytics — Spotting Risk Patterns Across Portfolios
- Sector Examples — Retail Supply Contracts and Healthcare Service Agreements

Day 7: Legal Risk and Board Reporting

- Legal Risk Register Design — Likelihood, Impact and Ownership
- Litigation Portfolio Reporting — Exposure, Reserves and Strategy
- Board Paper Writing — Legal Updates in Business Language
- Regulatory Horizon Scanning — Early Warning for Upcoming Changes
- Escalation Protocols — When Legal Issues Reach the Board

Day 8: Legal Technology Adoption

- Legal Technology Landscape — Matter, Document, Contract and E-Billing Tools
- Business Case for Legal Technology — Costs, Benefits and Payback
- Generative AI in Legal Work — Use Cases and Guardrails
- Implementation Planning — Process Redesign Before Software Selection
- User Adoption Tactics — Training, Champions and Usage Metrics

Day 9: Measuring and Communicating Value

- Legal Metrics Framework — Efficiency, Effectiveness and Risk Indicators
- Client Satisfaction Surveys — Feedback From Business Units
- Value Stories — Case Examples of Avoided Loss and Enabled Deals
- Annual Legal Report — Structure and Audience
- Continuous Improvement Cycle — Reviewing Processes Each Quarter

Day 10: Practising the Legal Department Operating Blueprint

- Intake and Triage Redesign — Applying Day 2 Models to the Home Function
- Spend Plan Draft — Applying Day 4 Budgeting to Real Figures
- Panel Strategy Outline — Applying Day 5 Selection and Fee Choices
- Board Risk Report Mock-Up — Applying Day 7 Reporting Formats
- Legal Department Operating Blueprint — Structure, Services, Budget, Technology and Metrics

Applying Legal Department Management After the Course

- Run a four-week demand capture exercise using the intake form and triage matrix, then present volumes and service levels to the executive team.
- Issue revised billing guidelines to panel firms and review the next quarter's invoices against them with finance.

Legal Department Management Questions FAQ

What is legal department management and why does it matter now?

Legal department management is the leadership of an in-house legal function as a service with defined demand, capacity, budget and outcomes. It matters now because boards and finance leaders expect legal teams to control cost, respond faster and report risk clearly.

Which roles gain most from legal department management training?

Heads of legal, senior in-house counsel and legal operations managers gain most. They set priorities, approve external spend and choose technology, so their operating decisions shape how the whole function is valued.

How does legal department management differ from a contract drafting course?

A contract drafting course builds individual legal craft. This course addresses the function as a whole, covering intake, staffing, budgets, outside counsel, technology, risk reporting and metrics that heads of legal use to run the department.

What do you bring back from legal department management training?

You bring back a legal department operating blueprint covering structure, services, budget, panel strategy, technology priorities and metrics, ready to present to your chief executive or finance director.

Legal Department Management: The Way Forward

The legal department operating blueprint turns the head of legal's priorities into a plan executives can approve. Its first use is the annual budget discussion with finance, where spend, staffing and technology requests are tested. After two quarters, revisit its metrics and service levels against actual demand, because real request patterns rarely match first estimates.