



Before this conference, we carried out a survey on generative AI and its use by in-house teams.

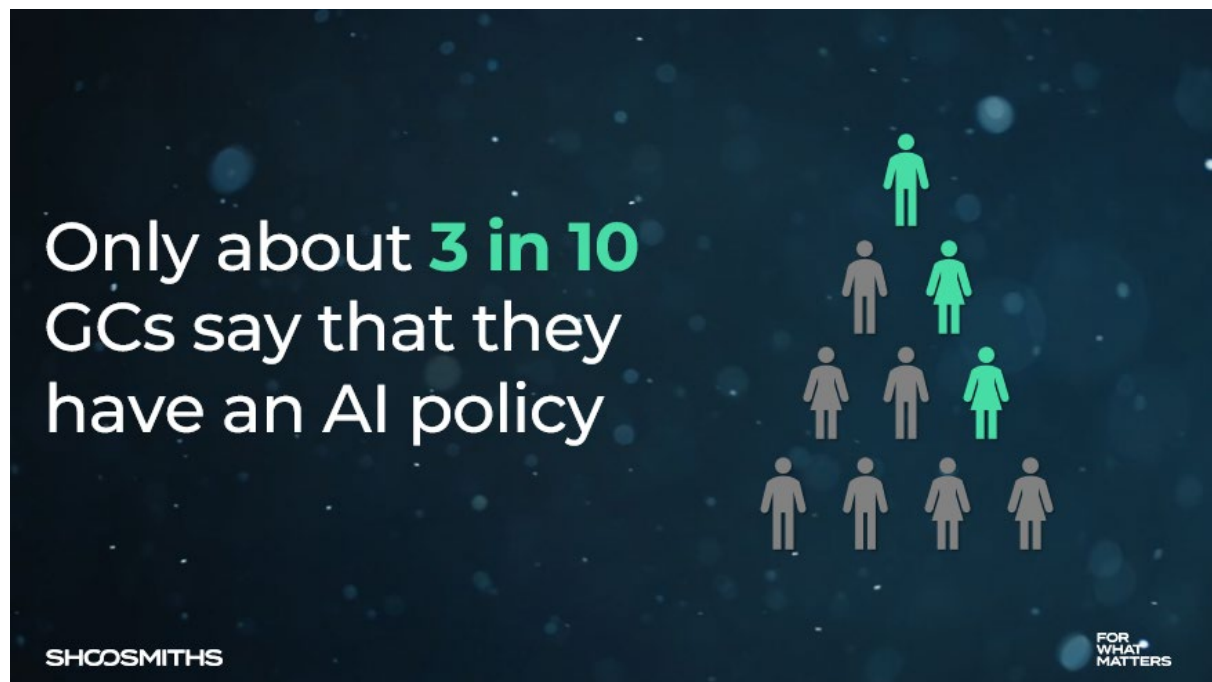
Insight:



In terms of usage, we learned that 60% of respondents said that AI was generally available for use within their business.

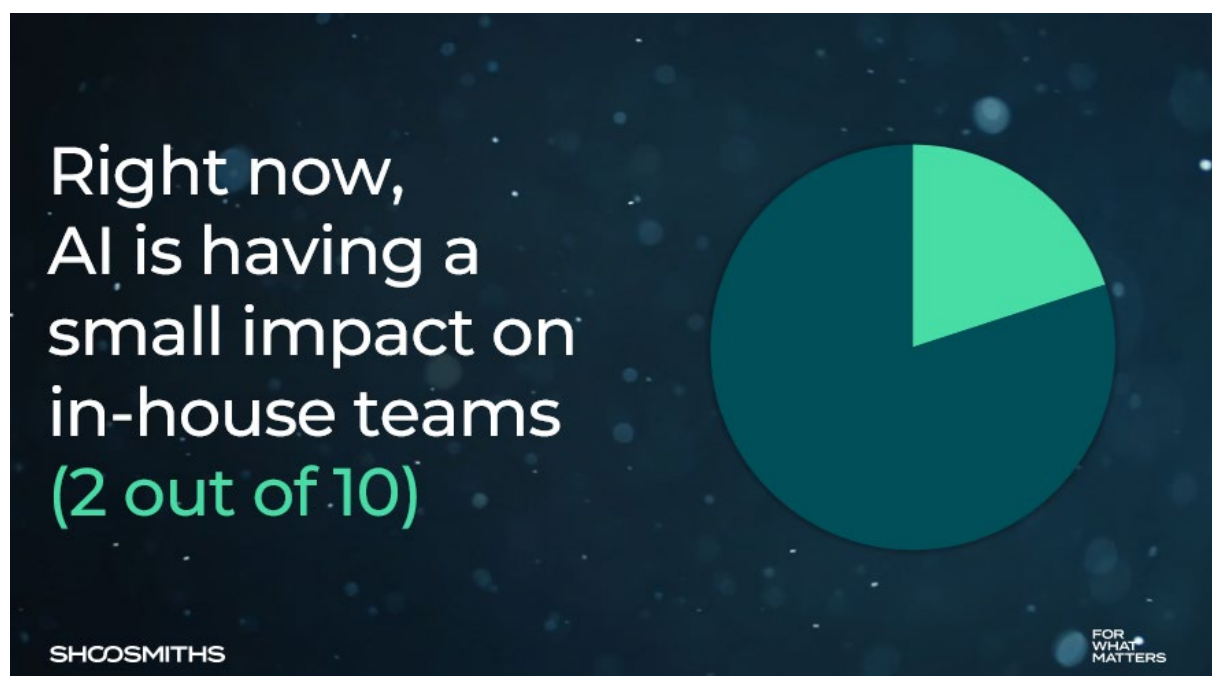
Of course, one potential hidden problem here is that in the 40% of respondents' businesses where that's not the case, employees may be using AI, but simply not declaring it.

They may be many using it 'in the shadows'. And so having an AI usage policy would seem prudent.



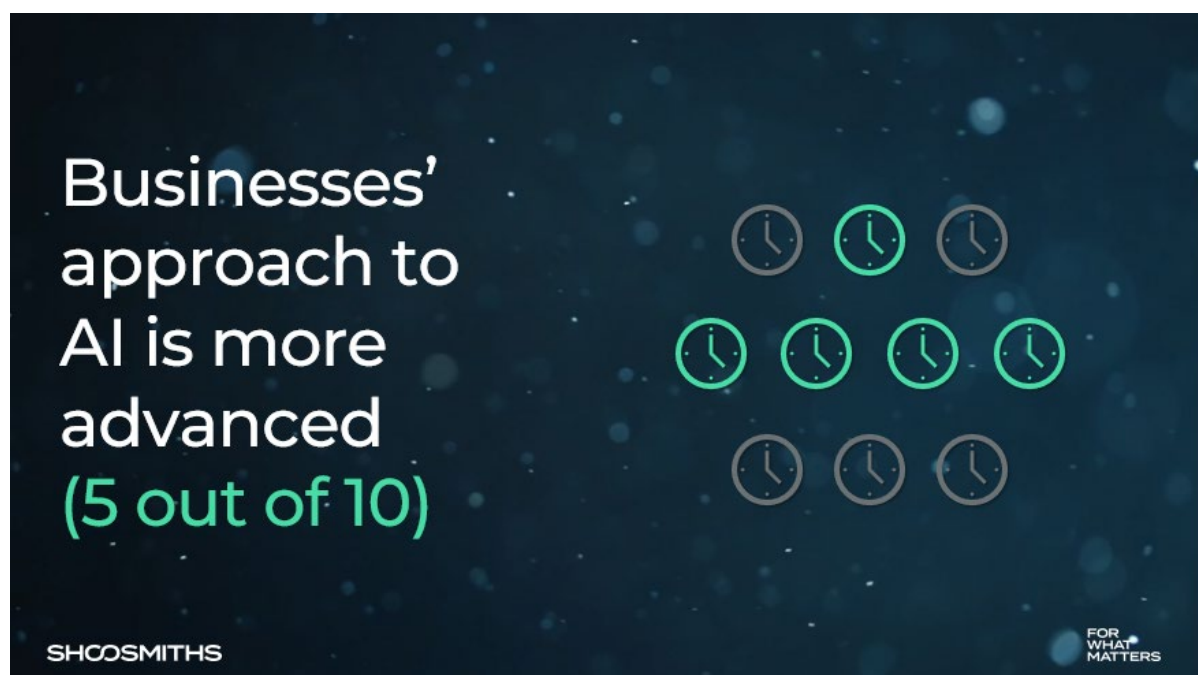
Unfortunately, the survey told us that only around 30% of teams have such a policy - not ideal from a risk management perspective.

You'll be pleased to know, however, that seeing this issue prompted us to include a **template AI usage policy** in the materials we're making available during the conference.



The general consensus is that AI is having a relatively small impact – we used a scale of 1 to 10, and the average score was 2.

Interestingly, this chimes with a survey in *The Lawyer* in September last year which noted that only 7 per cent of respondents were using AI in their teams, although 20% planned to do so within the following 12-month period. So progress is happening, albeit slowly.



In contrast to the relatively small impact within legal teams, the survey suggests that the businesses served by those teams are more advanced in their approach to AI, scoring 5 out of 10.

The risk here of course is that some legal teams seem to be falling behind the businesses they support when it comes to the adoption and use of AI.



From this result, it seems that GCs still need to be convinced by the promise of AI.

And what's interesting from these slides is that many in-house legal teams haven't yet started to engage with AI in earnest.

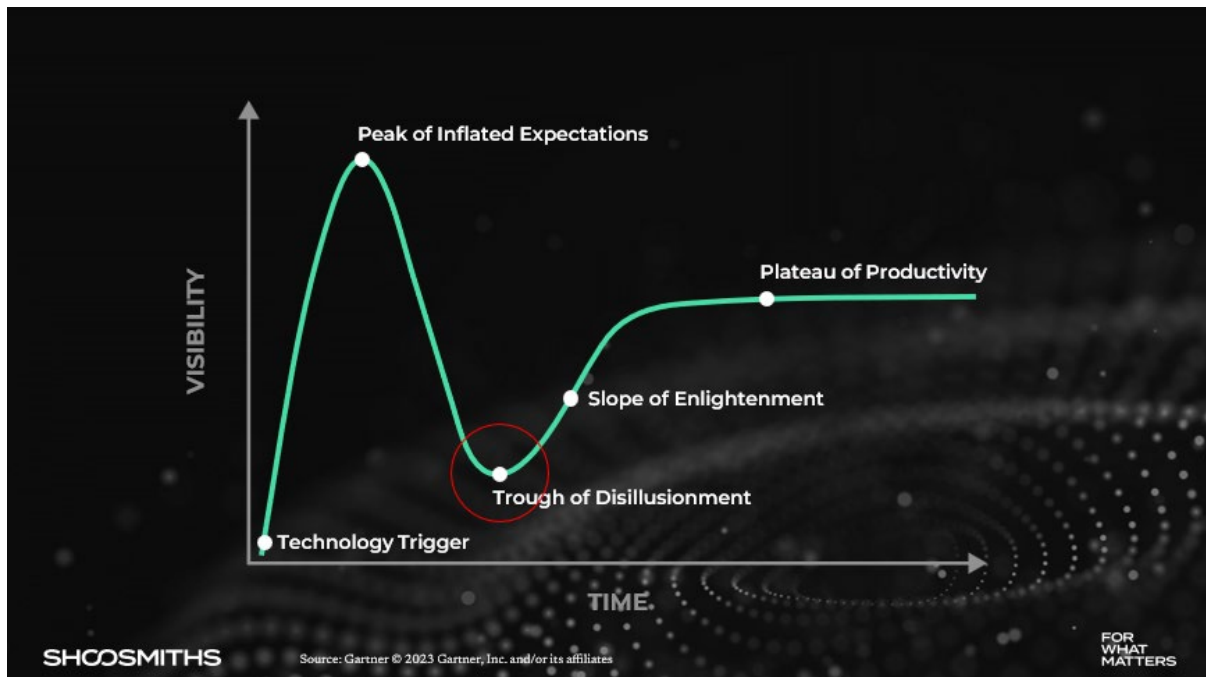
But you shouldn't be alarmed by that because the same is absolutely true of the profession as a whole – some private practices have even banned the use of AI altogether in their firms.

## Shoosmiths Plenary at GCSS24 – ‘It’s a kind of magic...’

We think there are probably **two key reasons** for the relatively slow adoption rates on AI.

First, many lawyers and businesses are now stuck in the ‘Trough of Disillusionment’ in the Gartner cycle, that many of you will be familiar with.

The second thing holding back adoption may be not knowing what AI can and can’t do.



The best single piece of advice that we would give any of you who have yet to start your journey:

- speak to people who are further advanced in their journey; and
- learn from them and their mistakes.

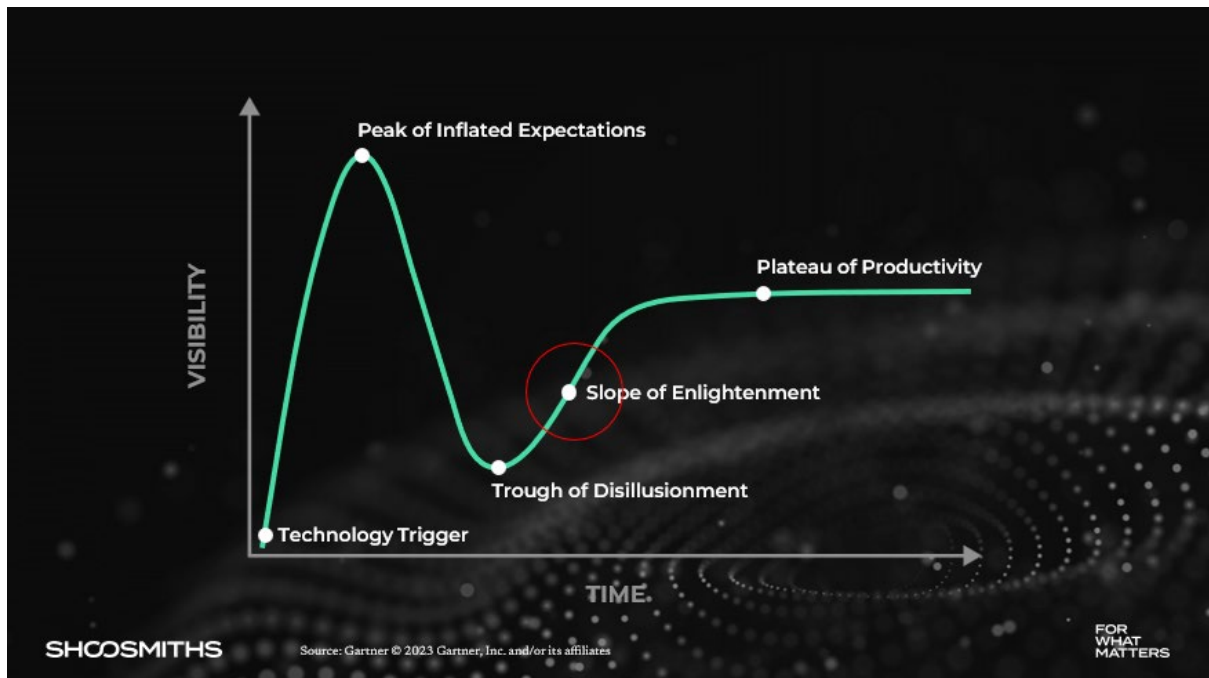
Remember no one has all the answers and we are all learning every day.

You’ve probably gathered by now that we certainly don’t think that AI spells the end of lawyers. But it could be the end for those who don’t even start looking at it. What is clear though is that now is not the time to give up!

- Just as we’ve adapted through the years with each new piece of technology that came along and changed how we work; we will adapt to this latest change.
- And the good news is that those who are already embracing this latest change are starting to see positive results.

This is taking them to the next level in the hype cycle: the much-coveted ‘Slope of Enlightenment’.

## Shoosmiths Plenary at GCSS24 – ‘It’s a kind of magic...’

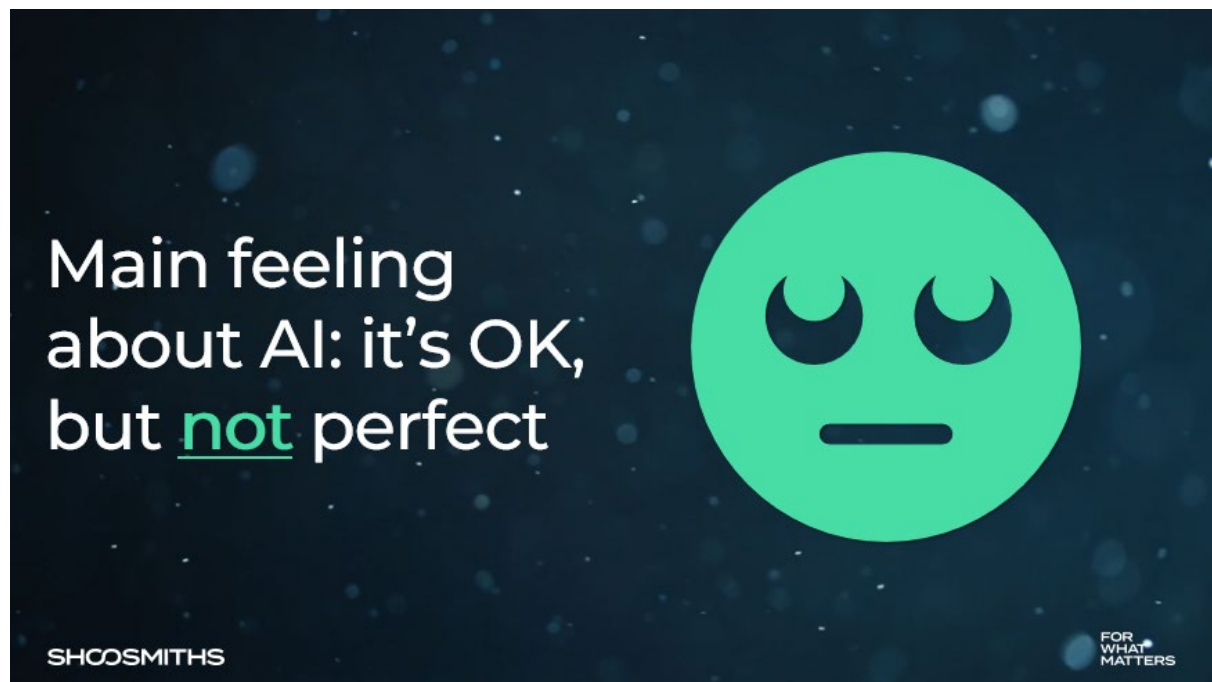


Lawyers using AI have discovered what works and what doesn't and are starting to reap the benefits.

We've worked out, for example, that Microsoft Copilot works well in Word, but currently less so in Excel.

We've also worked out that it's brilliant for getting past that initial writer's block phase. Type in a prompt and you'll quickly be presented with a starter for 10.

And it's really effective at checking the tone of those tricky emails before you click send – like having that sensible friend protecting you from firing off an email you later regret.



So, the overall theme from our survey - AI is OK – but it's not perfect.

And we think that's a healthy perspective to hold – it points to realism.



Perhaps unsurprisingly, the most popular AI products are Chat GPT and Microsoft Copilot.

What's clear from all the feedback is that Gen AI is best at:

- summarising texts and meetings, like Teams
- drafting non-legal texts, and
- polishing texts.

## Shoosmiths Plenary at GCSS24 – ‘It’s a kind of magic...’

The end of lawyers? What do you think after seeing all of that? For us:

- lawyers should be using AI to do the ‘drudge’ work and heavy lifting
- lawyers using AI save time enabling them to focus on what really matters
- lawyers using AI are more fulfilled – it means fewer menial tasks and more meaningful work

And soon GenAI will develop to be accurate enough for more legal tasks:

- reviewing documents
- making legal drafting amends
- comparing documents against playbooks / risk profiles
- undertaking legal research

We don’t see this as replacing human lawyers any time soon but just like all the new technology that has gone before, it will enhance what we humans can do for our clients.

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