Claims and Litigation Management - Making The Best of the Attorney-Client Relationship

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Effective in-house counsel management of outside counsel starts and ends with collaboration—a teamwork approach to defending and resolving lawsuits, managing and closing transactions, and coordinating responses to cyber and physical security threats. Like all relationships, the in-house and outside counsel one thrives on communication. In-house counsel must communicate expectations to their outside counterparts. They must share their corporate reporting responsibilities and the company's approach to and tolerance levels for litigation and risk. They should demand that their outside attorneys provide the information they want and need, but understand that outside factors often influence the legal advice they receive, and these factors, unfortunately, are sometimes immutable. Cost efficient and reliable legal service is an attainable relationship goal achievable through open dialogue and discussion.

One hallmark of effective communication is...