

Planning Ahead

June 26, 2020

Preparing now for what 's next

COVID-19 has precipitated a torrent of disruption in all industries. In legal, we saw an accelerated shift to the digital practice of law – particularly in virtual disputes – and the growth of data-driven decisions and services. BLG is preparing now to be a trusted legal partner in the next normal. Our digital transformation program facilitated a swift transition for our teams to remote working, and we have begun modelling and planning for various scenarios of how our future may unfold.

The Plan Ahead Initiative

BLG is leveraging its strategic planning expertise to get ahead of the next wave of disruption and to ensure that we continue to provide exceptional client service in the next normal. With this objective in mind, the firm launched our innovative, multi-pronged Plan Ahead Initiative.

Our innovative approach began with open brainstorming sessions with our Innovation Thought Leadership Committee (ITLC). Led by partner [Jason Howg](#), the sessions focused on the art of the plausible: what might the world look like in late 2021? It considered multiple dimensions, e.g., social-political, economic, and technological. To plan for an uncertain future and to push the boundaries of our thinking, the ITLC developed a set of discrete scenarios.

The next step in our approach was to conduct an empathy exercise to consider what clients would be thinking, feeling and doing in each scenario, and how BLG might best respond with practice and client innovation. The ITLC considered a range of innovative tools, including legal technology, new services and pricing.

Using their insights and ideas as a jumping-off point, teams of professionals led by our **Group Heads, debated and incorporated the ITLC's recommendations, developed their own, and chose the strongest strategies to move forward in the process.**

BLG's national firm leadership came together in a strategic planning session to review the scenarios and the Group Heads' recommendations. They also reviewed the insights and observations of John Godber, our Client Innovation Partner; key emerging trends around workforce and culture and service delivery; and digital transformation. Leadership was asked to answer a key question: what do we do now to set the firm and its clients up for success in each scenario? They also considered: which scenario should we be planning for?

A key feature of our Plan Ahead Initiative was that it involved various levels of firm leadership at each stage of the process. In total, the Plan Ahead Initiative engaged the insights of over 60 BLG members.

The outcome

The result of our Plan Ahead Initiative is a set of strategic priorities we will be implementing to position BLG for success in the next normal. We are confident that the results of our Plan Ahead Initiative will benefit clients as the legal industry emerges from this crisis.

BLG can help you engage in your own plan-ahead process. For this and other ways we can prepare your business for the next normal, please contact Lisa Chamandy, John Godber or [Mary-Ann Stallings](#).

BLG | Canada's Law Firm

As the largest, truly full-service Canadian law firm, Borden Ladner Gervais LLP (BLG) delivers practical legal advice for domestic and international clients across more practices and industries than any Canadian firm. With over 800 lawyers, intellectual property agents and other professionals, BLG serves the legal needs of businesses and institutions across Canada and beyond – from M&A and capital markets, to disputes, financing, and trademark & patent registration.

blg.com

BLG Offices

Calgary

Centennial Place, East Tower
520 3rd Avenue S.W.
Calgary, AB, Canada
T2P 0R3

T 403.232.9500
F 403.266.1395

Ottawa

World Exchange Plaza
100 Queen Street
Ottawa, ON, Canada
K1P 1J9

T 613.237.5160
F 613.230.8842

Vancouver

1200 Waterfront Centre
200 Burrard Street
Vancouver, BC, Canada
V7X 1T2

T 604.687.5744
F 604.687.1415

Montréal

1000 De La Gauchetière Street West
Suite 900
Montréal, QC, Canada
H3B 5H4

T 514.954.2555
F 514.879.9015

Toronto

Bay Adelaide Centre, East Tower
22 Adelaide Street West
Toronto, ON, Canada
M5H 4E3

T 416.367.6000
F 416.367.6749

The information contained herein is of a general nature and is not intended to constitute legal advice, a complete statement of the law, or an opinion on any subject. No one should act upon it or refrain from acting without a thorough examination of the law after the facts of a specific situation are considered. You are urged to consult your legal adviser in cases of specific questions or concerns. BLG does not warrant or guarantee the accuracy, currency or completeness of this publication. No part of this publication may be reproduced without prior written permission of Borden Ladner Gervais LLP. If this publication was sent to you by BLG and you do not wish to receive further publications from BLG, you may ask to remove your contact information from our mailing lists by emailing unsubscribe@blg.com or manage your subscription preferences at blg.com/MyPreferences. If you feel you have received this message in error please contact communications@blg.com. BLG's privacy policy for publications may be found at blg.com/en/privacy.

© 2026 Borden Ladner Gervais LLP. Borden Ladner Gervais LLP is an Ontario Limited Liability Partnership.