Figure 2: Top priorities for firms and departments

While specific priorities vary from firm to firm and department to department, professionals’ top goals in the coming 18 months all fall under the same five groupings:

- **Operations**: Productivity, reducing internal inefficiency, and reducing external spend
- **Client Service**: Client communication for firms and internal client service for departments
- **Enable growth**: Expansion into new markets for firms and enabling company growth for in-house professionals
- **Protect business**: Keeping abreast of regulation and legislation, and risk identification and mitigation
- **Talent**: Recruitment, retention, and training and development

### Total goal priority response breakdown by grouping

#### Law firm
- **Productivity**: 75%
- **Internal efficiency**: 50%
- **Recruitment & retention**: 44%
- **Client communication**: 37%
- **Expansion into new markets**: 31%

#### Tax firm
- **Productivity**: 59%
- **Keeping abreast of regulation/legislation**: 59%
- **Internal efficiency**: 55%
- **Client communication**: 52%
- **Recruitment & retention**: 44%

#### Corporate legal department
- **Risk identification & mitigation**: 71%
- **Keeping abreast of regulation/legislation**: 58%
- **Enabling company growth**: 57%
- **Internal efficiency**: 48%
- **Reducing external spend**: 39%

#### Corporate tax department
- **Internal efficiency**: 75%
- **Keeping abreast of regulation/legislation**: 73%
- **Risk identification & mitigation**: 55%
- **Enabling company growth**: 36%
- **Training & development**: 34%

#### Government legal department
- **Keeping abreast of regulation/legislation**: 68%
- **Internal efficiency**: 64%
- **Internal client service**: 43%
- **Training & development**: 43%
- **Recruitment**: 43%

Source: Thomson Reuters