

# 2019 Annual Report

Illinois Supreme Court  
Commission on Professionalism



Illinois Supreme Court Commission on Professionalism



Illinois Supreme Court Justice Mary Jane Theis

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# Leadership Letters



Martin V. Sinclair, Jr.



Jayne R. Reardon

## Chair: Martin V. Sinclair, Jr.

2019 marked the first year that I served as Chair of the Commission on Professionalism. As I assume this role, I would like to express my gratitude for the vision of Justice Robert Thomas and the members of the Illinois Supreme Court, who established an organization dedicated to promoting the principles of integrity, professionalism, and civility among the lawyers and judges of Illinois.

I am humbled by the confidence of the Court in appointing me as Commission Chair, and especially that of our current liaison, Justice Mary Jane Theis. The foundational work of the Chairs who have served before me is self-evident. I am particularly grateful for immediate past Chair Judge Debra Walker, who handed me the gavel of a smoothly running and well-respected organization.

I would also like to recognize the contributions of the dedicated volunteers who serve with me as Commissioners, including Vice-Chair James DeAno. Their diverse perspectives from across the state and practice areas continue to provide new and exciting ways to advance our professionalism mission.

I write this letter well into 2020 and, like many others, endeavor each day to adjust to the demands of a world beset by the COVID-19 pandemic. 2020 has brought many challenges to our professional and personal lives. And yet, the importance of civility and professionalism has never been greater.

My fellow Commissioners and our talented staff have responded to the challenges wrought by a global pandemic, social unrest, and the reimagining of the workplace with urgency and grace. We have leveraged our unique voice to guide the lawyers and judges of our state through uncertainty with integrity. I would like to thank the other boards, commissions, and committees of the Illinois Supreme Court for their collaboration on this and all of our endeavors.

Now, more than ever, I am proud of the work we do at the Commission. I am honored to advance our mission into the future.

## Executive Director: Jayne R. Reardon

In 2019, we leveraged technology to hone the delivery of our professionalism message to lawyers and judges across Illinois. With a focus on enhancing our educational courses for the legal and judicial professions, we hired an Education Manager who is trained in innovative educational design and delivery. Well into 2020, our online course offerings continue to grow more engaging and robust.

In addition, we continued to make advancements in taking our lawyer-to-lawyer mentoring program virtual, with the conversion of a static in-person orientation to an online program. The mentoring orientation can now be delivered by our nearly 100 sponsoring organizations on a timetable that suits their schedules.

In 2019, we delivered in-person educational programming to both lawyers and judges through our The Future Is Now: Legal Services conference and numerous other CLE programs, including our first-in-the-nation courthouse professionalism training, which was delivered in collaboration with the Illinois Supreme Court's Commission on Access to Justice.

From a communications standpoint, our active blog, social media platforms, and email newsletters continue to spread programmatic and professionalism news to legal professionals across Illinois and the nation.

As a preview of 2020, we have sharpened our focus on a key part of our mission: fostering a commitment to the elimination of bias and divisiveness within the legal and judicial systems to ensure those systems provide equitable, effective, and efficient resolution of disputes. While issues of diversity, equity, and inclusion in the legal profession have been a pillar of our work at the Commission since our 2005 founding, the events of 2020 make progress all the more imperative.

I am incredibly grateful for the support of the Illinois Supreme Court and the dedication of our Commissioners, who represent every corner of the state. To our talented staff, whom I work alongside every day, your work continues to inspire me.



# Commission

The Illinois Supreme Court established the Illinois Supreme Court Commission on Professionalism in 2005 under Supreme Court Rule 799(c) to foster increased civility, professionalism, and inclusivity among lawyers and judges in Illinois.

The Commission does so through CLE and professionalism programming, often in collaboration with law schools, bar associations, and other legal organizations; a lawyer-to-lawyer

mentoring program; and other educational-focused initiatives.

The Illinois Supreme Court appoints 15 Commissioners to oversee the work of the Commission staff. Commission meetings with all Commissioners occur quarterly. In 2019, the Commission met on March 15, June 21, September 20, and December 16.



## Commissioners

**Martin V. Sinclair, Jr., Chair**  
Sperling & Slater, P.C.  
Chicago

**James L. DeAno, Vice Chair**  
DeAno & Scarry, LLC  
Wheaton

**Hon. Jorge L. Alonso**  
United States District Court  
Northern District of Illinois  
Chicago

**Cynthia L. Fountaine**  
Southern Illinois University School of Law  
Carbondale

**Erika N. L. Harold**  
Meyer Capel  
Champaign

**Jennifer L. Johnson**  
Educator (ret.)  
Joliet

**John K. Kim**  
State Farm Mutual Automobile Insurance Company  
Bloomington

**John P. Kujawski**  
Kujawski & Associates, LLC  
O'Fallon

**William F. Moran III**  
Stratton, Moran, Reichert, Sronce & Appleton  
Springfield

**Lance D. Northcutt**  
GWC Injury Lawyers, LLC  
Chicago

**John F. O'Reilly**  
O'Reilly Law Offices, LLC  
Wheaton

**Trisha M. Rich**  
Holland & Knight LLP  
Chicago

**Hon. Diane M. Shelley**  
Circuit Court of Cook County  
Chicago

**Hon. Debra B. Walker**  
Circuit Court of Cook County  
Chicago

**Hon. Alicia N. Washington**  
Tenth Judicial Circuit Court  
Peoria

## Supreme Court Liaison

**Justice Robert R. Thomas**  
Illinois Supreme Court

## Advisors

**Hon. Michael P. McCuskey**  
Tenth Judicial Circuit Court

**Leslie Richards-Yellen**  
Hogan Lovells

## Ex Officio

**Jerry E. Larkin**  
Attorney Registration and Disciplinary Commission

**Karen Litscher Johnson**  
Minimum Continuing Legal Education Board

## Staff

**Laura Bagby**  
Communications Director

**David Bell**  
Office Manager

**Dan Davies** *(began February 2019)*  
Education Manager

**Sloane Oxley-Hase** *(began May 2019)*  
Communications Specialist

**Mark C. Palmer**  
Chief Counsel

**Jayne R. Reardon**  
Executive Director

**Lindsay Shaw**  
CLE & Program Coordinator

**Stephanie Villinski**  
Deputy Director



# Education



**The Resilient Lawyer**, which was launched in December 2019, explores how daily challenges can test lawyer resiliency and demonstrates why developing a resilient mindset can help manage those challenges.

Its companion CLE, **The Busy Lawyer's Guide to Well-Being**, was launched in February 2020. The eLearning introduces attorneys to well-being as a holistic approach and addresses confusion around what the term means.

The 794(d) Rule has had a significant impact on the number of course offerings in the areas of diversity and inclusion and mental health and substance abuse. Since the new rule went into effect on July 1, 2017, over 2,015 diversity and inclusion courses and over 1,407 mental health and substance abuse courses have been approved by the Commission and provided to Illinois lawyers.

The Commission will continue to support providers in addressing these significant needs in the profession.

Education is the foundation of our work at the Commission on Professionalism. We develop, approve, and consult with providers on professional responsibility continuing legal education (CLE) to ensure that every Illinois lawyer prioritizes professionalism, civility, and ethical behavior in their practice.

In 2019, the Commission continued to implement and raise awareness of amended Supreme Court Rule 794(d). Effective July 1, 2017, the six hours of professional responsibility CLE that Illinois lawyers complete every reporting period must include one hour devoted to diversity and inclusion education and one hour devoted to mental health and substance abuse education. June 30, 2019, was the first deadline for some Illinois attorneys (last names N-Z) to meet the new 794(d) requirements.

To help attorneys meet this requirement, the Commission recently launched two new online CLE programs that address challenges to lawyer well-being.

## 2019 Online CLE Courses

**Ending Harassment, Bullying and Incivility in the Legal Workplace** is a one-hour eLearning module that helps lawyers understand forms of incivility in the legal workplace, recognize the causes and consequences of workplace incivility, and incorporate effective tools for managing incivility in their organization and in person-to-person interactions. The eLearning is approved for one hour of professional responsibility CLE credit in Illinois.

**The Resilient Lawyer** is a 30-minute eLearning module that helps lawyers connect the unique challenges of the legal profession to behavior associated with low resiliency, identify strengths and weaknesses through self-assessment, and understand how developing the building blocks of resiliency can help improve well-being and productivity. This eLearning is approved for 0.5 hours of mental health and substance abuse CLE credit in Illinois.

In addition to these two new courses, in 2019 the Commission offered the following online courses: **Rebalance the Scales: Implicit Bias, Diversity and the Legal Profession (Part I & II)**, **Talking About My Generation: Learning Conversations in the Legal Workplace** and **The Buck Stops Here: Ethics and Professionalism for In-House Counsel**.

In 2019, 1,241 lawyers took *Rebalance the Scales Part I*, 1,155 took Part II, 670 lawyers took *Talking About My Generation*, and 548 lawyers took *The Buck Stops Here*. Additionally, in 2019, 808 lawyers took *Ending Harassment, Bullying and Incivility in the Legal Workplace* after it launched on June 18, 2019, and 109 lawyers took *The Resilient Lawyer* after it launched on December 18, 2019.

Overall, feedback on the online courses has been very positive. Here is a sample of comments from course participants:

### Ending Harassment, Bullying and Incivility in the Legal Workplace

- *I really liked this course - it provided room for some good self-reflection. Even the best of us need a reset sometimes when work is stressful.* — Chicago, IL
- *I really enjoyed how the course was structured to require the participant to interact during the course.*

*Allows attorneys to practice their level-one thinking!*  
— Naperville, IL

### Rebalance the Scales – Part I

- *I thought this course was really excellent. It opened my eyes to so many things. I am going to encourage my husband to watch it and to recommend that everyone in his firm does the same.* - Chicago, IL

### Talking About My Generation

- *This is an outstanding course with applications beyond diversity and inclusion. Bravo! One of the best courses I have ever taken.* — Oak Brook, IL

### The Resilient Lawyer

- *Excellent course - brief and to the point, but the points are well made. I have associates who need to go through this course before they burn themselves out.* — Glenview, IL
- *I wish this resource had been available 30 years ago when I started my practice. Consider making this part of law school training for law students.* — Carlyle, IL

**1,241 lawyers**  
took *Rebalance the Scales Part I*

**1,155 lawyers**  
took *Rebalance the Scales Part II*

**808 lawyers**  
took *Ending Harassment, Bullying and Incivility in the Legal Workplace*

**670 lawyers**  
took *Talking About My Generation*





11,812  
courses were approved  
by the Commission in 2019.

### CLE Approval

The Commission reviews and approves all CLE courses as qualifying for professional responsibility CLE credit in Illinois. In 2019, the Commission approved 11,812 courses. The Commission also approved over 192 hours of non-traditional professional responsibility credit and over 370 hours of professional responsibility credit from out-of-state courses.

### Collaboration with other Organizations

We often collaborate with our sister and other legal organizations on presenting educational programming to lawyers in Illinois and nationally. In 2019, we collaborated with organizations including:

- Illinois Supreme Court Commission on Access to Justice
- Illinois Attorney Registration & Disciplinary Commission (ARDC)
- Illinois Lawyers' Assistance Program (LAP)
- The Stress & Resilience Institute
- The Mindful Law Coaching & Consulting Group

### Course Monitoring

In 2019, the Commission continued to regularly monitor provider CLE courses for quality and opportunities to provide direct course feedback to providers.

Data compiled by course evaluators demonstrated that over 80% of all courses were entirely lecture-based, which limits the interactivity of the course. Moreover, live in-person courses demonstrated an average quality that was approximately 20% higher than online courses (based on a five-point scale). These data highlighted a need to prioritize education on effective course development. The Commission

identified the next steps as a combination of additional online provider resources (including a "Train the Trainer" program), an increased focus on course quality in communications with providers, and continuing to set the standard for course design through the Commission's CLE programming.

### Courthouse Professionalism Training

In 2019, the Commission continued to deliver its first-in-the-nation program: ***Walk in Their Shoes: Courthouse Professionalism Training***. This cross-disciplinary program brings together representatives from every segment of the courthouse to consider ways they can increase their professionalism and service to those who access our judicial system.

Working closely with a planning committee of stakeholders in each circuit or courthouse, the Commission customizes the seminar content to address specific professionalism issues that resonate with participants. All members of the courthouse working community are encouraged to participate. This includes judges, attorneys, courthouse security personnel, public defenders, state's attorneys, clerks, court reporters, and other stakeholders involved in the administration of justice.

As a result of engaging in the training, participants recognize the challenges and perspectives of courthouse patrons, better understand the connection between civility and professionalism, and can apply strategies to strengthen professionalism and improve the experience of courthouse patrons. Attorney participants receive **two hours of professional responsibility CLE** credit for the training.

The Commission collaborated with the Illinois Supreme Court Commission on Access to Justice in delivering two Courthouse Professionalism Trainings in 2019.

On July 12, 2019, **105 participants** from the **Third Judicial Circuit** attended a training at the Madison County Courthouse in Edwardsville, Illinois. Participants from the Madison County

state's attorney's office, public defender's office, sheriff's office, circuit clerk's office, court administration, probation services, jury commission, as well as JusticeCorps members, bailiffs, court reporters, judges, and private practice attorneys attended the training.

The second training was held on September 27, 2019, at the **Ninth Judicial Circuit** in Monmouth, Illinois. The training included **107 participants** from a six-county region (Fulton, Hancock, Henderson, Knox, McDonough, and Warren counties) including members of the state's attorney's office, public defender's office, sheriff's office, and circuit clerk's office, as well as court administration, probation services, detention administration, juvenile detention administration, court reporters, judges, field service coordinators, legal assistants, paralegals, legal aid attorneys, and private practice attorneys.

To gauge the long-term benefits of the program, the Commission conducts a pre-program survey of participants followed by a post-program survey three months after the training.

### Participant Feedback:

"I found the breakout session to be the most impactful because we were able to interact and discuss current issues and ideas with other entities that we serve and work with. I also found it very helpful to hear the concerns and questions that attorneys and their support staff had in regard to the new e-filing system, as we do not experience the actual filing side of electronic filing."  
— *Ninth Judicial Circuit*

### The Buck Stops Here

- *The format and delivery of this CLE program are the best of the many I have taken. I am going to show it to the Alaska Bar CLE Director. Thank you & well done!* — *Wasilla, Alaska*
- *This course was outstanding for my role as in-house counsel for a small information technology company. I found the three scenarios complemented by the law to be a great teaching tool. Thank you.* — *O'Fallon, IL*

### In-Person CLE Courses

Commissioners and Commission staff accept many invitations from bar associations, conference organizers, law firms, and other organizations to facilitate and train on a wide range of professional responsibility topics.

Commissioners and staff travel around the state and country to facilitate CLE programs and are even invited to speak internationally on topics related to professionalism in law.

In 2019, the Commission delivered over 45 in-person CLE programs, focusing on topics including technology in law, diversity and inclusion, civility, professionalism, mentoring, well-being, and the future of the legal profession.



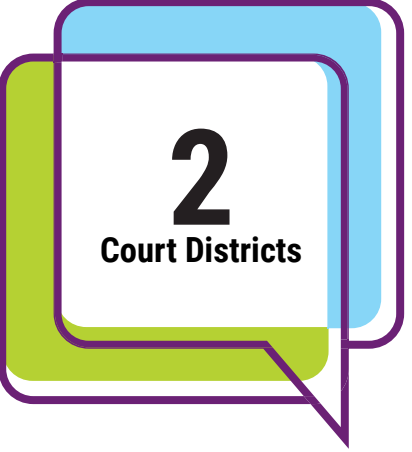
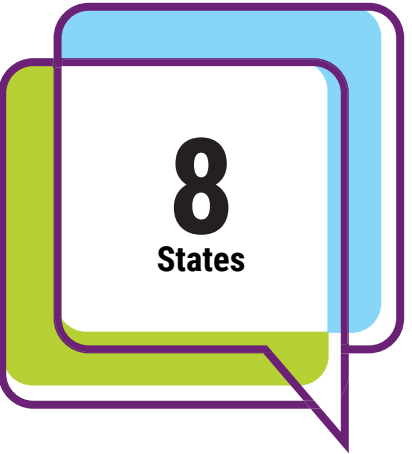
# Mentoring

## Lawyer-to-Lawyer Mentoring

The Commission developed its lawyer-to-lawyer mentoring program in 2011, as outlined in Illinois Supreme Court Rule 795(d)(11). Eight years later, the program continues to evolve and grow, but the goal remains the same: creating an opportunity for experienced lawyers to provide professional guidance and share their judgment and skills with lawyers in their early years of practice.

Mentor and mentee pairs who complete the year-long program meet at least eight times. Their meetings are focused on sharing practical practice tips and strategies for addressing professionalism challenges in the workplace, including legal ethics, civility, diversity and inclusion, and mental health and substance abuse. This professionalism focus is unique to the Commission's mentoring program.

Both mentor and mentee qualify for six hours of professional responsibility CLE credit each year. This includes one hour of diversity and inclusion credit and one hour of mental health and substance abuse credit. Mentors and mentees can participate in the program multiple times for CLE credit.



In 2019, over 600 lawyers from 81 Illinois cities and eight states participated in the program. In addition, the Commission continued to grow the number of participating sponsoring organizations. Currently, 94 sponsoring organizations participate in the program, including 42 law firms, 20 bar associations, 13 professional organizations, nine law schools, seven government offices, two court districts, and one corporate organization.

In 2019, the Commission awarded over 3,750 hours of professional responsibility CLE credit to participating mentors and mentees.



Participant Feedback

Strong participation numbers are important, but so is the impact of the program. The Commission asked participants to provide feedback on their experience as part of the CLE credit form.

*I think the program was beneficial to both me and my mentee, in that it helps to get together and talk about issues that come up. I normally don't make time to discuss these types of issues with my peers in my regular practice. — Mentor, Chicago*

*This program was wonderful, even for someone not exactly new to practicing law but new to practicing law in Illinois. I really appreciated the structure of the program, as well as the pairing of the mentor and mentee. I loved that my mentor practiced in my field and was able to make the most relevant connections due to the intimate knowledge he had. — Mentee, Chicago*

*This is a great program. I have participated as a mentor twice and enjoy meeting and working with the younger attorneys as they begin their careers. It is helpful to hear what new attorneys think/expect and experience in the profession these days. — Mentor, Rockford*

*The program is excellent. I am so glad that I got to participate in it. It is always helpful to have an experienced hand to talk to about the struggles that you're going through early [in your career], like work-life balance or how to do well and get ahead at the office. There were so many issues that we covered that have come up in my work life. Thank you for allowing me to be a part of this. — Mentee, Springfield*

*This is a terrific program and I urge all firms and attorneys not participating to jump on board. Mentors and mentees equally benefit and, if this happens in a law firm setting, the firm certainly benefits. — Mentor, Chicago*

Year after year, feedback on the program remains consistent – both mentors and mentees report benefiting from involvement.

99% would recommend the program to other lawyers

99% plan to maintain a relationship with their mentoring partner

Underrepresented Attorney Mentoring

After developing a content-specific mentoring program supporting the advancement and retention of underrepresented attorneys and conducting a year-long pilot program with law firms and corporate partners, the Commission approved enhancements to the current new lawyer mentoring program curriculum as well as the development of an “off-the-shelf” mentoring toolkit.

This toolkit may be used by organizations in conjunction with or apart from the new lawyer program. While not changing any CLE earning eligibility, this add-on option, available open-source on the Commission website, will give participants an additional resource for diversity and inclusion endeavors in their organizations.

Mentoring Program Efficiency and Expansion

In January 2019, the Commission launched an online lawyer mentoring orientation. This tool is the initial step required to begin our lawyer-to-lawyer mentoring program.

In the past, many sponsoring organizations launched mentoring relationships periodically throughout the year during scheduled in-person orientations. Now, the online presentation makes it easier for sponsoring organizations to launch mentoring relationships remotely and year-round.

National Legal Mentoring Consortium

The National Legal Mentoring Consortium (NLMC) is an invaluable resource for legal professionals aspiring to develop and implement mentoring programs. As an active member of the NLMC, the Commission was honored to be asked to host the 2020 NLMC Conference in Chicago.

During 2019, Commission staff began planning for this exciting event, which was to be held in October 2020 at Loyola University Chicago School of Law. However, given health concerns related to COVID-19, the conference organizing committee elected to postpone the Chicago-based event until October 7-9, 2021.







# Law Schools

## Law School Orientation

Each year, Illinois's nine law schools welcome hundreds of new law students to the legal profession during law school orientation. As part of our mandate, the Commission develops and presents a professionalism program for new students during orientation. 2019 marked the 13th year that the Commission has organized the program.

The orientation is designed to welcome first-year students to the profession and introduce them to the core concepts of attorney professionalism. Orientation activities include:

- An address by Illinois Supreme Court and Appellate Court justices and federal judges on the importance of establishing a professional identity.

- The administration of a Pledge of Professionalism, during which law students commit to upholding the highest standards and ideals of the legal profession.
- Small group discussions with students and local attorneys focused on techniques for navigating challenging professionalism scenarios.

For the third year in a row, Commission Chair Martin Sinclair moderated a professionalism program at the University of Chicago Law School. The hour-long session also included a Q&A with Chief Judge Rebecca R. Pallmeyer of the United States District Court for the Northern District of Illinois.

In 2019, the Pledge of Professionalism was administered by the following justices and judges:

- Northern Illinois University College of Law, Illinois Supreme Court Justice Thomas L. Kilbride
- Loyola University Chicago School of Law, Illinois Supreme Court Justice Robert R. Thomas
- DePaul University College of Law, Illinois Supreme Court Justice P. Scott Neville, Jr., and First District Appellate Judge Jesse G. Reyes
- UIC John Marshall Law School, Justice Kilbride and First District Appellate Judge Joy V. Cunningham
- Chicago-Kent College of Law, First District Appellate Judge Cynthia Y. Cobbs and Circuit Court of Cook County Judge Diane M. Shelley
- University of Illinois College of Law, Illinois Supreme Court Justice Rita B. Garman
- Northwestern University Pritzker School of Law, Northern District of Illinois Judge Edmond E. Chang
- University of Chicago Law School, Northern District of Illinois Chief Judge Rebecca R. Pallmeyer
- Southern Illinois University School of Law, Illinois Supreme Court Chief Justice Lloyd A. Karmeier

In addition to law school orientation, in 2019 the Commission staff coordinated with law school faculty to present professionalism programming on topics including diversity and inclusion, mentoring, professionalism, civility, ethics, and well-being.

## Jumpstart Program

Hon. Ann Claire Williams (Ret.) launched Jumpstart in the early 2000s to help underrepresented minority first-year law students develop the academic and interpersonal skills needed to navigate law school and become successful legal professionals. The Commission has supported the program since 2013.

During the annual Jumpstart orientation program, which is held before law school orientation, students learn what to expect in their law school courses, strategies for academic success, and how to navigate interpersonal relationships in a legal setting. Many Jumpstart students are the first in their family to attend law school, making the connections established during the program even more important.

In 2019, for the second year in a row, the Commission helped organize the Jumpstart orientation with the assistance of all six of the Chicago law schools and, for the first time, the University of Illinois College of Law. The orientation took place from August 12-14, 2019, in Chicago. **Sixty-three law students** attended the three-day program, which included a half-day session interacting with judges in federal court.



# Communications

The Commission leverages various communications channels to inform, educate, and engage lawyers on issues of professionalism. These channels include outreach events, weekly and monthly email campaigns, a blog, press releases, legal publications, and social media.

The following information summarizes the reach of the Commission's communications efforts during 2019.

## Outreach Events and Meetings

An important part of the Commission's work is its involvement in significant legal events in Illinois and across the nation. In 2019, Commissioners and Commission staff participated in **174 outreach events and meetings**.

*Commission outreach events, mentoring orientations, and CLEs took place in the following cities: Austin, TX; Benton, IL; Bloomington, IL; Brooklyn, NY; Carbondale, IL; Champaign, IL; Chicago, IL; Collinsville, IL; DeKalb, IL; Denver, CO; DuPage, IL; Edinburgh, Scotland; Edwardsville, IL; Hartford, CT; Lake Geneva, WI; Las Vegas, NV; Libertyville, IL; Lynchburg, VA; Macomb, IL; Monmouth, IL; Mt. Vernon, IL; Naperville, IL; New Orleans, LA; New York, NY; Normal, IL; Oak Brook, IL; Orlando, FL; Peoria, IL; Portland, ME; Quincy, IL; Rockford, IL; Rosemont, IL; San Diego, CA; San Francisco, CA; Schaumburg, IL; Springfield, IL; Stanford, CA; St. Charles, IL; Vancouver, Canada; Woodstock, IL.*

## 2Civility Newsletter

Over 44,000 individuals are subscribed to the Commission's weekly and monthly newsletters. Weekly emails include links to our most recent editorial content. The monthly eNews provides Commission updates, reflections, and inspiration.

eNews newsletters delivered in 2019 include:

- The Benefits of Mentoring
- Diversity and the Justice System
- The Future Is Now Celebrates Women in Law
- Two More Weeks to Register for The Future Is Now
- CLE Reporting Period Closes 6/30!
- Commission Launches Free Online Civility CLE
- CLE's Impact on Illinois Lawyers
- The Disappearing Rural Lawyer
- Spotlighting Illinois Attorneys who Lead in Professionalism

- Help Shape the Future of the Legal Profession: Become a Mentor
- Ready to Excel in the Legal Profession? Become a Mentee.
- Boost Your Resiliency this Holiday Season with 2Civility's New CLE

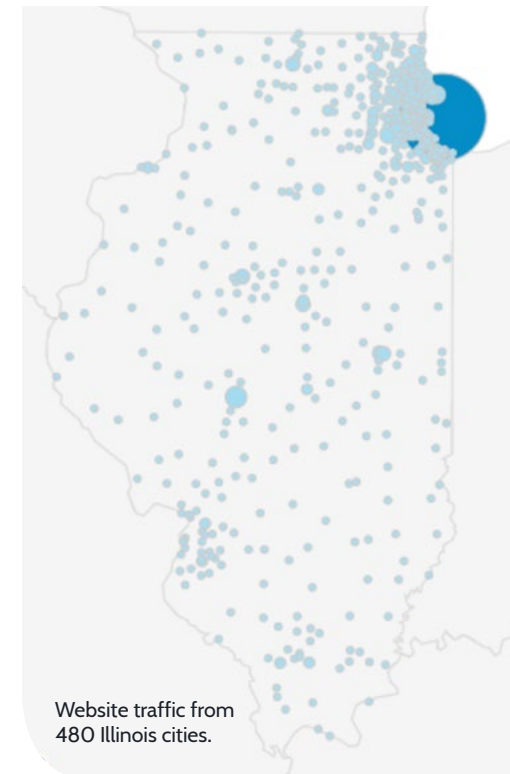
## 2Civility Website and Blog

The Commission's website continues to be a thought-provoking platform that dives into key issues impacting the legal profession. The website is a well-used resource among legal and judicial professionals in Illinois and beyond, with over **81,000 users in 2019, 115,000 sessions, and over 215,000 page views**.

This website traffic came from **480 Illinois cities**, demonstrating the Commission's continued reach across the state. Visitors outside of Illinois also came to the Commission's website, with the majority hailing from New York, California, and Texas.

One of the most popular parts of the website is its editorial content. The 2Civility blog continues to dive deep into the professionalism trends that are reshaping the industry, providing legal professionals with the tools they need to build innovative careers rooted in the principles of civility. In 2019, Commission staff wrote 40 blog posts and over 50 news items.

The Commission also continued its popular Lawyer Spotlight and Profiles in Professionalism series. The Lawyer Spotlight highlights Illinois attorneys who embody the ideals of professionalism that the Commission aims to promote. In 2019, the Commission published Q&As highlighting the important work of seven Illinois attorneys.



The Profiles in Professionalism video series shares the perspectives and wisdom of distinguished members of the Illinois legal community. In 2019, the Commission published an interview with Hon. David Cerda (Ret.), Illinois Appellate Court Justice. The Commission also filmed an interview with Hon. Richard Henry Mills, Senior United States District Judge for the Central District of Illinois, which was published in 2020.

In 2019, the Commission spotlighted two Commissioners for the Commissioner Spotlight series. Commissioner Spotlights included Erika N.L. Harold, an attorney at Meyer Capel in Champaign, and Cynthia L. Fountaine, a law professor at Southern Illinois University School of Law in Carbondale.

## Press Releases

In addition to its blog and news items, the Commission's 2019 activities were highlighted in the following press releases:

- [Martin Sinclair Named Chair of the Commission on Professionalism](#)
- [2Civility Launched Online Lawyer Mentoring Orientation](#)
- [Registration Opens for The Future Is Now Conference](#)
- [Commission on Professionalism Names Dan Davies as Education Manager](#)
- [Commission on Professionalism Announces The Future Is Now Speaker Talks](#)
- [Commissioner Hon. Debra Walker Receives University of Illinois College of Law Alumni Award](#)
- [Commission on Professionalism's Lindsay Shaw Nominated for ALA Quest Award](#)
- [Palmer Elected to ISBA Board of Governors](#)
- [Hon. Debra Walker Installed as Illinois Judges Foundation President](#)
- [Commission on Professionalism Launches Free Online Civility CLE](#)
- [Commission on Professionalism Executive Director Jayne Reardon Named to Fastcase 50](#)
- [Illinois Law Students Participate in Annual Professionalism Orientation](#)
- [University of Illinois College of Law Joins Jumpstart](#)
- [Commission on Professionalism Launches Free Online CLE on Lawyer Resiliency](#)



**50+**  
Publications

## Publications

In 2019, Commissioners and Commission staff were called upon to share perspective on relevant professionalism topics or had their work featured in legal and other publications. These publications included:

### ABA Journal

- March: "Bullying from the Bench: A wave of high-profile bad behavior has put scrutiny on judges"
- September: "Lawyers Speech Triggers Civility and Constitutional Concerns"

### ABA Law Practice Today

- July: "Civility + Diversity = Inclusion, the Cornerstone of Innovation"
- November: "When Rules Stagnate Innovation, Change the Rules"

### ABA Law Practice Division e-Magazine

- July: "Civility + Diversity = Inclusion, the Cornerstone of Innovation"

### Above the Law

- November: "Illinois Is Also Exploring Legal Regulation Reform"

### The American Lawyer

- August: "Nonlawyer Ownership Push Picks Up Steam in Utah"
- November: "Quinn Emanuel Says Clients Can Pay in Bitcoin" (Mark Palmer's piece on cryptocurrency is featured)
- December: "ABA Could Encourage States to Allow Outside Ownership of Law Firms"

### Attorney at Work "Ask the Experts" Column

- January: "Is Crowdfunding Legal Services Ethically Permissible?"
- March: "How to Avoid Getting Hooked by Phishing Scams"
- July: "Ethical Considerations in Boosting Your Client Reviews"

### CBA @theBar Blog

- March: "Perspective on Professionalism: an Interview with Martin Sinclair, Chair of the Illinois Supreme Court Commission on Professionalism"
- June: "2Civility's The Future Is Now 2.019 Conference: an Interview with David Douglass"
- June: "The Future Is Now 2.019: Reforming the Cash Bail System with Robin Steinberg and The Bail Project"
- June: "Ending Harassment, Bullying and Incivility in the Legal Profession with the Commission on Professionalism"
- June: "The Future Is Now 2.019: How MJ Cartwright Increases Access to Justice with Technology"

### CBA @theBar Podcast

- October: "The Keep Calm and Lawyer On Edition: A Candid Discussion about Mental Health and Addiction in the Legal Profession"

### Chicago Daily Law Bulletin

- March: "Being heard on the topic of civility"
- April: "In the News – Hon. Debra Walker Receives University of Illinois College of Law Alumni Award"

- May: "CLE Fills the Gaps Left by Today's Quick, Easy Reference Technology"
- June: Brief on the Ending Harassment, Bullying and Incivility in the Legal Workplace CLE
- September: "Professionalism as Important as Economics in Moving it Forward"
- November: "Chief Judge Pallmeyer Gives Professionalism Tips to 1Ls"

### Chicago Lawyer

- March: "The Obligation"
- June: "TECH VS. CLE: Why Technology Won't Supplant Professional Development"
- October: "Pass on Your Expertise"
- December: "Walking a Straight Line"

### Crispin Passmore

- July: "The United States Comes to the Party"

### Cryptonews

- November: "'The Most Feared' Megafirm Quinn Emanuel Accepted First Crypto Payment" (Mark Palmer's piece on cryptocurrency is featured)

### Hancock County Journal-Pilot

- April: Brief on Hon. Debra Walker's University of Illinois College of Law Alumni Award

### Illinois Bar Journal

- March: "Defusing the Courtroom"

### Illinois Courts Connect newsletter

- January: "Martin Sinclair Named Chair of the Commission on Professionalism"
- February: "Use Communication to De-Escalate Tense Situations"
- March: "Cook County Chief Judge Evans implements sexual harassment training at New Judges School"
- April: "Illinois Judges Receive Recognition and Awards"
- June: "The Future Is Now: Legal Innovation and the Rule of Law"
- June: "Commission on Professionalism Launches Free Online Civility CLE"
- July: "Commission on Professionalism Holds Professionalism Training at Madison County Courthouse"
- October: Brief on Law School Orientation

### Illinois Legal Aid Online (ILAO) Blog

- June: "The Future of Legal Services"

### Innovations in Legal Aid Blog

- April: ITC Interview Series: Mark C. Palmer on the Ethics of Using Cloud-Based Technologies

### Institute for the Advancement of the American Legal System (IAALS) Blog

- December: "How Reregulation Could Benefit Lawyers"

### International Conference of Legal Regulators

- September: "Lawyer Regulation Reforms in the U.S."

### International Legal Technology Association (ILTA) Blog

- October: "Avoid Phishing Emails"

### ISBA The Bar News

- November: "Building Your Law Firm's Social Capital From the Inside Out"

### Law 360

- September: "Like It Or Not, Law May Open Its Doors to Nonlawyers"

### Law Technology Now

- September: "Re-Regulating Lawyers: Updating Rules for Modern Law"

### Law.com

- September: "BigLaw on the Sidelines"

### LawNext

- November: "Special Report – Jayne Reardon, Director of 2Civility, at the Clio Cloud Conference"

### Lawyers Gone Ethical

- October: "National Perspective on Regulatory Reform with Jayne Reardon"

### The News-Gazette / Legal Speaking Podcast

- May: "Legally Speaking: Mark Palmer"

### Northwestern Law Reporter

- April: "Alumni Spotlight: Martin Sinclair"

### WBAI Blog

- April: "Commissioner Hon. Debra Walker Received University of Illinois College of Law Alumni Award"

The Commission's editorial content is syndicated in ISBA's Illinois Lawyer Now, LexBlog, and Legal Tech Monitor.

# Social Media

The Commission continues to use social media as a tool to share its courses, content, and messages with legal professionals across the United States. This outreach has garnered a significant following on LinkedIn, Facebook, and Twitter. The Commission began its social media efforts in 2011.



**130%**  
Increase in LinkedIn  
connections in 2019



## LinkedIn

LinkedIn is a professional network that enables the Commission to connect with contacts in the legal, government, technology, academic, and other industries. The content shared on LinkedIn is created, curated, and shared with the intent of helping followers better understand the Commission's programming and how the organization can support lawyers in the development of a professional identity based on professionalism, civility, and integrity.

At the end of 2019, the Commission's LinkedIn page had over 1,600 followers. Additionally, Commission staff had **over 2.3 million connections**. This is up from 1 million connections at the end of 2018.

**5300+**  
Likes on Facebook at the  
end of 2019



## Facebook

Through Facebook, the Commission can target its constituent engagement beyond those who like the Commission's page to others in its network. Since Facebook is used as a community communication tool, content that is focused on a specific person or organization typically resonates with users. At the end of 2019, the Commission had over 5,300 likes on Facebook.

**66%**  
Increase in Twitter  
followers in 2019



## Twitter

The Commission's Twitter accounts position its staff as go-to industry experts on legal news and professionalism topics. The staff uses Twitter to engage with other legal industry thought leaders and expand the Commission's footprint in the community.

In 2019, the Commission's Twitter accounts included the following: Jayne Reardon @JayneRReardon, Stephanie Villinski @stephvillinski, Mark Palmer @palmerlaw, Laura Bagby @2CivilityLB, Dan Davies @2CivilityDD, and its organizational account, @2CivilityOrg.

At the end of 2019, the Commission staff had almost **8,000 followers** collectively and had posted more than **38,000 tweets**. This is up from 4,819 followers and 31,000 tweets in 2018.



# The Future Is Now: Legal Services 2.019

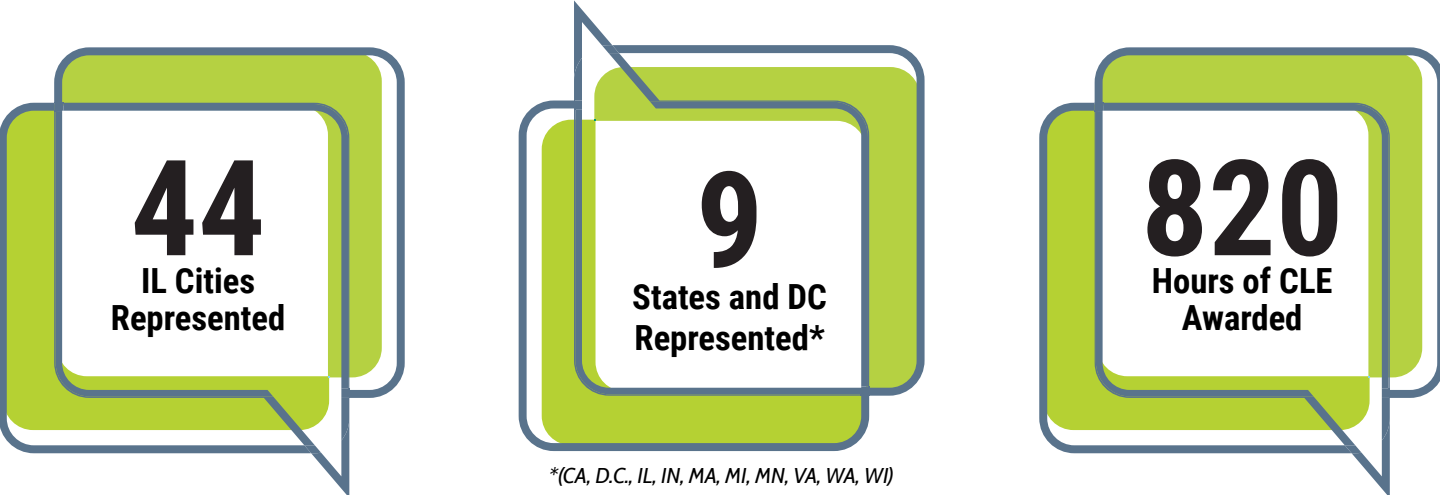


The Commission's annual *The Future Is Now: Legal Services* conference brings together lawyers, judges, legal academics, entrepreneurs, and other professionals from across the United States to discuss the critical issues impacting the future of legal organizations and the profession as a whole.

The event showcases thought-provoking speakers who discuss industry trends and share diverse outlooks on the delivery of legal services. Attendees learn how to be more efficient, productive, and competitive in the changing legal landscape.

Our fourth annual conference was held on May 16, 2019, at Venue SIX10 in Chicago. The conference drew hundreds of lawyers, judges, legal academics, law students, and other legal professionals from across Illinois and beyond.

Conference attendees earned five hours of professional responsibility CLE credit in Illinois.



## Talks

The conference featured 10 TED-like talks and five town hall discussions. Illinois Supreme Court Justice Mary Jane Theis opened the event with a welcoming message of encouragement. In her remarks, she called on the legal profession to reflect on the value that lawyers and the judiciary provide to the public.

### The Human Cost of Cash Bail, Robin Steinberg, CEO, The Bail Project

*In the past 20 years, increases in pretrial detention have accounted for the majority of jail growth in the United States. While providing access to bail funding for those without sufficient resources may help in the short-term, civil discourse around real systemic reform to stop the two-tiered judicial system is needed.*

### The Essentiality of Civility, Blake D. Morant, Dean and Robert Kramer Research Professor of Law, The George Washington University Law School

*The First Amendment right to speak freely has become a moniker for unabashed expressive behavior without acceptance of the responsibility to exercise that right respectfully. At its core, this notion of uninhibited, anti-politically correct speech has dimmed the hope of productive dialogue. Persuasion dissipates when incivility dominates.*

### Data Security: You Can Do More Than You Think, Rich Lee, General Counsel, Civis Analytics

*Attorneys are counselors and problem solvers at times when there is a lot on the line — money, reputation, and even freedom. Attorneys are trusted with highly sensitive data and if the data are lost, leaked, or even held for ransom, it could cause irreparable damage and even violate lawyer ethical rules.*

### Plus ça change, plus c'est la même chose, Gyi Tsakalakis, Founder and President, AttorneySync

*The internet is an amazing thing. At no other time in history have we had access to so much information and so many people. People are increasingly turning to the internet to answer questions, solve problems, and review goods, services, and yes, lawyers. The question is who and what will they find.*

### Lost in Translation: From Research to Practice, April Faith-Slaker, Associate Director of Research Innovations, Harvard Law School's Access to Justice Lab

*Big data, technology, and unprecedented connectivity are providing the legal profession with new avenues for the delivery of services. While many assume these tools are making justice more accessible, it hasn't played out that way.*

### Positive Impact = Online Dispute Resolution with the Judiciary, MJ Cartwright, CEO, Court Innovations

*Almost 40% of people who resolve legal cases through online dispute resolution (ODR) would not have been able to get to the courthouse. ODR could be a potential solution to help address the backlog of court cases and enhance judicial efficiency and efficacy.*

### Killing Solo Softly: How Ethics Regulations Threaten Solo and Small Law Firms, Carolyn Elefant, Founder and Owner, Law Offices of Carolyn Elefant

*Today, many solo and small firm lawyers struggle financially in the face of competition from do-it-yourself websites and attorney-matching platforms. Onerous ethical rules that are unnecessary to safeguard clients in a digital age place solo and small firm lawyers at a disadvantage when competing against non-lawyer sites. In fact, these ethics rules threaten the very survival of solo and small law firms.*

### The Ethical Obligation to Promote Diversity, David L. Douglass, Managing Partner, Sheppard Mullin Richter & Hampton, LLP

*Our history compels the conclusion that lawyers have an ethical obligation to promote equality and diversity in the legal profession and in society. The profession has tried the moral route (it is the right thing to do) and the business route (it is good for business). However, considering the lack of progress, perhaps the legal community should consider a new approach.*

### The Modern Legal Ecosystem, Lucy Endel Bassli, Deputy General Counsel of Legal Operations, Contracting and Corporate G&A, Snowflake Computing

*The practice of law is being tested by increased constraints on resources, shifting workforce composition, and increased global complexity. Innovative technology is reshaping the legal landscape, and the law is beginning to move from a practice to an operation.*

### "Newlaw" and the New Lawyering, Daniel B. Rodriguez, Harold Washington Professor, Northwestern University Pritzker School of Law

*The profession is now in a period called "newlaw," defined by qualitative and quantitative measures of accelerating legal change. Familiar strategies and techniques used to meet client and societal demands are being reinvented.*



Town Hall Meetings

The Future Is Now featured five town hall discussions, each with two speakers who presented on complementary topics. Jayne Reardon and Mark Palmer moderated the discussions and fielded live questions from the audience through the conference mobile app.

Participant questions included:

- *What responsibility does a lawyer have when opposing counsel (or a party) is unwilling or unable to exercise civility/listening?*
- *What is the appropriate response to incivility?*
- *Should the code of professional conduct include minimum data security requirements for lawyers who use technology to communicate with clients?*
- *In jurisdictions where online resolution is being utilized, are you seeing pushback from attorneys who are worried about the unauthorized practice of law or the “competition” aspect of losing potential clients to this system?*
- *What are the best practices in hiring and recruiting a diverse workforce to ensure implicit bias is not getting in the way of a hiring decision?*



Media Coverage

The Future Is Now was featured in several legal publications, including the Chicago Daily Law Bulletin, Illinois Courts Connect, Chicago Lawyer, Illinois Lawyer Now, LexBlog, and the Illinois Legal Aid Online blog. In addition, the CBA @theBar blog published interviews with Robin Steinberg, April Faith-Slaker, MJ Cartwright, and David Douglass.

To ensure the reach of The Future Is Now extended beyond those in the room, the Commission posted key takeaways from the speaker talks and townhall discussions live on social media. All conference mentions were tracked by monitoring #TheFutureIsNow hashtag on Instagram, Facebook, Twitter, and LinkedIn.

Below is a summary of user actions across all platforms before and during the conference.

- 1,113 before
- 1,755 day of

This is up from 1,362 social media mentions on the day of the conference in 2018.

Conference Feedback

Over 165 conference attendees completed the post-event evaluation form. The information below reflects their responses.

When the Commission asked participants what they would most like to change about the delivery of legal services, the top two responses were:

- 1. Incorporate legal technology to automate and provide analytics on new client business development, client relationship management processes, and internal workflows.*
- 2. Implement technology to increase efficiency and collaboration with other legal professionals.*

When asked about the primary obstacle (if any) preventing these changes from occurring, participants responded:

- 1. Personal inertia and limited time and resources.*
- 2. Bureaucracy and structural or organizational constraints.*

When asked what are the most important issues facing the legal profession, participants responded:

- 1. Addressing the access to justice gap by providing more affordable, high-quality representation, and information/advice to those who need it.*
- 2. Restoring public faith in the legal profession by addressing incivility and disrespect in the workplace.*

Participant responses demonstrate that The Future Is Now hit the right themes and was developed to educate and promote discussion on topics that are crucial to today’s legal professionals.







Illinois Supreme Court Commission on Professionalism

[www.2Civility.org](http://www.2Civility.org)