



Education

University of Toronto (2002) JD
 Dalhousie University (1999) BA
 (Honours)
 Legal Lean Sigma Institute (2020)
 Certificate, Level 100

Bar Admissions

Ontario (2003)

Contact

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Gillian Scott

GILLIAN SCOTT

is the Chief Client Officer at Lenczner Slaght.

As Chief Client Officer, Gillian leads the firm's client-focused business functions, including Business Development, Marketing, Legal Talent, Legal Support Services, Legal Project Management, and Events, in delivering exceptional and differentiated value to our clients. As a member of the Management Committee, Gillian plays a pivotal role in setting the strategic direction of the firm.

Prior to joining the firm, Gillian was a litigation partner at a national law firm, acting in various business roles in client development, innovation and litigation operations. Gillian's background as a practicing commercial litigator and in law firm business-side roles has given her unique insight into client challenges and the ability to deliver client-centric solutions.

RECOGNITION

- FT Innovative Lawyers Awards North America (2021)
 Shortlisted as the Most Innovative Change Maker

SELECT PUBLICATIONS AND PRESENTATIONS

- **The Strategic Use of Legal Tech: Adopting a Client-Focused Innovation Strategy** – Gillian Scott was invited to share her expertise at Canadian Lawyer's annual LegalTech Summit. Gillian moderated the session titled *The Strategic Use of Legal Tech: Adopting a Client-Focused Innovation Strategy*. (Prior to joining Lenczner Slaght)
- **Technology for Litigators** – Gillian Scott was invited to share her expertise at The Advocates' Society's program on *Technology for Litigators*. As part of a panel, Gillian discussed how technology can streamline processes and take advocacy to the next level. (Prior to joining Lenczner Slaght)
- **Legal Foresight Summit** – Gillian Scott was invited to share her expertise at the Legal Foresight Summit. Gillian was a panelist on *Operating at the Speed of Change – on Tech and Talent*, where she discussed how technology and talent enable law firms to adapt, grow, and improve their business models to better serve clients, seize new opportunities, and meet the challenges facing both firms and their clients. (Prior to joining Lenczner Slaght)
- **CANLIF Legal Leaders and Legal Operations Roundtables** – Gillian Scott was a program creator and leader for the Canadian Legal Innovation Forum (CANLIF) Legal Leaders and Legal Operations Roundtables. (Prior to joining Lenczner Slaght)
- **A Fresh Take on Applying Decision Trees to Case Assessments in Litigation** –

Gillian Scott co-authored an article for Lexpert titled *A Fresh Take on Applying Decision Trees to Case Assessments in Litigation*. Gillian shared her expertise on how decision trees can help litigators assess case outcomes and communicate risks to clients using visual models, enhanced by modern technology like Litigaze to streamline the process. (Prior to joining Lenczner Slaght)

- **Canadian Defence Lawyer's Annual General Meeting** – Gillian Scott was invited to share her expertise as a panelist at the Canadian Defence Lawyer's Annual General Meeting. (Prior to joining Lenczner Slaght)
- **Transforming Client Relationships with Innovation** – Gillian Scott was invited to share her expertise at Harvard Law School's Executive Certificate Program. Gillian was a panelist on the session titled, *Transforming Client Relationships with Innovation*. (Prior to joining Lenczner Slaght)
- **Women in the Law – Resilience: Empower your Potential** – Gillian Scott was invited to share her expertise at the Toronto Metropolitan University – Law and Business Student Association's Conference. Gillian was a panelist on the session titled *Women in the Law – Resilience: Empower your Potential*. (Prior to joining Lenczner Slaght)
- **Annual Law Firm Innovation Summit** – Gillian Scott was invited to share her expertise at the Ark Group's Annual Law Firm Innovation Summit. Gillian presented in the session titled *Packaging Intellectual Knowledge into Products*. (Prior to joining Lenczner Slaght)
- **Innovating for Success: Creating Fun Products in a Technical Space** – Gillian Scott was invited to share her expertise at the Canadian Bar Association program titled *Innovating for Success: Creating Fun Products in a Technical Space*. Gillian discussed how converting problems into solutions, through code, leads to functional products that enhance the legal experience. (Prior to joining Lenczner Slaght)
- **Canadian Legal Innovation Forum Summit** – Gillian Scott was invited to share her expertise at the Canadian Legal Innovation Forum Summit. Gillian was a panelist on the session titled "*How are law firms delivering legal services in new ways to deliver results for their clients?*". (Prior to joining Lenczner Slaght)
- **The Law Firm Innovation Summit** – Gillian Scott was invited to share her expertise at the Ark Group's Law Firm Innovation Summit. Gillian presented on *A Year in the Life of a Law Firm Product*. (Prior to joining Lenczner Slaght)
- **Focusing on the Bottom Line: Managing Costs and Driving Value when Resolving Franchise Disputes** – Gillian Scott was invited to share her expertise at the American Bar Association's 43rd Annual Meeting - Franchising in Focus. Gillian was a speaker on the session *Focusing on the Bottom Line: Managing Costs and Driving Value when Resolving Franchise Disputes* discussing practical direction on managing dispute resolution costs. (Prior to joining Lenczner Slaght)
- **CANLIF Innovation Summit** – Gillian Scott was invited to share her expertise at the Canadian Legal Innovation Forum summit. Gillian was a panelist on the session titled *Career Transitions and Resiliency*. (Prior to joining Lenczner Slaght)
- **In-Sync: What In-House Counsel and Business Clients Expect from Their Outside Counsel** – Gillian Scott was invited to share her expertise at the American Bar Association's Forum on Franchising. Gillian presented on *In-Sync: What In-House Counsel and Business Clients Expect from Their Outside Counsel*. (Prior to joining Lenczner Slaght)

SELECT NEWS ARTICLES

- **Lenczner Slaght Welcomes Gillian Scott as Chief Client Officer** – Canada’s leading litigation firm is proud to expand its exceptional leadership team with the addition of Gillian Scott as the new Chief Client Officer and member of the Management Committee.
- **Litigation Firm Lenczner Slaght Welcomes First Chief Client Officer** – In this Law Times article, Gillian Scott is featured as Lenczner Slaght’s first Chief Client Officer, joining the firm’s management committee to oversee its client-focused business functions and drive strategic initiatives. The article notes that this follows the firm’s recent appointment of Claudia Bessant as Chief Operating Officer.
- **Want Your Law Firm to Build Monetizable Products? Go Ahead, Take a Shot** – In this American Lawyer article, Gillian Scott was quoted by Law.com reporter Dan Packel, about how law firms are building products under the umbrella of a law firm structure. The article was based on comments from a panel Gillian appeared on titled *Packaging Intellectual Knowledge into Products* at the Ark Group’s 4th Annual Law Firm Innovation Summit. *(Prior to joining Lenczner Slaght)*
- **How Are Law Firms Innovating in a Disruptive Era?** – Published by ADB Insights, Gillian Scott comments on how law firms are adapting and innovating during the pandemic. *(Prior to joining Lenczner Slaght)*
- **Legal Tech Market Rebounding After COVID-19 Dip** – In this Law Times article, Gillian Scott provides her expert insights for an article exploring the impact of COVID-19 on legal tech and how it’s important for firms to prioritize the adoption of legal technology and sophisticated tools in order to better serve clients. *(Prior to joining Lenczner Slaght)*
- **Responding to Changing Litigation Demands** – In a recent Canadian Lawyer article, Gillian Scott comments on the trend that is changing the nature of the relationship between in-house lawyers and outside counsel, as firms seek new ways of advising and supporting those clients. *(Prior to joining Lenczner Slaght)*