

HaystackID®

Bridging Legal Tech and Tradition

The Heart of Professional Empathy

SOLID Chicago

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Why Do I Lead with Empathy?

1

I was raised by an orphan from Gary, who retired as an attorney in South Africa.

2

That distance requires community and the desire to bring as many people along as possible.

3

To build that kind of community through that many life changes, requires empathy.

We've Been Here Before



Transitioning from Big Law to a Legal Tech Vendor 20 years ago.



Working in managed document review at the beginning of TAR.



Understanding the technology, incorporating tech leaning workflows, consulting with clients, and training professionals.



Consider the human side of innovation.

The Crossroads of Law and Tech

We're at a pivotal moment.



Legal tech, from AI to blockchain to automation, is reshaping our workflows, slashing inefficiencies, and democratizing access to justice.

As we race toward innovation, we risk leaving behind the very people who power this profession: the lawyers, paralegals, and support staff anchored in tradition.



The Hidden Challenge

Fear of Obsolescence



Resistance is not always about stubbornness. It is often about fear.

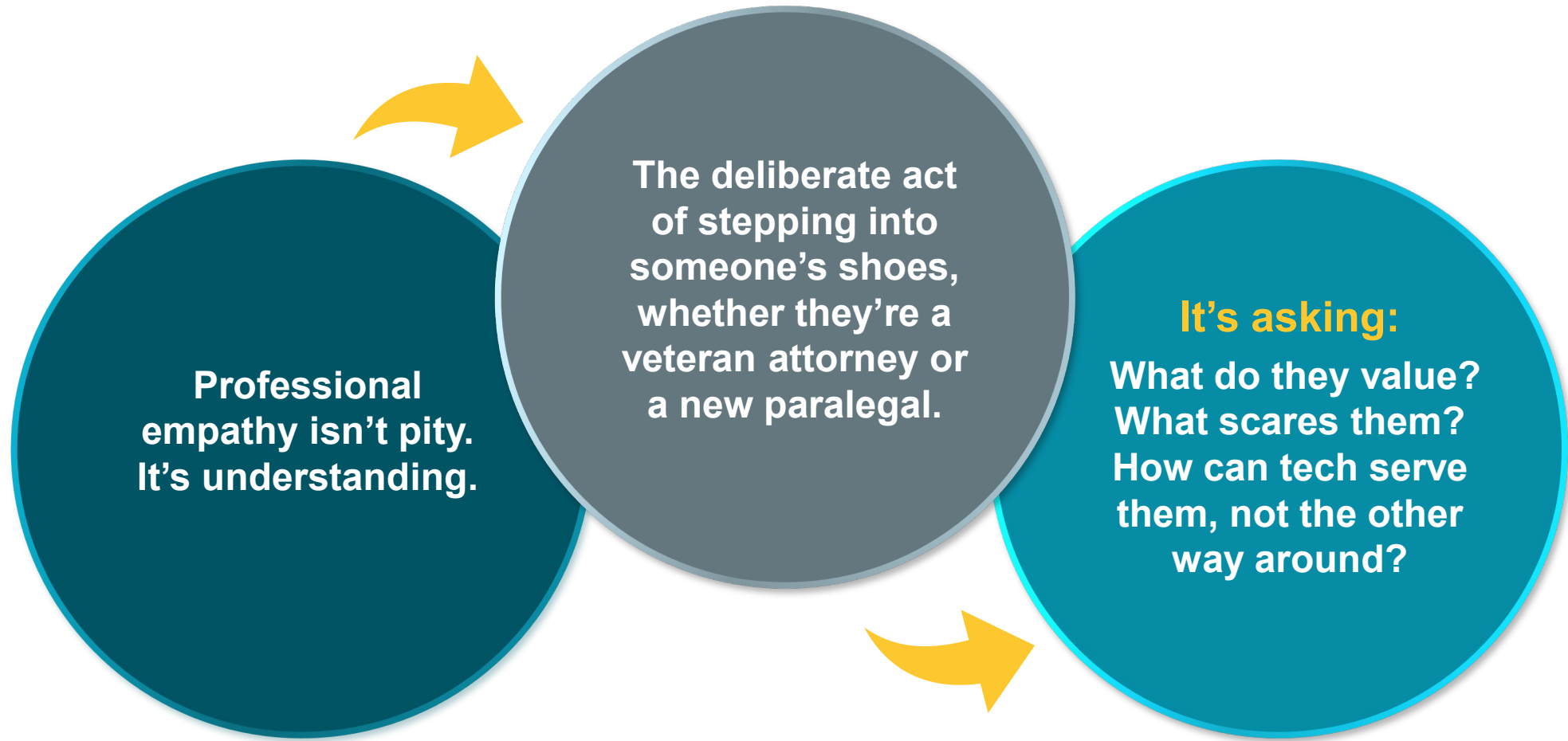


Fear of irrelevance, of losing hard-earned expertise, of becoming a cog in a machine.



When we dismiss these fears as “resistance to progress,” we alienate the colleagues we need to succeed.

Defining Professional Empathy



The Empathy-Driven Implementation Framework

Involve

Co-Creation:

Involve teams early.
Let them shape how tech
integrates into their
daily grind.

Offer

Upskilling, Not Replacement:

Offer training that frames
tech as a collaborator,
not a competitor.

Build

Feedback Loops:

Build channels for
continuous dialogue:
surveys, town halls, even
“tech empathy circles.”

Client-Centered Empathy

Beyond Efficiency



Clients crave efficiency but fear becoming case numbers.



A chatbot can streamline intake, but empathy means knowing when a voice call is needed.



Balance automation with the human touch.



Because trust isn't built in clicks but in connections.

The Missing Link

Self-Empathy



But empathy doesn't stop with others. It starts with us. How often do we extend that same compassion to ourselves?

Our anxiety isn't just about the tool or technology.

Self-empathy means acknowledging that transition is hard.

It's about the stories we tell ourselves.

"Am I falling behind?
Do I still matter?"

It's giving ourselves permission to learn, stumble, and grow without self-judgment.

"I'm not being replaced. I'm being freed to focus on the work only humans can do."

Closing

A Call to Lead with Heart

Empathy
transforms fear
into collaboration.

01

Successful tech
adoption
requires human-
centered design.

02

The legal profession's
soul lies not in tools
but in the people
wielding them.

03

Let's be architects!

04

Questions?

Learn how we can help you at HaystackID.com
or reach out to us at Info@HaystackID.com / 800.267.9695

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