

## Methodology

As part of our Sharplegal research, we ask each respondent to nominate the three most outstanding lawyers they have instructed over the past year; what did they use them for and why were they stand-out. We've been collecting nominations since 2015, which has allowed us to build a database of over 14,000 client-nominated stand-out lawyers.

We then survey these lawyers to explore two things:

1. What do they do that creates this fabulous client experience?
2. What do their law firms do that either encourages this, or gets in the way?

From analyzing their responses, we now have an amazingly rich set of data which can be applied to help law firms enhance leadership and management and, in particular, to attract, retain, and develop outstanding talent. This program is known as Stellar Performance.



Interviewed **14,000+ clients** across the world 2015-2022 asking how they buy legal services



Who are the most exceptional lawyers you work with and why?

Tell us how one of your main law firms performs on key metrics



Series of six web surveys creating an evolving body of research

**2,457 responded** in the March 2022 survey from **470 firms in 61 countries**