

**Illinois Supreme Court  
Commission on Professionalism**

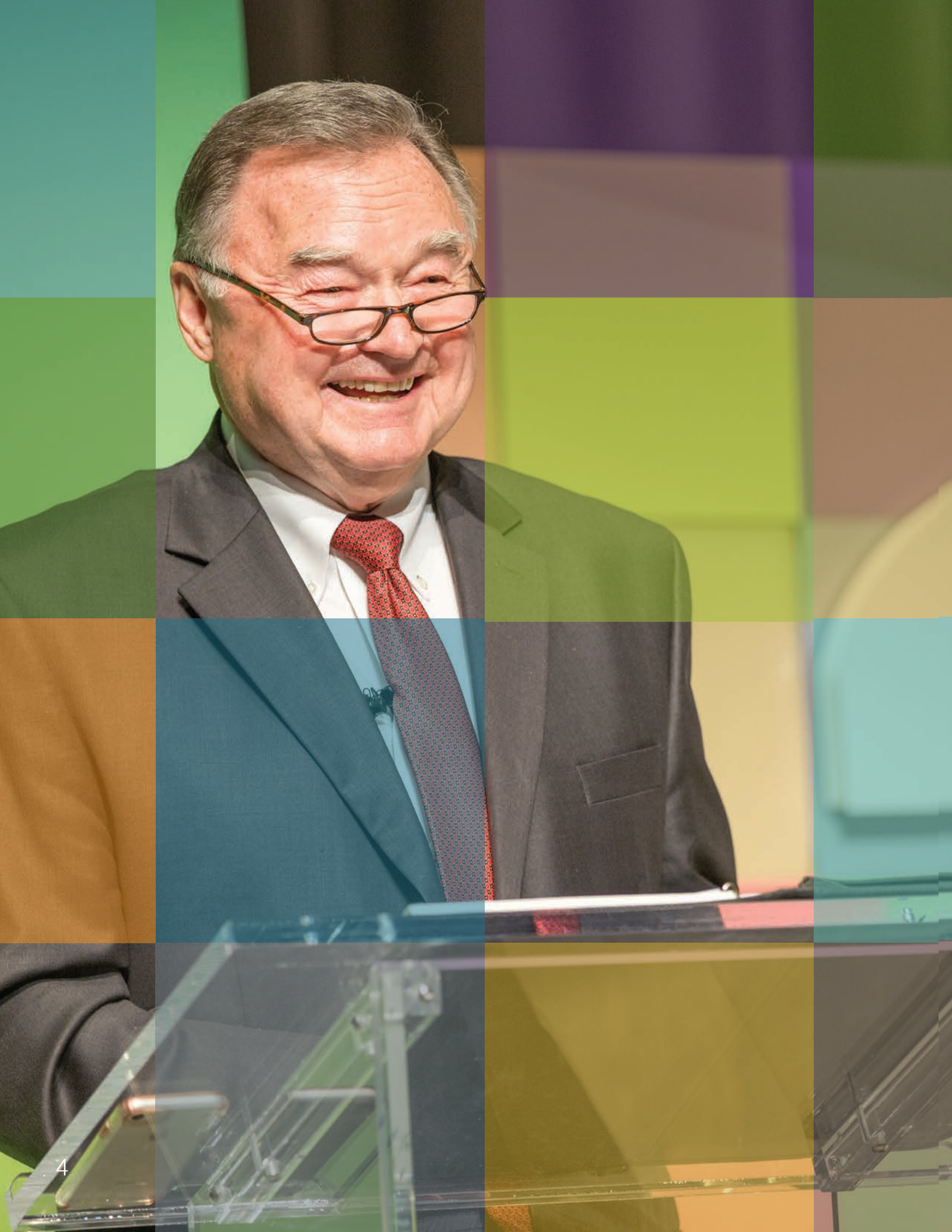
**2018  
Annual  
Report**



# Contents

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|   |       |
|---|-------|
| <b>Commission</b>                             | 6-7   |
| <b>Education</b>                              | 8-11  |
| <b>The Future Is Now Legal Services 2.018</b> | 12-15 |
| <b>Mentoring</b>                              | 16-19 |
| <b>Law Schools</b>                            | 20-21 |
| <b>Communications</b>                         | 22-27 |



# Leadership Letters

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## Chair: Honorable Debra B. Walker

It's with a measure of bittersweet emotion that I write my sixth and final Annual Report letter as Chair of the Commission on Professionalism. It's also with a heart filled with pride and honor.

I well remember being asked by the late Justice Mary Ann McMorrow in 2001 to serve as a member of the Court's newly forming Committee on Civility. I have served since then, as the organization morphed from the Committee on Civility to the Committee on Professionalism, and after the Court adopted the recommendations of the Committee on Professionalism to create a permanent organization: the Illinois Supreme Court Commission on Professionalism.

With a sense of purpose and enjoyment, I helped shape the Commission on Professionalism from the 13th statewide body of its kind to the premier professionalism organization in the country. I'm grateful for the opportunity to work with the members of the Court and the dedicated Commissioners, and to travel across the state delivering the Commission's message of professionalism.

As I hand the gavel over to a new Chair, I'm confident in the leadership of my successor, Martin Sinclair. I look forward to supporting Chair Sinclair as a Commissioner and continuing to collaborate with my fellow Commissioners to improve the delivery of legal and judicial services in Illinois.

Finally, and perhaps most importantly, I'd like to recognize the staff assembled by our talented Executive Director Jayne Reardon. It's their expertise and complementary skill sets that continue to provide innovative and inspirational programming.

It has been a privilege to Chair the Commission on Professionalism. Read the 2018 Annual Report; I am sure you'll agree.



## Executive Director: Jayne R. Reardon

It's been another productive year at the Illinois Supreme Court Commission on Professionalism. In 2018, I'm pleased to say that the Commission provided over 11,000 hours of professional responsibility CLE to Illinois lawyers through courthouse professionalism trainings, our mentoring program and in-person and online CLEs.

We released our third free online CLE—*Rebalancing the Scales: Implicit Bias, Diversity and the Legal Profession*—and delivered our novel courthouse professionalism trainings to almost 300 members of courthouse working communities across Illinois. This included a new training developed to address the unique needs of the appellate court.

The Commission faced significant staff turnover in 2018, which provided an opportunity to change the skill set of our executive team. Recognizing the increasing popularity of online CLE, we hired an expert in educational design and delivery, Dan Davies, who joined the team as Education Manager in early 2019. We also were able to hire our first Communications Director, Laura Bagby, who joined our staff in 2018. She has quickly become a strategic partner in refining the way we communicate with our key audiences, elevating the work of the Commission through communications channels.

I continue to be grateful to the Court and our Commissioners for their substantial involvement in the Commission. I'm sustained by the people I meet throughout Illinois and beyond who share how much they appreciate our work. I'm thankful for the opportunity to dedicate my career to inspiring lawyers and judges to leverage their education and expertise to more effectively deliver justice for the betterment of the profession and our society.

# Commission

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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 inclusiveness among lawyers and judges in Illinois.

The Commission does so through CLE, judicial education 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 14 Commissioners to oversee the work of the Commission staff. Commission meetings with all Commissioners occur quarterly. In 2018, the Commission met on March 9, June 22, September 21 and December 6.

## Commissioners

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

James L. DeAno  
DeAno & Scarry, LLC

Cynthia L. Fountaine  
Southern Illinois University School of Law

Erika N. L. Harold  
Meyer Capel

Jennifer L. Johnson  
Educator (ret.)

Jeffrey W. Jackson  
State Farm Mutual Insurance Company (ret.)

John P. Kujawski  
Kujawski & Associates, LLC

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

Lance D. Northcutt  
GWC Injury Lawyers, LLC

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

Trisha M. Rich  
Holland & Knight LLP

Hon. Diane M. Shelley  
Circuit Court of Cook County

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

Hon. Debra B. Walker, Chair  
Circuit Court of Cook County

Hon. Alicia N. Washington  
Tenth Judicial Circuit Court



## Supreme Court Liaison

Justice Robert R. Thomas  
Illinois Supreme Court

## Advisor

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 *(began October 2018)*  
Communications Director

David Bell *(began December 2018)*  
Office Manager

Donna Crawford *(ret. December 2018)*  
Innovation Strategist

Erika Kubik *(through July 2018)*  
Communications Specialist

Mark C. Palmer  
Professionalism Counsel

Jayne R. Reardon  
Executive Director

Lindsay Shaw  
CLE & Program Coordinator

Michelle Silverthorn *(through September 2018)*  
Diversity & Education Director

Stephanie Villinski  
Deputy Director

# Education

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The foundation of the Commission on Professionalism's work is education. The Commission develops, approves and consults with providers on professional responsibility continuing legal education (CLE) to ensure that every Illinois lawyer prioritizes professionalism, civility and ethical behavior.

This past year, 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 and one hour devoted to mental health and substance abuse.

June 30, 2019, was the first two-year deadline for some Illinois attorneys (last names N-Z) to meet the new 794(d) requirements.

## Impact of New CLE Requirement

The legal profession has a diversity and mental health and substance abuse problem that must be addressed. A 2016 study conducted by the Hazelden Betty Ford Foundation and the ABA Commission on Lawyer Assistance Programs found that between 21% and 36% of lawyers qualify as problem drinkers and approximately 28%, 19% and 23% of lawyers struggle with depression, anxiety and stress, respectively.

In addition, women and minorities continue to make only small gains among big law firm partners. According to the ABA National Lawyer Population Survey, in 2016 64% of the legal profession was male and 85% of the profession was Caucasian.

Yet, even with these statistics, the Commission found that few diversity and inclusion and mental health and substance



abuse CLE courses have been offered over the past 10 years. Instead, most of the professional responsibility CLE courses have been focused on ethics and professionalism.

After reviewing the data and recommendations from the Commission, the Court recognized the dissonance between the problems in the legal profession and the small number of available courses. Therefore, it amended 794(d) to include the required one hour of diversity and inclusion and one hour of mental health and substance abuse CLE credits.

This new requirement has had a significant impact on the number of course offerings. Since the new rule went into effect on July 1, 2017, over 1,600 diversity and inclusion courses and almost 1,200 mental health and substance abuse courses have been approved by the Commission and provided to Illinois lawyers.

This is a noteworthy improvement from the same 18-month period in 2015 and 2016. From mid-2015 through December 31, 2016, the Commission approved 983 diversity and inclusion courses and 750 mental health and substance abuse courses.

### Online CLE Courses

To assist Illinois attorneys in meeting the new diversity and inclusion requirement, the Commission developed its third online course, ***Rebalancing the Scales: Implicit Bias, Diversity and the Legal Profession Parts 1 and 2***. The course includes two 30-minute eLearning modules on understanding the diversity challenges in the legal profession; recognizing the key role implicit bias plays in recruitment, retention and inclusion of women and under-represented attorneys; and teaching person-to-person and organizational strategies to help interrupt implicit bias.

The course is unique in that approximately half of it is documentary-based. The

Commission filmed interviews with nine experts in the field of implicit bias and used the mini-documentaries as part of the interactive learning modules. Both Parts 1 and 2 were posted on the Commission's website in January 2018. In 2018, 2,271 people took Part 1 and 2,043 people took Part 2.

In addition to ***Rebalancing the Scales***, in 2018 the Commission offered two additional online courses: ***Talking About My Generation: Learning Conversations in the Legal Workplace*** and ***The Buck Stops Here: Ethics and Professionalism for In-House Counsel***. In 2018, just under 950 people took ***Talking About My Generation*** and over 820 people took ***The Buck Stops Here***.

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

#### ***Rebalancing the Scales - Part 1***

- This was the best CLE I have ever done. The material was thoughtful, useful and should be mandatory. I ENJOYED this CLE. I have never said that before! - Mount Vernon, IL

#### ***Rebalancing the Scales - Part 2***

- How amazing that a course could make me realize that I am biased and must consciously overcome my implicit bias on a moment-to-moment basis! I will strive to do so more fervently. - Glenview, IL

#### ***Talking About My Generation***

- This is a great course and I intend to share it with other attorneys in my office. I would like all of them to watch it. In addition to being informative, I loved the interactive sessions. - Chicago, IL
- Excellent discussion and presentation of common communication problems encountered in the office on a daily basis. - Geneva, 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. Both Commissioners and staff travel around the state (and are invited to national conferences) to facilitate CLE programs. In 2018, the Commission delivered over 75 in-person CLE programs, focusing on such topics as social media and technology, implicit bias, leadership, mentoring, well-being and future law.

### CLE Approval

One of the main responsibilities of the Commission is to review and approve all CLE courses as qualifying for professional responsibility CLE credit in Illinois. In 2018, the Commission approved 11,257 courses. The Commission also approved lawyers' requests for non-traditional professional responsibility credit and out-of-state credit, totaling 377 applications.

### Collaborations with Other Organizations

In collaboration with the Attorney Registration and Disciplinary Committee (ARDC) and the Lawyer's Assistance Program (LAP), the Commission organized

two regional conferences entitled ***Diversity and Well-Being are Essential to Effective Lawyering***. The two conferences took place in the fall of 2018. Participants received two hours of professional responsibility CLE: one hour of diversity and inclusion CLE and one hour of mental health and substance abuse CLE. These conferences were held in person at Southern Illinois University School of Law (**41 participants**), where Chair Hon. Debra Walker presented, and at Loyola University School of Law (**114 participants**). An online webinar option (**352 participants**) was available for the Loyola CLE. The Commission awarded over 1,000 hours of CLE credit for the two conferences.

### Courthouse Professionalism Training

The Commission continued to deliver its unique ***Walk in Their Shoes: Courthouse Professionalism Training*** in 2018. 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 the judicial system.

By 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 will resonate with participants. All members of the

courthouse's working community are encouraged to participate. This includes judges, private 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. In order to gauge the long-term benefits of the program, the Commission conducts a pre-program survey of participants and a post-program survey three months after the training.

On June 8, 2018, **149 participants** from the courts of the 17th Judicial Circuit attended a training at the Veterans Memorial Hall and Museum in Rockford. Attendees were from the Winnebago County and Boone 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 language access facilitators, court reporters, judges and private practice attorneys.

Approximately one-third of the attendees were from Boone County and two-thirds were from Winnebago County. This was the first Courthouse Professionalism Training in which the post-program survey showed increases across all six measures:

*I am civil when interacting with colleagues, I am civil when interacting with the public, My colleagues are civil, I am civil when interacting with clients, My work environment is civil, I feel comfortable addressing civility issues in the workplace.*

Another **86 participants** from the **Peoria**

**County Circuit Court** attended the training on October 26, 2018. Peoria's largest courtroom was packed for an afternoon of cross-disciplinary training for various segments of the courthouse, as well as the local private bar. Judges McCuskey and Washington helped plan and participated in the program.

The Commission concluded its 2018 Courthouse Professionalism Trainings on November 15, 2018, with the **Second District Appellate Court** in Elgin. The program was the Commission's **first appellate-level training**. More than **50 participants** were able to experience a new training program – ***Delivering Justice: What's My Role?***

The Second District planning committee, chaired by the Hon. Kathryn E. Zenoff, worked with Commission staff over many months to tailor the course to the specialized work done in the appellate court. The Commission looks forward to using this appellate training model to deliver the program to other appellate districts.

In 2018,  
the Commission  
approved

**11,257**  
courses.

# The Future Is Now: Legal Services 2.018

To fulfill its mandate of encouraging equity, effectiveness and efficiency in the legal and judicial systems, the Commission hosts the annual *The Future Is Now: Legal Services* conference. The event showcases forward-thinking speakers and topics focused on the transformation of the legal profession in a format designed to foster learning, inspiration and conversations that matter.

The third annual conference, *The Future Is Now: Legal Services 2.018*, was held on May 2, 2018, at Venue SIX10 in Chicago. *The Future Is Now* brought together lawyers, judges, legal academics, law students and other legal professionals to discuss innovations in the delivery of legal services.

Conference attendees earned five hours of professional responsibility CLE credit in Illinois, including .5 hours of diversity and inclusion credit.

|            |           |           |                             |
|------------|-----------|-----------|-----------------------------|
| <b>412</b> | <b>80</b> | <b>14</b> | <b>1,265</b>                |
| ATTENDEES  | IL CITIES | STATES*   | HOURS OF CLE CREDIT AWARDED |

\*IL, CA, FL, GA, IN, IA, MI, MN, NC, OH, TX, VA, WA, WI



# Talks

The conference featured 10 TED-like talks and five town hall discussions with leaders and innovators in the legal profession. The Commission's Jayne Reardon and Mark Palmer moderated the town hall discussions.

Illinois Supreme Court Chief Justice Lloyd A. Karmeier opened the event with a welcoming message of encouragement. In his remarks, he pointed to technology and education as a means of improving the delivery of legal services.

## **Practicing with the Machines**

*Nicole Black, Legal Technology Evangelist, MyCase*

Robots aren't likely to replace lawyers. However, artificial intelligence can reduce the mundane aspects of practicing law, freeing up more attorney time for comprehensive analytical thought.

## **The Malpractice of Hunches: Data Analytics**

*Ed Walters, CEO, Fastcase*

As technology evolves, the legal profession has an obligation to advance the art of the practice of law. Ignoring the advancements and maintaining the status quo could have large ethical consequences.

## **Equal Justice for All?**

*John Levi, Partner, Sidley Austin*

In the United States, over 2 million people live at or beneath the federal poverty guidelines, qualifying for legal aid. However, legal aid is drastically underfunded. As a result, far too many vulnerable citizens are being left out of our civil justice system and forced to fend for themselves.

## **The Changing Face of Legal Entrepreneurship**

*Kristen Sondag, COO, Paladin*

One way to narrow the access to justice gap is to involve minorities as entrepreneurs. Communities that are disproportionately represented in the justice gap have leaders with the ability and lived experience to close this gap.

## **Measuring Innovation to Improve Legal Services Delivery**

*Daniel Linna, Jr., Professor of Law and Director of LegalRnD, the Center for Legal Services Innovation at Michigan State University College of Law*

In order to spur innovation, Daniel Linna developed a cataloging system that identifies law firms and schools that are innovating and adopting technology. The results showed analytics, project management and artificial intelligence as the leading innovation areas in the legal profession.

## **Law's Interface Problem**

*Nicole Bradick, CEO, Theory and Principal*

People expect to interact with the legal system

the way they do in every other aspect of their lives: in large part through the internet. Minor interface changes can make the difference between people engaging with the legal system and avoiding it.

## **Artificial Intelligence: Reimagining the Future of Law**

*Thomas Hamilton, VP Strategy and Operations, ROSS Intelligence*

Machine learning, speech recognition, visual recognition and natural language processing are being deployed in the legal industry. We're moving away from searching by entering keyed words and beginning to use these systems to provide more fluid and practical applications for practicing law.

## **The Algorithm as a Human Artifact: Implications for the Duty of Competent Representation**

*Susan Nevelow Mart, Associate Professor and Law Library Director, University of Colorado Law School in Boulder*

Lawyers' ethical duty of competent representation includes, in most states, the duty to keep abreast of changes in the law, including the benefits and risks of relevant technology. Lawyers must be aware that algorithms were created by humans and made with their own matrix of assumptions, biases and enhancements, which can lead to unique results.

## **Future of Talent: Retaining Diverse Attorneys**

*Jane DiRenzo Pigott, Managing Director, R3 Group LLC*

Law firms have a problem retaining diverse talent because it's risky to invest across differences. And lawyers are risk averse. However, there are ways that individuals can make a difference in the diversity equation: mentoring, constructive feedback and social capital.

## **Serving Our Client and Healing the System**

*Toussaint Romain, District Attorney Candidate, Mecklenburg County*

Lawyers have the tools to both serve clients and heal the system. Lawyers shouldn't just look for answers but be the answer to the challenges facing the legal industry. Rather than focusing on the noun "leader," lawyers must act and "lead."

# The Future Is Now: Legal Services 2.018

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## Town Hall Discussions

*The Future Is Now* featured five town hall discussions with two speakers who presented on complementary topics. Reardon and Palmer moderated the discussions and fielded live questions from the audience via floor microphones and the conference mobile app.

As in past years, the mobile app enabled the Commission to accommodate more questions than the microphone alone, expanding learning opportunities for all.

Participant questions included:

- How do we balance and address the expense of innovative legal technology with our professional / ethical obligations?
- What can law schools do to prepare for the brave new world of AI?
- In a crowded tech marketplace, how do lawyers, who don't speak the tech language, vet potential tech providers?
- How are existing legal aid organizations responding to new legal tech, including cost considerations?

As in prior years, feedback data showed the TED-like talk and town hall discussion format was preferred and enjoyed by participants.

## Media Coverage

*The Future Is Now* was featured in several legal publications, including the Chicago Daily Law Bulletin, the Appellate Lawyers' Association newsletter, the LawSites blog, ABA for Law Students Before the Bar blog, the Illinois Courts Connect newsletter and the CBA Record.

To ensure *The Future Is Now* continues to inspire and challenge lawyers not in attendance, the Commission shared live updates on the event on its social media platforms. All conference mentions were tracked by monitoring #TheFutureIsNow hashtag on Instagram, Facebook, Twitter, LinkedIn and Google+. #TheFutureIsNow was the top trending hashtag throughout the day in Chicago.

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

1115 before  
1362 day of  
1276 after

As a result of the conference

**70%**  
of participants  
said they were  
considering  
different ways  
to conduct their  
practice

### Feedback & Moving Forward

Over 250 conference attendees completed the post-event evaluation form. The information below reflects their responses. The feedback shows that *The Future Is Now's* influence continues to be strong in the legal community. More than 85% of participants agreed or strongly agreed that the speakers' talks were engaging and informative.

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

- 
1. Extend the mandate of legal paraprofessionals to help the access to justice gap.
  2. Revise court proceedings to better accommodate consumers.
- 

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

- 
1. Both investment dollars and the change-averse nature of our most influential members of the practice.
  2. Time and resources to try creative alternatives.
- 

The success of the conference solidified *The Future Is Now* as the Commission's signature event.

# Mentoring

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## Lawyer-to-Lawyer Mentoring & 2018 Numbers

The Commission developed its lawyer-to-lawyer mentoring program in 2011 per Supreme Court Rule 795(d)(11). Seven years later, the program continues to evolve and grow. However, the goal is the same: bringing lawyers together around the shared values of the legal profession including professionalism and civility. Year after year, the program feedback remains consistent – both mentees and mentors benefit from involvement.

Pairs who complete the program meet at least eight times throughout the year. Their meetings explore issues surrounding professionalism, legal ethics, civility, diversity and inclusion, and mental health and substance abuse. 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.

In 2018, CLE credit was awarded to over **797 lawyers** from **51 Illinois cities** and **eight states** who participated in the program. In addition, the Commission continued to grow the number of participating sponsoring organizations. Currently, **88 sponsoring organizations** participate in the program, including 37 law firms, 19 bar associations, 13 professional organizations, nine law schools, seven government offices, two court districts and one corporate organization.

In 2018, the Commission awarded **almost 5,000 hours** of professional responsibility CLE credit to participating mentors and mentees.







**797+**  
LAWYERS

**51**  
CITIES

**88**  
ORGS

- 37** Law Firms
- 19** Bar Associations
- 13** Professional Organizations
- 9** Law Schools
- 7** Government Offices
- 2** Court Districts
- 1** Corporate Organization

# Mentoring

Similar to past years, participant feedback in 2018 was positive:

“Helped build a connection with a member of the profession that I would otherwise not have made.”

– *Mentee, Elmhurst*

“I always learn from listening to my mentee's concerns and stresses. I believe this program facilitates the mentor's knowledge of how to be an effective mentor, employer and fellow attorney.”

– *Mentor, Chicago*

“I learned about achieving work-life balance and how a successful attorney can schedule time to give back to the community.”

– *Mentee, Chicago*

“This program was an excellent way to speak to an experienced attorney ... about my goals and aspirations within the office, how to attain those goals, what pitfalls to watch out for, etc. It was an excellent way to express my point of view on all of the issues that we discussed and get a more seasoned point of view from my mentor. I think this program is great, and it has been very beneficial.”

– *Mentee, Springfield*

“I found new ways of looking at the profession and found additional tools to deal with professionalism and other issues that come up in my practice.”

– *Mentor, Chicago*

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.

99%

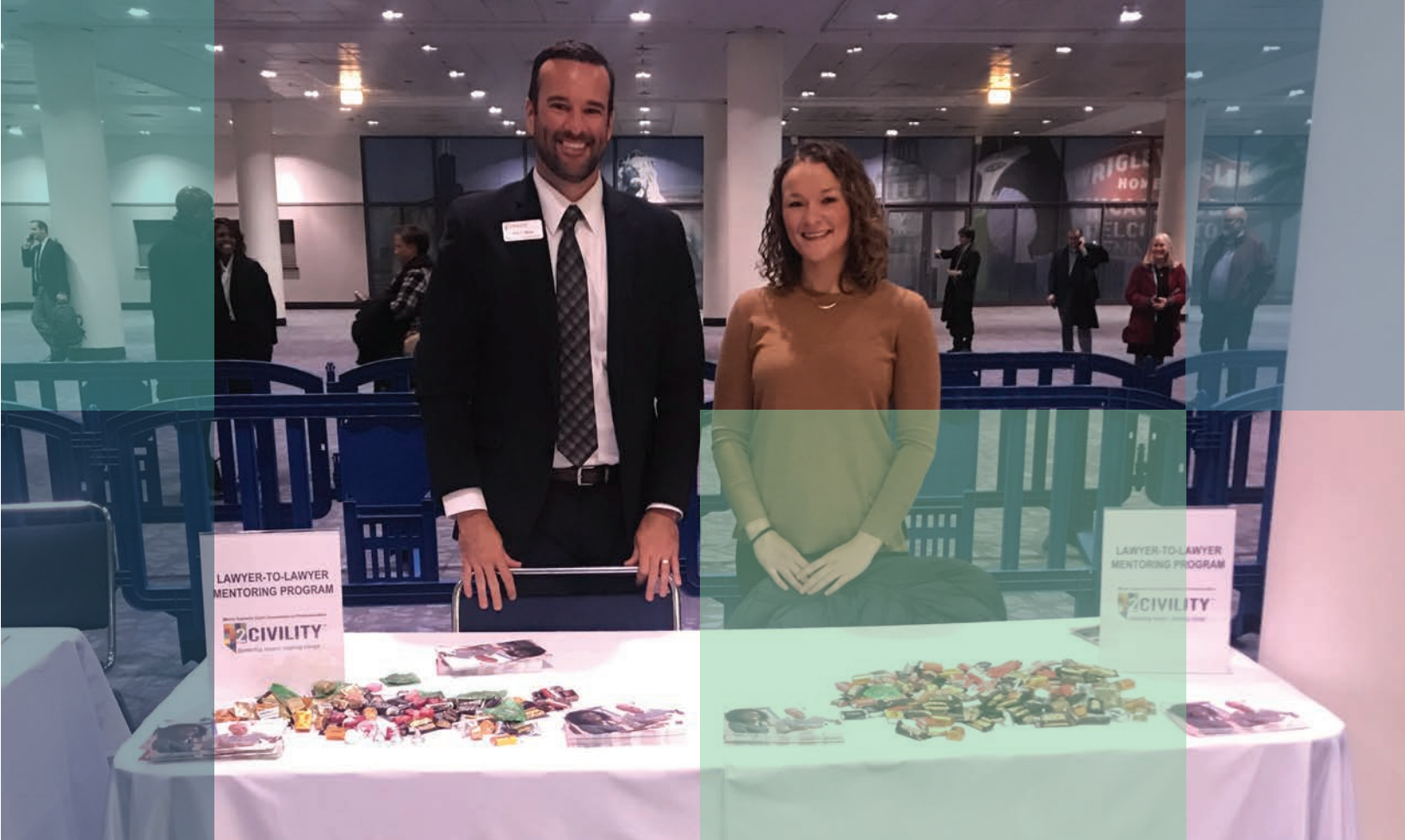


agree or strongly agree that the mentoring plan helped to focus the learning experience  
plan to maintain a relationship with their mentoring partner

98%



agree or strongly agree that the mentoring plan supplement helped to facilitate learning and discussion  
would recommend the program to other lawyers



### **Mentoring Program Efficiency & Expansion**

Before beginning the mentoring program, mentors and mentees participate in a program orientation. In the past, the orientation was a downloadable PowerPoint slideshow used once a year by sponsoring organizations to kick off the program. To make the orientation more efficient and accessible throughout the year, in 2018 the Commission created an online orientation module. The module, which was launched in January 2019, can be used in an individual or group setting.

Also in 2018, the Commission continued to monitor a pilot mentoring expansion program for underrepresented attorneys. Attorneys from the law firm Dykema and insurance and financial company State Farm completed the year-long pilot in 2018, which was aimed at testing the expanded curriculum. Commission staff held focus groups on the program with each organization at the beginning of 2019. Further recommendations on the program will be provided at a later date.

### **National Legal Mentoring Consortium**

The National Legal Mentoring Consortium (NLMC) is an invaluable resource for legal professionals aspiring to develop and implement a mentoring program. The Commission continued to be an active NLMC member in 2018. Executive Director Reardon maintained a leadership role on its Executive Board and Professionalism Counsel Palmer spoke at the 2018 biannual NLMC Conference and Symposia in South Carolina.

The Commission was honored to be asked to host the 2020 NLMC Conference and Symposia in Chicago. The Commissioners approved the Commission serving as host, and the staff is planning for this exciting national event.

# Law Schools

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## Law School Orientation

Illinois' nine law schools welcome hundreds of new law students to the legal profession every year. A law school orientation program marks the beginning of this journey. The Commission has the privilege of facilitating the professionalism portion of the orientations, which are designed to introduce first-year law students to the core concepts of attorney professionalism.

At every orientation, an Illinois Supreme Court justice, federal court judge or appellate court jurist delivers remarks reflecting on the importance of civility and professionalism in the law. Following the remarks, they administer the Pledge of Professionalism to the new students. Upon taking the pledge, students promise to uphold the highest standards and ideals of the legal profession.

For the second year in a row, Commission Vice 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 Ruben Castillo of the United States District Court for the Northern District of Illinois.

In 2018, the Pledge of Professionalism was administered by the following:

**Hon. Eileen O'Neill Burke**, *Illinois Appellate Court, First District*

**Hon. Ruben Castillo**, *United States District Court Chief Judge for the Northern District of Illinois*

**Hon. Cynthia Y. Cobbs**, *Illinois Appellate Court, First District*

**Hon. Maureen E. Connors**, *Illinois Appellate Court, First District*

**Hon. Joy V. Cunningham**, *Illinois Appellate Court, First District*

**Hon. Thomas M. Durkin**, *United States District Court Judge for the Northern District of Illinois*

**Hon. Rita B. Garman**, *Illinois Supreme Court*

**Hon. Lloyd A. Karmeier**, *Illinois Supreme Court Chief Justice*

**Hon. Thomas L. Kilbride**, *Illinois Supreme Court*

**Hon. Mary Anne Mason**, *Illinois Appellate Court, First District*

**Hon. Mary Jane Theis**, *Illinois Supreme Court*

In addition to law school orientation, in 2018 the Commission staff spoke at various law schools on issues of diversity, mentoring, professionalism, civility, ethics and wellness. Commissioners and staff also met with law students to discuss the challenges they face in law school, and with faculty and staff to explore new curriculum ideas and potential avenues for collaboration.

### Jumpstart Program

Hon. Ann Claire Williams (ret.) launched Jumpstart in the early 2000s to help first-year underrepresented minority 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. In 2018, Judge Williams asked

the Commission to take over program coordination.

The Commission helped organize the 2018 Jumpstart orientation with the assistance of the Chicago Consortium of Law School Diversity Professionals. The orientation took place August 8-10 in Chicago. **Sixty-three law students** from all **six Chicago law schools** attended the three-day program, which included a half-day session at federal court interacting with federal judges.

The feedback was positive from both participants and faculty. One Jumpstart student commented:

“Thank you for granting me the opportunity to participate in the 2018 Jumpstart Program. The speakers and events were extremely useful and informative. I plan on utilizing the advice I was given to supplement my preparation for 1L and my legal education in general. I am grateful I was able to become involved with fellow colleagues and professionals within the field at this stage of my career.”

– Paloma Yanez, Chicago Kent College of Law, Class of 2021

In addition to the Jumpstart orientation, the Commission coordinated other programs throughout the 2018-2019 academic year. On October 23, 2018, Jumpstart students attended an exam-writing workshop at Loyola University School of Law. Further programs are planned for 2019 in collaboration with area law firms.

# Communications

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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 2018.

## Outreach Events & Meetings

An important part of the Commission's work is its involvement and presence at significant legal events in Illinois and across the nation. In 2018, Commissioners and Commission staff participated in **368 outreach events and meetings**. This is an **increase of 29% from 2017**.

Commission outreach events, mentoring orientations and CLEs took place in the following cities: Chicago; Peoria; Evanston; Wheaton; Bloomington; Naperville; Lombard; Champaign; Carbondale; Rock Island; Moline; DeKalb; DuPage; Glen Ellyn; Elgin; Springfield; Rockford; Waukegan; Mount Vernon; Normal; Skokie; Quincy; Oak Brook; Woodstock; New York, NY; Norfolk, VA; Blue Bell, PA; Vail, CO; New Orleans, LA; Louisville, KY; Washington, DC; Fontana, WI; St. Louis, MO; Santa Fe, NM; Las Vegas, NV; Columbia, SC; Fort Lauderdale, FL; Vancouver, BC; Ann Arbor, MI; East Lansing, MI.

## 2Civility Newsletter

Nearly **50,000 people** are subscribed to the Commission's weekly and monthly newsletters. Weekly news emails include the most recent editorial content. The monthly eNews provides Commission updates, reflections and inspiration. Monthly newsletters delivered in 2018 include:

- Check Out Our New Free Online CLE Course
- The Way We Practice Law is Changing
- Practical Strategies to Boost Practices
- Join us at The Future Is Now 2.018
- Free Online CLE Meets the New Requirement
- Join Us in Carbondale, Chicago, Online - Two Free

## Regional Conferences

- Distinguished Judges and Lawyers Who Inspire Us - #HistoryProject
- We All Benefit from Pro Bono Service
- Practicing Gratitude

## 2Civility Website and Blog

The Commission's website is a thought-provoking platform that dives into key issues impacting the legal profession. The website continues to increase in popularity, with over **93,000 users in 2018** (up from 65,000 in 2017), **137,000 sessions** (up from 81,000 in 2017) and **almost 250,000 page views** (up from 153,000 in 2017).

This website traffic came from **530 Illinois cities** (up from 340 in 2017), demonstrating the continued growth of the Commission's reach across the state. Visitors outside of Illinois also came to the Commission's website, with the majority hailing from New York, Virginia and California.

One of the most popular parts of the website is its editorial content. The 2Civility news desk addresses pertinent matters of professionalism, civility, diversity & inclusion, legal ethics, justice, future law, legal education, leadership, mentoring and attorney wellness. In 2018, Commission staff wrote **51 blog posts** and **almost 40 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 2018, the Commission published Q&As highlighting the important work of 12 Illinois attorneys.

Profiles in Professionalism shares the perspectives and wisdom of distinguished members of the Illinois legal community through one-on-one filmed interviews. In 2018, the Commission published interviews with Hon. William J. Bauer, United States Court of Appeals Judge for the Seventh Circuit; Hon. Martha Mills (ret.), Circuit Court of Cook County Judge; Chicago attorney James D. Montgomery; and Chicago attorney Jill Wine-Banks. The Commission also filmed an interview with Hon. David Cerda (ret.), Illinois Appellate Court Justice, which was published in 2019.

### Press Releases

In addition to its blog and news items, the Commission's 2018 activities were highlighted in the following press releases:

1. [Commission on Professionalism Welcomes Judge Diane Shelley](#)
2. [Commission Helps Honor Newton Minow Through Video](#)
3. [Commission Develops Free Implicit Bias Online CLE](#)
4. [Registration is Open: "The Future is Now" is Back](#)
5. [Commission on Professionalism to Sponsor NLMC in 2018](#)
6. [Commission Offers New Wellness CLE Program](#)
7. [Lawyernomics Taps Commission to Talk Lawyer Mentoring](#)
8. [Professionalism Orientation Remains at the Heart of Legal Education](#)
9. [2Civility Names Laura Bagby as Communications Director](#)
10. [Commissioner Trisha Rich Named to Crain's 40 Under 40](#)



## Publications

In 2018, Commissioners and Commission staff increased thought leadership by sharing their perspectives on relevant topics in legal and other publications. These publications included:

### **ABA Bar Leader Weekly**

April *"Court Filings are Down, and so is People's Willingness to Pay for Lawyers"*

### **ABA @the Bar blog (ABA Law Student Division)**

April *"3 Workflow Processes Lawyers Can Automate"*

May *"5 Ways Law Students Can Interrupt Implicit Bias"*

November *"Four Reasons You Need A Mentor"*

### **ABA @the Bar podcast**

December *"The Civility in Uncivil Times Edition"*

### **ABA Bar Journal Weekly Newsletter**

February *Lawyer Advertising Rules feature*

### **ABA Diversity and Inclusion Section of Litigation newsletter**

February *"Lawyer Well-Being: An Uncharted Path of Increasing Diversity and Inclusion"*

### **ABA Journal**

July *"Does the Adoption of the Uniform Bar Examination Foreshadow Uniform Regulation?"*

### **Attorney at Work**

January *"Is Jury Research on Social Media an Ethics Risk or a Competency Requirement?"*

February *"What Does the Future of Diversity Hold for Law Firms?"*

April *"Does Email Tracking Violate the Rules of Professional Conduct?"*

July *"Can Lawyers Ethically Store and Transmit Client Info in the Cloud?"*

October *"Can Lawyers Ethically Accept Cryptocurrency?"*



### **CBA Record**

November *"Incivility in Law and Society"*

### **Chicago Daily Law Bulletin**

March *"Numbers Should Be a Lawyers Best Friend"; brief on The Future Is Now conference*

May *"Don't Look to Others to Close the Justice Gap; Take a Look in the Mirror"*

July *"Cloud Storage and Attorney Ethics"*

### **Chicago Lawyer**

January *"Innovating Diversity"*

March *"Lawyers May Not Secretly Track Sent Emails, says ISBA Opinion"*

### **Chicago Tribune**

June *"Implicit Bias: The Problem and How to Interrupt It. Plus, the Beads Test."*

### **FiveThirtyEight**

January *"A Competency Test for Trump Could be a Bad Idea"*

### **Illinois Courts Connect newsletter**

January *"The Court's Commission on Professionalism Launches New Online Course on Diversity and Implicit Bias"*

February *"Lawyer Advertising Rule: Amendments Overdue"*

March *"Lawyers May Not Secretly Track Sent Emails, says ISBA Opinion"*

May *"Third Conference a Success"*

June *"Courthouse Professionalism Trainings Aim to Improve Visitor Experience"*

July *"12 Ways to Avoid a Rejected E-Filing and Other Illinois E-Filing Tips"*

August *"Jumpstart Program Brings Diversity to Legal Profession"*

October *"Pledge of Professionalism Provides*

*Foundation for Law Students"*

November *"Delivering Justice: 2Civility Expands Professionalism Training to Appellate Courts"*

December *"Four Reasons You Need a Mentor"*

### **Illinois Bar Journal**

March *"Please Take That IRS Circular 230 Disclaimer Off Your Email Footer"*

April *"Allerton Conference 2017: The Changing Landscape of Civil Practice – Technology, Ethics, and Economics"*

### **Illinois Legal Aid Online**

August *"What Do You Need in Your Stress Management Toolkit?"*

### **Jury Verdict Reporter**

January *Annual Awards issue*

### **LawSites**

May *"In LegalTech, 2018 Could be a Banner Year for the Big White Comfy Chair"*

### **Legal Management Magazine**

February *"The Shifting Attitudes of Workplace Millennials"*

### **NALP Weekly Industry News Digest**

June *"Implicit Bias: The Problem and How to Interrupt It. Plus, the Beads Test."*

# Communications

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## Social Media

The Commission continues to use social media as a tool to share its educational programming and editorial content with legal professionals across the United States. This outreach has garnered a significant following on LinkedIn, Facebook and Twitter.

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## LinkedIn

LinkedIn is the Commission's channel for networking with legal professionals. Since the Commission began its social media efforts in 2011, its LinkedIn connections have **increased 271%**. As of year-end 2018, Commission staff was connected to more than **1 million users**.

## Facebook

On Facebook, the Commission interacts with Illinois lawyers and other legal professionals, as well as organizations in and associated with the legal profession, by promoting engagement with specific posts and topics. The Commission has increased the reach of its posts by roughly 10% over the past year. As of year-end 2018, its Facebook page had been "Liked" by **almost 5,500 users**.

## 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 2018, the Commission's Twitter accounts included the following: Jayne Reardon [@2Civility](#), Michelle Silverthorn [@2CivilityMS](#), Erika Kubik [@2CivilityEK](#), Stephanie Villinski [@2CivilitySV](#), Mark Palmer [@2CivilityMP](#), Laura Bagby [@2CivilityLB](#) and its organizational account, [@2CivilityOrg](#).

In the past year, the number of users following [@2CivilityOrg](#) has **increased 236%**. At the end of 2018, Commission staff had posted **more than 31,000 tweets**, up 25% from year-end 2017.

**271%**  
INCREASE IN  
CONNECTIONS  
ON LINKEDIN



**236%**  
INCREASE IN  
*FOLLOWERS*  
ON **TWITTER**



**WEBSITE  
TRAFFIC  
FROM**  
**530**  
*ILLINOIS  
CITIES*





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