

INSIGHTS + NEWS

Tracy Boland Discussed How to Manage the In-House & Outside Counsel Relationship

On September 10, 2025, Tracy Boland and others shared best practices for developing and maintaining long-term successful relationships between law firm attorneys and in-house counsel clients. The Boston Bar Association webinar offered insights from both sides of the relationship. The presenters discussed:

- The importance of getting to know the client's business and objectives
- Effective communication styles
- · Budgeting and fee arrangements
- · Ensuring appropriate and efficient access to information
- · Methods for delivering feedback during and after the engagement

The topics discussed benefited outside counsel who continuously strive to improve client relationships, as well as inhouse attorneys who are keenly interested in communicating their legal team's goals to outside counsel while maximizing the quality of the engagement.