

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 in-house attorneys who are keenly interested in communicating their legal team's goals to outside counsel while maximizing the quality of the engagement.