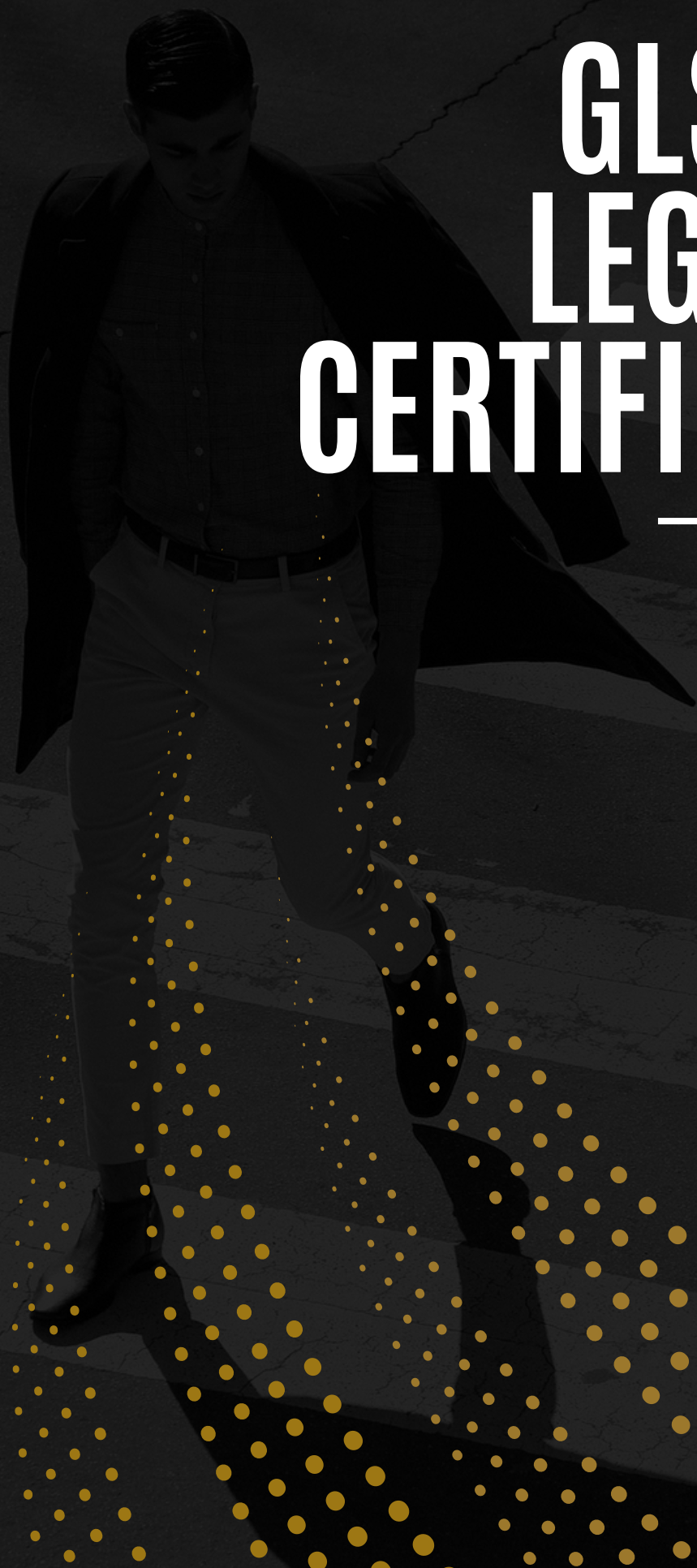


GLS-DLAD LEGAL OPS CERTIFICATION

2025





ABOUT THE CERTIFICATION

In partnership with the Dubai Legal Affairs Department (“DLAD”), the Global Legal Solutions Group (“GLS”) is proud to offer the GLS-DLAD Legal Operations Certification (“Course”).

Structured around ten carefully crafted Modules, the Course provides a solid foundation in legal operations principles, ranging from the basics of resource optimisation through to advanced strategies in leadership and team design.

Each Module combines online video seminars, essential reading, practical coursework, and targeted assessments to ensure a well-rounded, vocational, and practical legal operations learning experience.

The Course has been intentionally designed to prepare participants for real-world challenges. As such, it is light on academic theory and fluff—reflecting the reality that, in legal operations, success comes from the ability to deliver real impact, not expensive ideas.

ABOUT THE CERTIFICATION

Who Should Enroll?

This Course is relevant to anyone seeking to elevate efficiencies within legal departments, law firms, or those wishing to pursue a career in legal operations. It guides participants through the foundational aspects of the key facets of legal operations, equipping them with the knowledge and tools needed to drive meaningful transformation and performance optimisation.

Course Modules



An
Introduction
To Legal
Operations



The Case
For
Legal
Operations



The Legal
Team
Environment



RPLV
Strategic
Decision
Making



Legal
Operations
Boot
Strapping



Legal Ops
Planning
Part 1 –
Team Audit



Legal Ops
Planning
Part 2 –
Planning



Standing Up
Your Legal
Operations
Function



Your Key
Performance
Indicator
(KPI) Program



Legal
Operations
Leadership

WHY LEGAL OPERATIONS MATTER?

In today's complex business environment, legal professionals are increasingly under pressure to deliver more identifiable and quantifiable value, in the majority of cases, with no additional budget or personnel.

Legal operations seeks to navigate these challenges, providing the framework, processes, tools and optimised decision making to measurably transform and boost legal team performance.

Effective legal ops enable teams to increasingly transform the role of legal into a more agile business partner that measurably contributes to business success. In a law firm, it focuses on optimised service delivery to ease pricing pressures and drive client value.

This Course will provide you with the essential skills to harness the power of legal operations, enabling you to boost your team's performance and meet the demands of modern legal work.



COURSE OUTCOMES

- **Legal Ops:** Learn what legal ops is and explore prevailing models
- **GLS Legal Ops Model:** Discover a real-world model for any team
- **Legal Ops Biz Case:** Learn how to build one
- **Legal Dept Models:** Recognise their unique features
- **Legal Ops Launch Plan:** Develop your own launch plan
- **Bootstrapping Principles:** Apply RPLV decision-making
- **Legal Team Auditing:** Learn how to audit your legal team
- **Legal Ops Blueprint:** Learn how to formulate a legal ops blueprint
- **Stand Up:** Strategies to effectively stand up a legal ops function
- **Legal Dept KPI:** Become familiar with key legal dept. KPIs
- **Leadership:** Core leadership strategies for driving legal ops success
- **Actionable Plan:** Walk away with a ready-to-implement plan

COURSE STRUCTURE AND FORMAT

This Course is designed to offer you a self-paced learning experience (within limits) that centres around **GLS video-based tutorials** that are hosted on the Knowledge Nexus learning management platform.

Each Module is supported by a range of **essential and optional readings** that will help you deepen your understanding and perspectives of the subject of each Module.

To help you achieve Course content memory retention, each Module is supported by an **online quiz** – typically comprising 20–25 questions.

Additionally, to help you achieve “effective applied learning,” each Module requires you to complete **written coursework** that centers on the real-world application of the concepts we cover.

By the end of the Course, you will have covered the ground needed to develop a plan to stand up a viable legal operations function inside your organisation, and to graduate, you need to present that to us.

Indeed, in order to graduate from this Course, your **Legal Ops Action Plan presentation** must be submitted to us in written form and defended in a **live presentation** up to 1 hour long to your Course Tutors.

Finally, to help the learning experience, you may engage directly with your Course Tutors on a **1 to 1 basis** for each Module to discuss any Module-related questions you have.

COURSE FEES

The full Course fee is **USD \$5,500 (excluding VAT)**.

This includes all the Course training modules, materials, access to expert Course Tutors, and a certificate of completion. Designed for immediate on-the-job application, this programme delivers exceptional value for legal professionals looking to elevate their legal operations capabilities.



MEET YOUR COURSE TUTORS



Matthew Glynn has been at the forefront of legal industry disruption for over 20 years and is a genuine pioneer in the emergent field of legal operations with a track record of measurable success. Despite the common resistance to change, his ethos is simple: every legal team must improve or risk being left behind. Known for his bite-sized, metrics-driven approach, Matthew consistently delivers budget and time savings for clients. A former Big Law partner, he is the author of *The Ultimate Guide to Legal Operations*, has published 200+ articles, and currently leads GLS.



Simon, a Managing Director of the GLS Group, has led its Middle East business for over a decade. A former Big Law partner and GC/CLO to some of MENA's largest organisations, he brings rare insight into both private practice and in-house environments. Known for his scepticism of unnecessary complexity, Simon champions legal process simplification. He routinely challenges GLS clients to think about what they are doing – to evaluate whether what has been the case best serves the version of the future that the Business wants for itself.

WHAT YOU WILL LEARN: MODULE BY MODULE

The Course comprises ten Modules, each comprising a video tutorial, written coursework, an online quiz and required reading, followed by the submission of a comprehensive Legal Operations Action Plan to graduate. The Course Modules that you will be required to complete (including 2 additional introductory Modules) are as follows:

Month 1

Welcome 01: Your Course Tutors

A short introductory video to your Course guides – Matthew Glynn and Simon Bryan – both legal operations industry leaders and who will be directly available to you during this Course.

Month 1

Welcome 02: Course Overview Module

This scene-setting introductory module profiles the current state of the legal industry and explains why legal operations matter.

It also covers key Course details to complement the Course Handbook, which you will receive upon signing up for the Course.

WHAT YOU WILL LEARN: MODULE BY MODULE

Month 1

Module 01: An Introduction to Legal Operations



This foundational Module provides a comprehensive introduction to the field of legal operations, exploring its purpose, evolving role, and the challenges it addresses in modern legal departments.

Participants will gain a broad understanding of the legal operations landscape and the ways it enhances legal team efficiency and value.

Month 2

Module 02: The Case for Legal Operations



This Module examines the business value of legal operations, covering how it can transform lawyer productivity and impact.

Participants will learn to build a compelling case for legal operations, using data and measurable outcomes to advocate for its adoption.

WHAT YOU WILL LEARN: MODULE BY MODULE

Month 3



Module 03: The Legal Team Environment

This Module provides an in-depth look at the operational environment of in-house legal teams and to a lesser extent, law firms, exploring various department models, mandates, and core processes. Participants will gain insights into the dynamics of legal team operations and assess their own team's maturity and structure.

Month 4



Module 04: RPLV Strategic Decision Making

This Modules covers RPLV Decision-Making Framework - a strategic decision-making tool designed by GLS to enhance the efficiency and effectiveness of legal teams. RPLV stands for Resources, Prioritisation, Leverage, and Validation, each representing a critical component in legal decision-making to ensure that fully optimised legal department resourcing decision are made, driving maximum productivity resonance, cost control and legal dept. value recognition.

WHAT YOU WILL LEARN: MODULE BY MODULE

Month 5

Module 05: Legal Operations Bootstrapping



This Module covers essential strategies for establishing a legal operations function with minimal resources, focusing on quick wins, resource prioritisation, and practical steps for engaging with legal tech safely.

Participants will learn to apply foundational principles to bootstrap an effective legal operations function.

Month 6

Module 06: Legal Ops Planning Part 1 – Auditing Your Team



This Module introduces participants to the process of auditing their legal team to gather essential data and assess current operational efficiency.

Focusing on the contracting function, participants will learn to apply auditing tools and strategies to identify areas for improvement.

WHAT YOU WILL LEARN: MODULE BY MODULE

Month 6



Module 07: Legal Ops Planning Part 2 – Formulating Your Plan

This Module guides participants through the process of creating a tailored legal operations plan based on audit results, benchmarking, and an assessment of strategic priorities.

Participants will learn to develop a practical, data-driven blueprint that aligns with organisational goals and prepares for effective transformation based on available resources.

Month 7



Module 08: Standing Up Your Legal Operations Function

This Module provides practical guidance for establishing a legal operations function within your organisation.

Participants will learn to identify starting points, navigate common obstacles, and implement quick-win initiatives to demonstrate the immediate value of legal operations.

WHAT YOU WILL LEARN: MODULE BY MODULE

Month 8

Module 09: Your KPI Program



This Module focuses on establishing a Key Performance Indicator (KPI) program for legal operations, enabling participants to track and enhance performance effectively.

Participants will learn about essential KPIs, how to set meaningful targets and the importance of tracking progress to achieve legal department goals.

Month 9

Module 10: Legal Operations Leadership



This Module focuses on the leadership skills and strategies necessary to effectively lead a legal operations team.

Participants will learn about success factors, common challenges, and the importance of building alliances and effective reporting practices within the organisation.

WHAT'S NEXT?

Enrol now and start transforming your legal team today.

The GLS-DLAD Legal Operations Certification is a practical, industry-led programme developed by Asia Pacific and the Middle East's leading legal transformation provider. Designed for legal professionals, it delivers actionable skills, tools, and frameworks that drive real operational impact.

With flexible online access, real-world learnings, and immediate application in mind, the Course empowers you to lead legal transformation from within. Created by legal professionals, for legal professionals—relevant, usable, and built around your realities.

To find out more about the Course:



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