

UX and Legal teams working together



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User Experience and Legal teams both are user focused... just in different ways.

We can design mechanisms that help us understand each other and make decisions together.

Common themes

The M10n UX team conducted [a retrospective](#) and collected feedback about positive points of working with our Legal team and points of friction or slow downs.

- Legal reviews and feedback coming **after** UX approvals requiring approvals to happen again
- Legal & UX talk **apples and oranges**. At times it's hard for each of us to understand the feedback.
- Recommendations sometimes **conflict** with good UX design principles and Play design language
- It's hard to know **how much risk is there** and when we could discuss further?
- **Lengthy feedback loops** and under-resourced projects slows the team velocity
- User Research deemed to risky and team feels like **we're flying blind**



Opportunities

Operational Improvements



- Identify when legal approvals need to happen to keep the team on track
- Transparency into timelines and when the team can expect signoff/feedback
- UX & Legal office hours
- Sharing design briefs with the legal team for feedback/early heads up

Opportunities to move faster



- Define common categories of legal feedback and create a rubric to identify risk level
- Design team tenets together to help guide the team through design decisions
- Define a decision tree so that the team can make choices together & have a clear escalation path
- Operationalize the feedback process

Things that are hard ;/



- Ramping up team members on both teams
- Under resourced Legal and UXW team members
- Documenting our previous decisions just enough to guide us in future work
- The time it takes to do our work...
- Deciding what is in and out of scope

Compromises



- Define just enough details to get feedback early on feasibility of Research projects
- Define our e2e product lifecycle including when to engage, artifacts and milestones
- Partner on common artifacts like a UXW library that sets a common understanding between teams
- Create a UX & Legal strategy together for our surfaces

Mechanisms for working together

Repeatable process

- Figma and slides templates for feedback that help designers understand the why and the level of risk and actions they should take.

Understand Risk

- Rubric of different types of legal feedback and a slider that lets everyone know the severity of risk
- Incorporate previously defined Legal best practices

UX Principles

- UX defines how we approach work , what's important and Play/Google Design Language guidelines

Our Process

- Articulate and illustrate our end to end product lifecycle so that we all understand the process, when to work with each other and when approvals happen



Examples of artifacts UX could create

Figma feedback

Design an agreed on system to gather and understand feedback and know next steps. Could different colors represent different types of feedback? Could we create a scale for risk? etc

Presentation decks

Could we create common artifacts and templates that made it easier for the team to evaluate work together ?

Our model

Could we clearly illustrate our working process, the artifacts we create and when approvals happen? Then define our roles and decision makers so that everyone understands the process and how we work?

Responsible (Doing the task) Accountable (Owning the

Task	PM
Set product requirements	R/A
Define objects & metrics	R/A
Explore UX design	R/A
Set design specs/guidelines	R
Documentize design specs	R/A
Front-end development	R/A

Team Tenets

Written together a clear set of principles that the team will use together when they have a hard time making a decision on how to move forward.



Next steps

XFN team retro

We'd like to hear from Legal, PM and ENG teams about pain points and how UX can improve

Define Tenets

Session for the team to map our working process and generate themes for tenets

Design Artifacts

Design and create repeatable assets for the team to use to normalize how we present work and evaluate together

Give it a try

Commit to a pilot where we try a few of these new mechanisms and identify how we will measure if it's working?

Repeat

Conduct a retrospective, optimize and try again :)

Thanks for listening, we'd love to
hear your feedback

:)