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Litigation Firm Lenczner Slaght Welcomes First Chief Client Officer

In this Law Times article, Gillian Scott is featured as Lenczner Slaght's first Chief Client Officer, joining the firm's management committee to oversee its client-focused business functions and drive strategic initiatives. The article notes that this follows the firm's recent appointment of Claudia Bessant as Chief Operating Officer.

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"I'm thrilled to join Lenczner Slaght as chief client officer," Scott said in a statement to Canadian Lawyer on Monday. "It is an incredibly unique opportunity to leverage my background in litigation practice, client development and operations, and legal innovation to work with a firm laser-focused on litigation."

Gillian Scott said she plans to "work as part of firm leadership to drive initiatives and build systems that ensure we are future focused, and that the voice and experience of our clients remain central to strategic decision-making in all aspects of the business."

In a LinkedIn post announcing her new role, Scott said Lenczner Slaght's hiring of a chief client officer "showcases not only the growth and success" of the firm, "but their investment in their clients, and intentionality in keeping those clients at the center of all their critical decision-making."

"Thank you to LS leadership for envisioning this role, and for choosing me to build it out," Scott said.

In a statement, firm managing partner Monique Jilesen said, "We are excited to welcome Gillian Scott to the firm in a new role focused on driving exceptional value for our clients."

"She brings a wealth of experience from her time as a commercial litigator as well as a strategic business leader in client relations, business development, and innovation," Jilesen added. "We are confident that she will take our firm's commitment to delivering excellence in advocacy and client service to new heights."

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