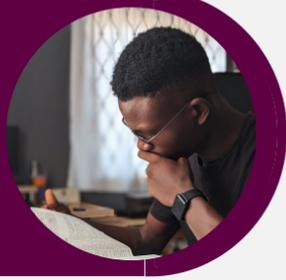


8 best practice tips for using generative AI

01



Know your obligations

Before using any technology, including generative AI, you must understand your professional and legal obligations. This knowledge will assist you in asking the right questions and obtaining the information you need to ensure compliance. For assistance in understanding your ethical responsibilities relating to AI, consider contacting the [Practice Management Helpline](#).

02



Understand how the technology works

You should research and test any AI system or tool to understand its capabilities and limitations, and to identify and mitigate potential risks. As a starting point, consider reviewing the free AI resources in the Law Society's [Technology Resource Centre](#).

03



Prioritize confidentiality and privacy

You owe a duty of confidentiality to every client, even after the retainer has ended. Because any information you put into a generative AI system can enter the public domain, you should be cautious about inputting confidential, privileged, sensitive, personal, proprietary, or identifying client information.

04



Learn to create effective prompts

Prompts are instructions you provide the AI system to perform a task or provide an output. Crafting successful prompts can significantly impact the quality and relevance of AI-generated responses. Consider using the [CLEAR framework](#) or this [Harvard University Guide](#) to help structure your prompts.

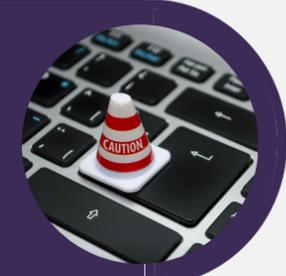
05



Confirm and verify AI-generated outputs

AI can generate false information and citations known as hallucinations. To ensure the accuracy and reliability of AI-generated content, you should corroborate AI responses by consulting reliable sources, cross-check court and tribunal citations using a reputable judicial database, and monitor the consistency of AI-generated content over time.

06



Avoid AI dependency and overreliance

Becoming overly dependent on AI technology for information, problem-solving, and decision-making is a common ethical pitfall. While AI offers speed and accessibility, its reliability is not guaranteed and can lead to biased results. AI should be used as a tool not a replacement for your own expertise, critical analysis, or judgement.

07



Establish AI use policies for employees

If you have licensee or non-licensee employees consider developing firm policies about the appropriate use of AI systems. For example, you may consider implementing a policy requiring students or junior associates to put an AI watermark on materials they prepare for your review using AI-generated content.

08



Stay informed on AI developments

AI is not the future. It is here and now. It is also evolving rapidly. Staying curious and current on AI developments is crucial for anyone seeking to use or integrate AI. To stay informed, consider joining online communities, following tech experts, attending conferences, or subscribing to newsletters.