Case Study

Information, Software & Services





Wolters Kluwer

SuperCollaboration™: How Wolters Kluwer's Global Law and Compliance Department Moved from AI Awareness to Practical Application

COMPANY OVERVIEW

Wolters Kluwer's Global Law and Compliance Department (GLCD) supports commercial deals, product development and customer agreements across the company's business units.

CHALLENGE

The team had completed AI foundations and governance sessions but lacked a practical path: concrete ways to use AI in their own work, with little spare time to experiment.

SOLUTION

Keynote: **SuperCollaboration™: Legal's Path Through the Age of AI,** followed by James joining the summit's peer roundtables.

AUDIENCE

Around 140 in-house attorneys, paralegals, contract specialists and privacy professionals.

LOCATION

Prague, Czech Republic

RESULTS

A thought-provoking keynote whose ideas were carried straight into around 25 roundtables, where colleagues applied digital twins, bottlenecks and AI adoption types to their own roles.

ABOUT THE ENGAGEMENT

Wolters Kluwer's GLCD gathered in Prague for its 2026 Annual Summit under the theme Building Bridges. Its members are trained to spot what could go wrong, and AI initiatives rarely stall because of the technology. They stall on fear, habit and workflow. The brief was to name those barriers directly and move the room from awareness to action.

140	~25	3
LEGAL & COMPLIANCE PROFESSIONALS	ROUNDTABLES OF SIX COLLEAGUES	TOOLS: ELIMINATE, ELEVATE, INNOVATE

The Preparation

- A discovery call with the GLCD team to understand their work and the summit's goals.
- A research conversation with a GLCD colleague on day-to-day legal workflows.
- Insights drawn from Wolters Kluwer's own **2026 Future Ready Lawyer Survey.**

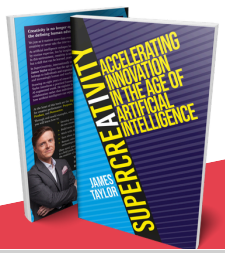
The Delivery

James opened on Prague's Charles Bridge, a crossing that was also a chokepoint, to introduce two ideas: legal and compliance professionals are boundary crossers, and every team has narrow points where work queues. The keynote followed four stages: where legal stands with AI, why initiatives stall, what collaboration makes possible, and what to do next.

- **Why AI stalls** — Pilot Purgatory, the Competency Penalty and cognitive atrophy.
- **Three kinds of collaboration** — Human+Human, Human×Human and Human+Machine, illustrated by in-house legal teams at Synthesia (its general counsel and his digital twin), HP, OpenAI and Air Liquide Greater China.
- **Eliminate, Elevate, Innovate** — remove repeat work first, use AI to sharpen judgment, then provoke bolder ideas with OUTrageous Statements.

The Result

- **Thought-provoking content** — the audience was challenged to rethink where AI fits in legal work, through examples from peer in-house teams.
- **Peer discussion** — James joined around 25 roundtables where colleagues examined digital twins, bottlenecks and types of AI adoption, and how each applied to their own roles. Collaboration, the keynote's own argument, was put into practice.
- **A practical sequence** — Eliminate, Elevate and Innovate gave the team a clear order of play for AI adoption.



SuperCreativity: Accelerating Innovation in the Age of Artificial Intelligence

Creativity is no longer optional. It is fast becoming the defining human advantage.



James Taylor KEYNOTE SPEAKER

About James Taylor

James Taylor is an award-winning entrepreneur, author, host, and inspiring keynote speaker on a global mission to unlock creativity, increase productivity and accelerate innovation.