

Passing the torch: Worcester law firm tackles a wave of successions with strategic planning and an assist from AI

September 9, 2026 | In The News

Mirick was recently featured in the *Worcester Business Journal*. Chief Operating Officer Diane Power and Chief HR Officer Betsy Landry were interviewed for the article.

Mirick is in the midst of an unusual staffing transition: eight longtime employees, nearly all of them non-attorneys, are retiring within a roughly 18-month window, taking with them a combined total of well over a century of institutional knowledge.

According to Diane Power, “They’re pretty instrumental, and they’ve been here so long. We were always concerned about who’s going to succeed them. They have so much institutional knowledge.”

The firm began preparing for this wave of retirements roughly five years ago. “It takes time, and one of the things we realized too is most roles have specific responsibilities, but there’s also more of those hidden responsibilities that folks just do that may not be included in the job description,” says Betsy Landry.

Mirick has used the transitions to rethink what several roles should look like going forward and has leaned on AI to identify gaps in documentation and provide an outline, because, according to Betsy, “it can be very intimidating to say, ‘Come up with a document of every single thing you do over the course of a week, a month, a year.’”

In addition, the firm is building in overlap periods to assist with knowledge transfer.

To read the article in its entirety, visit the WBJ website, [Worcester law firm tackles a wave of successions with strategic planning and an assist from AI](#). (access requires subscription)



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