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## CONCLUSION

In summary, we have suggested that the fundamental characteristic of lawyering is problem solving and that this occurs across a number of dispute resolution locations and in a variety of workplaces, including private law firms, corporate organisations and government departments. We have also noted that the legal practice environment has changed markedly as a result of factors such as technological advances, well-educated clients and the expectation of instant communication. Such changes have raised the question of whether law is now a business or a profession. In other words: is legal practice now operating under the commercialised professionalism paradigm, rather than the traditional understanding of what it means to be a lawyer? We suggest—particularly in the chapters on ‘Service and Access to Justice’ (Chapter 9) and ‘Fidelity to the Law’ (Chapter 4)—that the future of the legal profession ultimately depends on how individual lawyers choose to carry out the task of lawyering. This is a question that each individual lawyer must decide given their personal goals, and subject, of course, to the culture of their workplace; these matters are discussed in the next chapter, ‘The Framework of Lawyering’.

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<sup>165</sup> Michael J Kelly, ‘Thinking About the Business of Practicing Law’ (1999) 52 *Vanderbilt Law Review* 985.