

Practical Tidbits for all Types of Law Firms

From the PALMS (Plaintiff Administrators' Legal Management Solutions)
PIP (Personal Injury Plaintiffs)
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HR Ideas

- Put your policy and procedures manuals on an Intranet for easy access and searchability by all employees.
- Create a "face book" on the Intranet to help both current and new employees get acquainted with the entire staff.
- Don't be a manager who is easy to incite based upon hearsay. Get both sides of the story and the facts.
- When planning exit interviews, consider the phrase "our firm hasn't met your needs." This approach shares the burden of failure with the employee and helps ease the impact of a termination.
- Make sure to recognize and publically acknowledge all staff efforts – regardless of the outcome of a litigation decision.
- Don't give blanket kudos or reprimands. Be specific and direct.
- Staff needs to hear more often from attorneys with regard to their performance.
- Staff expects Administration to deal with substandard behavior sooner rather than later.
- Teach your staff to stop triangulation! They should deal with any issues directly with the person involved. They should not tell the office grapevine to avoid confronting the problem.

General Office Ideas

- As part of a disaster recovery plan, make arrangements with a specific radio station to make announcements advising your staff where to meet, explaining conditions, etc. They will generally need a "letter of authorization" in advance so get everything in place – before you need it.
- Make sure you have access to \$CASH\$ to make emergency loans to employees, provide food and other services which might be required during a disaster situation.
- ALWAYS get a contact for your employees – other than a spouse or significant other.
- Make sure you are testing your "backups" before you need to use them.

Marketing Ideas

- Throw a big party.
- Sponsor closed captioning on PBS stations.
- Send the attorneys out on speaking engagements – as part of panels, or solo on specific topics.
- Send birthday cards to clients and former clients.
- Send status reports/updates to referring attorneys.
- Give away 3-sided pens – they won't roll off a desk.

These were ideas that apply to everyone. Contact Johnna for some plaintiff-specific information.