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ATTORNEY COMPENSATION

Compensation Plans for Law Firms, Fourth Edition by James D. Cotterman of Altman Weil, Inc. (ABA - 2004) Examines law firm compensation plans in detail and guides you to the best plan for your firm. Includes valuable data from Altman Weil's annual surveys on law firm compensation to help you benchmark your firm's salaries and bonuses against the "going rate."

Buy-Sell Agreements For the Closely Held Business, An Estate Planner's Guide to by Louis A. Mezzullo (ABA – 2001) A discussion of recent developments that have affected buy-sell agreements, the various objectives that can be achieved through a well drafted agreement, and planning considerations (both tax and non-tax) in choosing the appropriate type of buy-sell agreement. Contains form agreements.

Increasing Revenue, The Lawyer's Guide to: Unlocking the Profit Potential in Your Firm by Arthur G. Greene (ABA – 2005) The biggest mistake made by lawyers is to assume

that the road to better profits must include reducing costs, increasing hourly rates, and increasing the number of billable hours. In most cases these strategies fail while creating additional problems with client satisfaction and lawyer and staff morale. Find out what *does* work.

Of Counsel Agreement, The: A Guide for Law Firm and Practitioner, Second Edition by Harold G. Wren and Beverly J. Glascock (ABA 1998) The of counsel arrangement is being increasingly used for a variety of purposes other than retirement planning. This book covers the issues you need to think about before entering into the relationship, such as conflicts, malpractice, and fiduciary responsibilities, and provides sample agreements which address these concerns and compensation structures.

Results-Oriented Financial Management: A Step-By-Step Guide to Law Firm Profitability, Second Edition by John G. Iezzi (ABA - 2003) This book starts with the basics and walks you through the steps necessary to understand the concepts of financial management, then provides the tools necessary to put the ideas to work. Contains information on compensation, equity accumulation, and pay-out systems for retiring partners.

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BILLING

Beyond the Billable Hour: An Anthology of Alternative Billing Methods edited by Richard C. Reed (ABA - 1989) Perceptive lawyers have long realized that hourly billing often rewards the inefficient practitioner and penalizes the well-organized, efficient lawyer. A look at the problem, and some possible solutions.

Billing Innovations: New Win-Win Ways to End Hourly Billing by Richard C. Reed (ABA-1996) How to implement innovative billing procedures in a firm, how to overcome resistance to change, and how to integrate strategic planning, quality control, compensation, marketing, governance, and technology systems to produce an environment where value billing methods can succeed.

Collecting Your Fee: Getting Paid from Intake to Invoice by Edward Poll (ABA – 2003) Just as the title suggest, this book is a concise discussion of all the things you can do, from the first day the client walks into the office until the case is concluded, to ensure complete client satisfaction and put your fee collection woes behind you. Includes suggested fee agreements, letters, and other forms on disk.

How to Draft Bills Clients Rush to Pay, Second Edition by J. Harris Morgan and Jay G. Foonberg (ABA – 2003) Backed by their numerous years of combined experience, these two distinguished authors show you how to prepare bills that enlighten and satisfy your clients – and inspire them to pay. This is a step-by-step guide on drafting and formatting invoices that clients will fully understand. Contains templates.

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Legal Fees & Representation Agreements (ABA - 1983) Avoid conflicts with clients over fees through the consistent use of well-drafted written agreements.

Winning Alternatives to the Billable Hour: Strategies That Work, 2nd Edition edited by James A. Calloway and Mark A. Robertson (ABA - 2002) The perfect billing system would reward lawyers for due diligence, talent, creativity, experience, efficient processes and technological aptitude. The system would give lawyers and firms real incentives to develop a deep and strategic understanding of a client's long-term needs, to consider cost/benefit ratios, and to have an overriding focus on the quality of the work. A perfect billing system would pay close attention to the value and the results of the services rendered. The suggestions gathered in this book will help you move away from the billable hour and toward a system which will help both you and your clients.

Win-Win Billing Strategies: Alternatives that Satisfy Your Clients and You edited by Richard C. Reed (ABA - 1992) Billing strategies that will help you make more money with greater client satisfaction.

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BUSINESS PLANNING/STARTING A NEW FIRM

Accounting & Finance for Lawyers by Rose Marie L. Bukics, CPA and Cynthia M. Urbani, CPA (Altman Weil Pensa Publications, Inc. - 2000) This book is written for lawyers who have a need to understand the fundamentals of accounting and finance and who have previously had limited exposure to these topics. This text is designed around the accounting and finance principles necessary to manage a legal practice.

Attorney and Law Firm Guide to the Business of Law: Planning and Operating for Survival and Growth - 2nd edition by Edward Poll (ABA - 2001) Completely overhauled comprehensive guide to developing, implementing and evaluating a law firm business plan, law firm financial management, client development, employee management, and more.

Buy-Sell Agreements For the Closely Held Business, An Estate Planner's Guide to by Louis A. Mezzullo (ABA – 2001) A discussion of recent developments that have affected buy-sell agreements, the various objectives that can be achieved through a well drafted agreement, and planning considerations (both tax and non-tax) in choosing the appropriate type of buy-sell agreement. Contains form agreements.

Complete Guide to Designing Your Law Office, The by Suzette S. Schultz and John S. Schultz (ABA – 2005) If you view your office as a marketing tool and see it as something that can make you more profitable by increasing your firm's effectiveness, the extra thought you give to the design in the early stages will reward the firm for many years to come. Let this book, with planning questionnaires, construction guides,

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and other forms, lead you painlessly through the process from conception to move-in. For both small and large firms.

Essential Formbook, The, Volume 1: Comprehensive Management Tools for Lawyers by Gary A. Munneke and Anthony E. Davis (ABA – 2000) Volume 1 contains partnership and organizational agreements and client intake and fee agreements.

Essential Formbook, The, Volume 2: Comprehensive Management Tools for Lawyers by Gary A. Munneke and Anthony E. Davis (ABA – 2002). Volume 2 contains information and forms for managing human resources and information and forms for managing fees, billing and the collection process.

Essential Formbook, The, Volume 3: Comprehensive Management Tools for Lawyers by Gary A. Munneke and Anthony E. Davis (ABA – 2003) Volume 3 contains information on calendar, docket and file management and law firm financial analysis.

Flying Solo: A Survival Guide for Solo Lawyers - Fourth Edition (ABA - 2005) Updated guide to the problems and issues unique to solo practitioners, this volume contains sections on making the decision to leave, what to do before you open the doors, growing the business, and issues in the life of a solo such as vacation, sale, merger, illness and death. A must-read for solos and small firm practitioners with lots of practical ideas you can implement today.

How to Build and Manage an Entertainment Law Practice by Gary Greenberg (ABA - 2001) Offers practical suggestions on how to get your foot in the door, get properly set up, network and market yourself to prospective clients, keep your clients happy, avoid mistakes, and manage your time effectively. With sample forms such as retainer and fee letters, conflict of interest waiver, office and computer configurations and more.

How to Build and Manage a Family Law Practice, by Mark A. Chinn (ABA – 2006) A must-read for any family lawyer, this book helps you understand the specialized skills and knowledge necessary to build and manage a successful and rewarding practice. This helpful guide, the sixth in the popular “practice building” series, takes a no-nonsense, nuts-and-bolts approach in explaining a variety of issues most critical for developing a thriving practice in family law. You’ll benefit from the author’s many years of experience as he shares a wealth of tips, techniques, forms, and checklists that will shorten the learning curve for lawyers starting out in family law and will enhance the knowledge of those with established legal practices. Gain practical experience, understand the specialized business aspects of the family law practice, develop and maintain the ideal client mix, and manage the law office’s staff, cases and finances.

How to Build and Manage a Personal Injury Practice, Second Edition by K. William Gibson (ABA – 2006) Written by an experienced and successful personal injury lawyer, this newly revised edition is ideal for lawyers starting a personal injury practice, and for current practitioners interested in improving their practice. This book discusses the

basic differences between personal injury Law and other types of law, and provides guidance for avoiding common pitfalls. You'll also find information on planning for personal injury practice; deciding whether to go solo or form a partnership; marketing and financing the practice; interviewing clients; keeping clients happy; managing the work load; choosing office space and equipment; and much more. In addition, and accompanying CD-ROM includes worksheets, flow charts, checklists, and fill in the blank forms.

How to Start and Build a Law Practice, 5th Edition by Jay Foonberg (ABA - 2004)
Revised and updated guide for lawyers who wish to start a new practice or to bring purpose and re-impose order on an existing one.

Law Partnership: Its Rights and Responsibilities, Second Edition by George H. Cain (ABA - 1999) This volume will help partners (and aspiring partners) better understand their own rights and responsibilities within the firm.

Law Partnership Revisited by George H. Cain (ABA – 2002) Brings *Law Partnership: Its Rights and Responsibilities* up to date with discussion of cases involving what must happen upon dissolution, valuation methods, benefits in withdrawal and retirement, and more.

Lawyer's Guide to Creating a Business Plan: a Step-by-Step Software Package - 2006 Edition by Linda Pinson (ABA – 2006) *Automate Your Business Plan* has been used for years by thousands in the business world to generate comprehensive, effective business plans.

Now, Linda Pinson has revised and adapted this award-winning software specifically for lawyers. It's a complete, easy to use Windows® based software package that will help you research and write a winning business plan for a new or existing law firm. The step-by-step, stand-alone program that assumes you know nothing about writing a business plan. Create your entire plan while the program sets up and formulates all your financial spreadsheets and does all your calculations for you. The end result is a professional business plan that will be easily digested by potential partners and investors. Also included with the software, in PDF format, is *Anatomy of a Business Plan*, an award-winning book that has helped over one million new business owners to date.

Letters for Lawyers: Essential Communications for Clients, Prospects, and Others by Thomas E. Kane and Tammy A. Linn (ABA - 1996) Well-drafted forms that can take the work out of much of your routine correspondence with clients, employees, prospective employees, and others. Includes fee agreements and other billing related documents.

More Secrets of the Business of Law: Ways to Be More Effective, Efficient and Profitable by Edward Poll (2006) Poll describes in spare, engaging language many ways small firm lawyers and solo practitioners can shave expenses, and above all expand profits.

From the basics of starting a practice to more complex issues, including attracting and nurturing clients, evaluating and utilizing new technologies, outsourcing administrative, support and even legal services, planning for disasters, and teaming with professionals in complementary professions, Ed Poll addresses it in a clear concise and commonsensical manner.

Of Counsel Agreement, The: A Guide for Law Firm and Practitioner, Second Edition by Harold G. Wren and Beverly J. Glascock (ABA 1998) The of counsel arrangement is being increasingly used for a variety of purposes other than retirement planning. This book covers the issues you need to think about before entering into the relationship, such as conflicts, malpractice, and fiduciary responsibilities, and provides sample agreements which address these concerns and compensation structures.

Practice Tips for Starting a Law Practice by Charlie D. Waldrep (Waldrep - 1998) Tips from a successful Alabama lawyer on developing and managing a law practice.

The Proactive Practice: Change Your Practice... Change Your Life by Tea Hoffman (Tea Hoffman – 2005) A simple guide to walk you through the business planning process and help you learn to control your practice – rather than letting it control you. Contains many simple ideas you can easily implement to improve practice effectiveness and client development skills, while reducing stress. Suitable for those who are considering entering private practice, too.

Profit and the Practice of Law: What's Happened to the Legal Profession? by Michael H. Trotter (University of Georgia Press - 1997) As law firms have prospered, their lawyers have become unhappier and the public has become more distrustful of them. Discusses possible remedies for this malaise and what can be done to reduce the cost of legal services and reform the practice of law for the benefit of clients, lawyers, and the community as a whole.

Results-Oriented Financial Management: A Step-By-Step Guide to Law Firm Profitability, Second Edition by John G. Iezzi (ABA - 2003) This book starts with the basics and walks you through the steps necessary to understand the concepts of financial management, then provides the tools necessary to put the ideas to work. Contains information on compensation, equity accumulation, and pay-out systems for retiring partners.

Running a Law Practice on a Shoestring by Theda C. Snyder (ABA - 1997) Increase your law firm's profit margin with money-saving tips on office space, supplies, equipment, staffing alternatives, and more.

Strategic Planning The Lawyer's Guide to: Defining, Setting and Achieving Your Firm's Goals by Thomas C. Grella and Michael L. Hudkins (ABA – 2004) For years, lawyers and law firms have resisted application of basic business organization principles to the practice of law (usually on the grounds of “professionalism”). Lawyers are subject to

new forms of competition and are often ill equipped to contend with them. To be successful, leaders of law firms need to recognize this reality and plan for how they will react and innovate. This book explains the process, and then helps lead you through it.

Selling Your Law Practice: A Profitable Exit Strategy by Edward Poll (2005) This new volume was prompted by and reflects the growing number of rule changes across the country, as more and more jurisdictions (although not yet Alabama) have come to support American Bar Association Model Rule 1.17, which originated from the ABA General Practice Section, endorsing the principal permitting the sale of law practices. Whether you are thinking of taking in a partner, ready to retire, or just want to know the value of your practice, this book will help you work through the numbers.

Successful Lawyer, The: Powerful Strategies for Transforming Your Practice by Gerald A. Riskin (ABA – 2005) A practical book stuffed with good advice and road-tested ideas for making your practice what you want it to be.

Working Solo by Terri Lonier (Portico Press - 1995) Written for non-lawyers wanting to start independent service or product centered businesses, this book contains information that may be helpful in deciding whether to go solo. Sets forth the positives and negatives of operation of a solo business, how to write a business plan, and has information on computers and technology. Some capital raising and marketing ideas may not be appropriate for law firms.

Working Solo Sourcebook by Terri Lonier (Portico Press - 1994) Contains listings of written, audio and video, conference, and networking materials on a variety of small business related topics, some of which are applicable to law firms.

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CLIENT RELATIONS

ABA Guide to International Business Negotiations: A Comparison of Cross-Cultural Issues and Successful Approaches, 2nd edition edited by James R. Silkenat and Jeffrey M. Aresty (ABA 2000) Provides valuable assistance in dealing with applying the art of negotiations across cross-cultural and national boundaries.

Collecting Your Fee: Getting Paid from Intake to Invoice by Edward Poll (ABA – 2003) Just as the title suggest, this book is a concise discussion of all the things you can do, from the first day the client walks into the office until the case is concluded, to ensure complete client satisfaction and put your fee collection woes behind you. Includes suggested fee agreements, letters, and other forms on disk.

Connecting With Your Client: Success Through Improved Client Communications Techniques by Noelle C. Nelson, Ph.D. (ABA - 1996) Step by step techniques for becoming a client-centered advocate, obtaining and maintaining client cooperation, and

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handling difficult clients. A “must read” for those who want to increase client satisfaction.

How to Draft Bills Clients Rush to Pay, Second Edition by J. Harris Morgan and Jay G. Foonberg (ABA – 2003) Backed by their numerous years of combined experience, these two distinguished authors show you how to prepare bills that enlighten and satisfy your clients – and inspire them to pay. This is a step-by-step guide on drafting and formatting invoices that clients will fully understand. Contains templates.

Through the Client's Eyes: New Approaches to Get Clients to Hire You Again and Again 2nd Edition by Henry W Ewalt (ABA LPMS - 2002) Offers readers specific, realistic ideas about how lawyers can better serve their clients by utilizing human relations skills in all aspects of the attorney-client relationship.

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CAREER ADVANCEMENT AND SATISFACTION

Alternative Careers for Lawyers by Hillary Mantis (Princeton Review Publishing - 1997) Contains help for rethinking your career strategy, suggestions for non-legal careers, advice on dealing with the financial ramifications of leaving law practice, and real-life success stories.

Balancing Life and Work, Lawyer's Guide to: Taking the Stress Out of Success by George W. Kaufman (ABA LPMS - 1999) An informative guide to recognizing, dealing with, and preventing lawyer burnout. A “how to” guide for balancing a stressful personal life with a peaceful and productive personal life.

Breaking Traditions edited by Donna M. Killoughey (ABA - 1997) Will help lawyers negotiate a non-traditional work situation that is financially viable to the employer, personally satisfying, and also fair to other coworkers and clients. Examines the broad economic issues and options to create a more flexible legal workplace.

In Search of Atticus Finch: A Motivational Book for Lawyers by Mike Papantonio (Seville Publishing - 1995) Lawyering takes a toll on our overall quality of life. Let Atticus Finch teach you the qualities that transcend time and bring virtue, and happiness, to lawyering in any era.

Keeping Good Lawyers: Best Practices to Create Career Satisfaction by M. Diane Vogt and Lori-Ann Rickard (ABA - 2000) The aim of this book is to assist law practices in lawyer-retention efforts by focusing on the need to improve job satisfaction for individual lawyers, as well as to help individual lawyers in their quest for the perfect practice.

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Law Partnership: Its Rights and Responsibilities by George H. Cain (ABA - 1996) This volume will help partners (and aspiring partners) better understand their own rights and responsibilities within the firm.

Lawyer Life: Finding a Life and a Higher Calling in the Practice of Law by Carl Horn, III (ABA – 2003) Judge Horn discusses the daily problems facing today's lawyers and suggests specific life changes lawyers can make to diminish the stresses of daily practice.

Legal Career Guide: From Law Student to Lawyer 4th Edition by Gary A. Munneke (ABA LPMS - 2002) Handbook to guide law students and new lawyers, and those thinking of making career changes within the profession. Contains information on identifying your skills, evaluating the market, researching potential employers and presenting yourself to build the career you want.

Living with the Law: Strategies to Avoid Burnout and Create Balance edited by Julie M. Tamminen (ABA – 1997) Focuses on solutions for the particular stresses of practicing law. Along with practical advice for coping with the challenges of practicing law, this book provides case studies from three firms who share their experiences of developing appropriate management policies and practices to reduce stress on lawyers and their staff.

Making Partner: A Guide for Law Firm Associates, Third Edition by John R. Sapp (ABA LPMS - 2006) This thin little guide will help you “think like an owner” and take the steps necessary to control the factors you can control on your path to law firm partnership. Much of the information is applicable for associates in small firms or lawyers going out on their own.

Nonlegal Careers for Lawyers 5th edition, by Gary A. Munneke, William D. Henslee and Ellen Wayne (ABA – 200) Great opportunities exist for practicing lawyers outside the traditional practice of law – you just have to find them. This user-friendly guide has been updated to cover the latest opportunities in non-legal careers. You'll learn when and how to choose a nonlegal career: the specialized skills legal training provides; and how to plan and conduct a job search.

Presumed Equal: What America's Top Women Lawyers Really Think About Their Firms by Suzanne Nossel and Elizabeth Westfall (Career Press - 1998) Developed as an effort to inform law students about what they might encounter at large law firms and to ensure that women's employment choices take into account issues which figure profoundly in job satisfaction.

The Proactive Practice: Change Your Practice... Change Your Life by Tea Hoffman (Tea Hoffman – 2005) A simple guide to walk you through the business planning process and help you learn to control your practice – rather than letting it control you. Contains many simple ideas you can easily implement to improve practice effectiveness and client

development skills, while reducing stress. Suitable for those who are considering entering private practice, too.

Should You Really Be a Lawyer? The Guide to Smart Career Choices Before, During and after Law School by Deborah Schneider and Gary Belsky (2006) let this book help you to approach the decision of whether to become a lawyer or to remain one, and how to find the right career for you – whether it's in or outside the legal profession. This book can help prospective and current law students, as well as working attorneys, make satisfying career choices using the method you'll find simple, interesting and enjoyable.

Stress Management for Lawyers, Second Edition by Amiram Elwork, Ph.D. (Vorkel Group - 1995) Reference guide to stress management skills which can help you experience job satisfaction, improve your relationship with associates and clients, and increase your productivity.

Transforming Practices: Finding Joy and Satisfaction in the Legal Life by Steven Keeva (Contemporary Books – 1999) This book examines the spiritual crisis in the legal profession and shows how lawyers are taking the first tentative steps to address it. The author's hope is that it's contents will help lawyers balance their lives, become more aware of the options each moment offers, realize the extraordinary opportunities the profession provides for personal growth and find a satisfying vision for your future in the law.

Why Lawyers Lie & Engage in Other Repugnant Behavior by Mark Perlmutter (Mark Perlmutter - 1997) A book for anyone who is weary of unproductive conflict and wishes to introduce the principles of community into his or her practice while still zealously representing the best interests of clients.

Women-At-Law: Lessons Learned Along the Pathways to Success by Phyllis Horn Epstein (ABA – 2004) More and More women are choosing to enter this once male-dominated profession, not fully anticipating the many challenges they will face. *Women-At-Law* not only shares a wealth of practical guidance and direction for the law student or young lawyer, its lessons will also resonate with the seasoned lawyer who has wondered how her peers are managing their practices and their lives.

The Young Lawyer's Guide to Money and Power by William Shears (Secret Guide Publishing – 2003) if you're a lawyer or lawyer to be, and you're not happy with the way your career is heading this book is for you. This book will help you build your own career on your own terms. You'll learn how to think like a law firm owner and then become one.

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EMPLOYEES

1001 Ways to Reward Employees by Bob Nelson (Workman Publishing Company, Inc. - 1994) Everyone wants to be appreciated. Bob Nelson shows you when and how to use rewards to get the most from every employee.

Beginning Clerical Worker 11th Edition by John Czukor (Arco - 1988) Tests on several basic skills areas such as filing, basic English usage, spelling, reading comprehension and judgment in the work place. Great for the solo or small firm seeking to hire good clerical help.

Breaking Traditions edited by Donna M. Killoughey (ABA - 1997) Will help lawyers negotiate a non-traditional work situation that is financially viable to the employer, personally satisfying, and also fair to other coworkers and clients. Examines the broad economic issues and options to create a more flexible legal workplace.

Making Partner: A Guide for Law Firm Associates, Third Edition by John R. Sapp (ABA LPMS - 2006) This thin little guide will help you "think like an owner" and take the steps necessary to control the factors you can control on your path to law firm partnership. Much of the information is applicable for associates in small firms or lawyers going out on their own.

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Paralegals, Profitability and the Future of Your Law Practice by Arthur C. Greene and Theresa A. Cannon (ABA LPMS – 2003) This work focuses on the changes in the market for legal services and how the use of paralegal services will fit into the law office of the future.

Your New Lawyer: The Legal Employer's Complete Guide to Recruitment, Development and Management (Second Edition) (ABA - 1992) This book will help you retain the right new lawyer. Detailed appendices with sample forms for interview procedures, rejection letters, employer resumes, skills profiles, evaluations, letters of understanding.

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ETHICS & PROFESSIONALISM

Law Partnership: Its Rights and Responsibilities by George H. Cain (ABA - 1996) This volume will help partners (and aspiring partners) better understand their own rights and responsibilities within the firm.

Legal Assistant's Practical Guide to Professional Responsibility, The, Second Edition (ABA – 2004) This handbook may be used as a desk reference, a companion piece for each jurisdiction's lawyer ethics rules, a basic text for a legal assistant ethics class, assigned reading as part of a legal assistant's orientation to a firm, or as part of an in-house training program in legal ethics. Follows the ABA Model Rules of Professional Conduct.

Legal Tender: A Lawyer's Guide to Handling Professional Dilemmas by Lawrence J. Fox (ABA - 1995) Written by a nationally recognized litigator, this collection of essays highlights a variety of ethical problems all lawyers will face sooner or later: fee disputes, conflicts of interest, production of "smoking gun" documents and more.

Of Counsel Agreement, The: A Guide for Law Firm and Practitioner, Second Edition by Harold G. Wren and Beverly J. Glascock (ABA 1998) The of counsel arrangement is being increasingly used for a variety of purposes other than retirement planning. This book covers the issues you need to think about before entering into the relationship, such as conflicts, malpractice, and fiduciary responsibilities, and provides sample agreements which address these concerns and compensation structures.

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FIRM ORGANIZATION/DISSOLUTION

Anatomy of a Law Firm Merger: How to Make or Break the Deal, 3rd edition, Hildebrandt International (ABA - 2004) This book was written to help firms decide whether they should consider merger, why merger might or might not work, and how to go about making the decision to merge and ultimately integrating the merged firms.

Essential Formbook, The, Volume 1: Comprehensive Management Tools for Lawyers by Gary A. Munneke and Anthony E. Davis (ABA -2000) Volume 1 contains partnership and organizational agreements and client intake and fee agreements.

Essential Formbook, The, Volume 2: Comprehensive Management Tools for Lawyers by Gary A. Munneke and Anthony E. Davis (ABA -2001). Volume 2 contains information

and forms for managing human resources and information and forms for managing fees, billing and the collection process.

Essential Formbook, The, Volume 3: Comprehensive Management Tools for Lawyers by Gary A. Munneke and Anthony E. Davis (ABA – 2003) Volume 3 contains information on calendar, docket and file management and law firm financial analysis.

Law Office Knowledge Management Workbook by Kingsley Martin (West – 2003) This workbook is written for law firms, in-house counsel, and government agencies which may be considering implementing a knowledge management program, or which have already started a program. Written as a professional manual explaining each element of knowledge management and the surrounding issues, the book contains a series of exercises and worksheets to help firms apply the information to their unique circumstances.

Law Partnership: Its Rights and Responsibilities by George H. Cain (ABA - 1996) Contains a succinct discussion of a partner's rights and responsibilities within the firm. Includes chapters on drafting and construction of agreements, and things to consider when withdrawing from or dissolving a partnership.

Multidisciplinary Practice: Staying Competitive and Adapting to Change by Gary A. Munneke and Ann L. MacNaughton, editors. (ABA - 2001) The MDP concept will affect every law office, large or small,. Even lawyers working outside the private practice arena will find their lives altered by the changes now starting to take place. This book offers a complete examination of the MDP initiative from every angle.

Of Counsel Agreement, The: A Guide for Law Firm and Practitioner, Second Edition by Harold G. Wren and Beverly J. Glascock (ABA 1998) The of counsel arrangement is being increasingly used for a variety of purposes other than retirement planning. This book covers the issues you need to think about before entering into the relationship, such as conflicts, malpractice, and fiduciary responsibilities, and provides sample agreements which address these concerns and compensation structures.

Results-Oriented Financial Management: A Step-By-Step Guide to Law Firm Profitability, Second Edition by John G. Iezzi (ABA - 2003) This book starts with the basics and walks you through the steps necessary to understand the concepts of financial management, then provides the tools necessary to put the ideas to work. Contains information on compensation, equity accumulation, and pay-out systems for retiring partners.

Withdrawal, Retirement & Disputes: What You and Your Firm Need to Know (ABA - 1986) Discusses issues, considerations, and problems related to partner withdrawal, disability, and retirement.

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MALPRACTICE/PROFESSIONAL LIABILITY INSURANCE

Lawyer's Desk Guide to Legal Malpractice (ABA - 1992) Designed to help lawyers evaluate malpractice exposure, claim-proof their practices, and obtain the insurance coverage they need. Contains numerous checklists and samples.

Selecting Legal Malpractice Insurance 2003 (ABA Standing Committee of Lawyers' Professional Liability - 2003) State by state listing of malpractice companies with additional information on selecting a carrier, checklists, and insurance comparison chart.

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MANAGEMENT

500+ Steps to Being a Profitable, Happy, Efficient Law Firm by Jay G. Foonberg (ABA - 1997) Checklists in question form covering telephone systems and procedures, referrals, client intake and engagement letters, billing, office administration and a lot more.

Breaking Traditions edited by Donna M. Killoughey (ABA - 1997) Will help lawyers negotiate a non-traditional work situation that is financially viable to the employer, personally satisfying, and also fair to other coworkers and clients. Examines the broad economic issues and options to create a more flexible legal workplace.

Easy Self-Audits for the Busy Law Office by Nancy Byerly Jones (ABA - 1999) Easy-to-use comprehensive book to help lawyers conduct their own management self-audits within minutes. Supported with practice management articles, quick and simple "OfficeSmarts" reminder tips, and checklists for success.

Flying Solo: A Survival Guide for Solo Lawyers - Fourth Edition (ABA - 2005) Updated guide to the problems and issues unique to solo practitioners, this volume contains sections on making the decision to leave, what to do before you open the doors, growing the business, and issues in the life of a solo such as vacation, sale, merger, illness and death. A must-read for solos and small firm practitioners with lots of practical ideas you can implement today.

Law Office Knowledge Management Workbook by Kingsley Martin (West – 2003) This workbook is written for law firms, in-house counsel, and government agencies which may be considering implementing a knowledge management program, or which have already started a program. Written as a professional manual explaining each element of knowledge management and the surrounding issues, the book contains a series of exercises and worksheets to help firms apply the information to their unique circumstances.

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Law Office Policy and Procedures Manual, Revised and Updated 2004 4th Edition edited by Robert C. Wert and Howard I. Hatoff (ABA – 2004) Revised manual incorporates new information on law office technology and changes in COBRA with existing information on duties imposed by the Family and Medical Leave Act of 1993, as well as continuing developments in such areas as the Americans with Disabilities Act, diversity issues, sexual harassment law, and employee health concerns with AIDS/HIV, repetitive stress injuries, secondhand smoke, and the like. Comes with forms on disk for creating your own manual.

Law Office Procedures Manual for Solos and Small Firms, Second Edition by Demetrios Dimitriou (ABA - 2000) Fill-in-the-blank staff manual for solos and small firms. Custom complete to fit your circumstances. Covers all aspects of operation of a small law office. Comes with forms on disk for creating your own manual.

Lawyer's Guide to Records Management and Retention by George C. Cunningham and John C. Montaña (ABA – 2006) a comprehensive resource to help you create and maintain an effective and well organized records management and retention system at your firm—including administration and storage of client files and administrative records in all types of media. Learn how to reduce cost, access information quickly and accurately, and use staff and technology resources more economically and efficiently. Special sections address issues facing the new lawyer, solo practitioner, and small firms. The accompanying CD-ROM features useful checklists, forms, guidelines, and more.

Legal Fees & Representation Agreements (ABA - 1983) Discussion of avoiding conflicts with clients over fees through the use of written agreements.

Letters for Lawyers: Essential Communications for Clients, Prospects, and Others by Thomas E. Kane and Tammy A. Linn (ABA - 1996) Well-drafted forms that can take the work out of much of your routine correspondence with clients, employees, prospective employees, and others. Includes fee agreements and other billing related documents.

Making Partner: A Guide for Law Firm Associates, Third Edition by John R. Sapp (ABA LPMS - 2006) This thin little guide will help you “think like an owner” and take the steps necessary to control the factors you can control on your path to law firm partnership. Much of the information is applicable for associates in small firms or lawyers going out on their own.

Managing Partner 101 by Lawrence G. Green (ABA -2001) This “how to” book articulates a series of concepts and philosophies that are the underpinnings of a successful law firm, including setting firm-wide and individual goals and dealing with problem situations.

Planning the Small Law Office Library edited by Catherine A. Pennington (ABA - 1994) Contains valuable information to help small firms select and maintain library resources.

Practice Tips for Starting a Law Practice by Charlie D. Waldrep (Waldrep - 1998) Tips from a successful Alabama lawyer on developing and managing a law practice.

Results-Oriented Financial Management: A Step-By-Step Guide to Law Firm Profitability, Second Edition by John G. Iezzi (ABA - 2003) This book starts with the basics and walks you through the steps necessary to understand the concepts of financial management, then provides the tools necessary to put the ideas to work. Contains information on compensation, equity accumulation, and pay-out systems for retiring partners.

Welcome to Reality: A New Lawyer's Guide to Success by Paul McLaughlin (CCH Canadian Limited - 2000) This book focuses on the practical knowledge, skills, attitudes and habits that will launch your career on a solid footing, no matter how you choose to use your legal training. It is designed to help you lay down solid foundations for long-term success during your first two years out in the real world. Also a quick, easy read for any lawyer who wants to rededicate him or herself to a well organized office and professionalism through improved client service.

When Disaster Strikes: How to Handle Law Office Emergencies (ABA - 1988) Manual of checklists for planning/reacting to fire, flood, and other law office disasters.

Withdrawal, Retirement & Disputes: What You and Your Firm Need to Know (ABA - 1986) Discusses issues, considerations, and problems related to partner withdrawal, disability, and retirement.

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MARKETING/CLIENT DEVELOPMENT

ABA Guide to Legal Marketing, The: A Collection of the Best Ideas, Approaches and Success Stories edited by Gary A Munneke and Susan Rairdon (ABA - 1995) How to develop an effective overall marketing plan for any firm.

Basics for Writing Your Law Firm Brochure by Susan Rairdon (ABA - 1987) Outlines questions to ask before you create the brochure, and how to use the brochure as an overall part of your marketing strategy once you have it printed.

Complete Guide to Marketing Your Practice, The edited by Hollis Hatfield Weishar and James A. Durham (ABA - 1999) Tells you how to generate satisfying, profitable work and increase revenue for the law firm. Includes practical ideas, outlines, strategies and a few "big picture" concepts.

Effective YELLOW PAGES Advertising for Lawyers: The Complete Guide to Creating Winning Ads by Kerry Randall (ABA LPMS - 2002) Love 'em or hate 'em, yellow page ads have become a fact of life for most lawyers in metropolitan areas. As long as you're

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paying for the thing, make sure your ad is generating the best possible return on your investment. This comprehensive guide will tell you how to design an ad which will reach the clients you want. If you are going to spend your money, you ought to read this book first!

How to Build and Manage an Entertainment Law Practice by Gary Greenberg (ABA - 2001) Offers practical suggestions on how to get your foot in the door, get properly set up, network and market yourself to prospective clients, keep your clients happy, avoid mistakes, and manage your time effectively. With sample forms such as retainer and fee letters, conflict of interest waiver, office and computer configurations and more.

Marketing on the Internet, The Lawyer's Guide to, Second Edition, The by Gregory H. Siskind, Deborah McMurray and Richard P. Klau (ABA - 2002) With this second edition, the decision of whether to market on the Internet doesn't come up. The firms which will win in the 21st century will make effective use of technology, and an Internet web site is just an integral part of an overall technology strategy. In this updated edition the authors will help you identify the resources which will fit best with your firm, give you sample RFPs, a hosting proposal, and a hosting agreement. Then, they'll help you see how you can use the latest web technology to market you firm, including Webinars, extranets, wireless devices, and other tools. A must-read guide if your firm wants to get on the information superhighway.

Marketing Your Practice, The Lawyer's Guide to, Second Edition by James A. Durham and Deborah McMurray, Editors (ABA – 2004) This “how to” guide explains why you can no longer neglect marketing, and then helps you to develop your approach, including obtaining buy-in from firm members, enhance your firm image, implement strategies, and maintain your program. The essays in this book will help you find the right strategy and show you how to put it into place.

Marketing and Legal Ethics: The Boundaries of Promoting Legal Services by William E. Hornsby, Jr. (ABA - 2000) Designed to be illustrative, this book examines the various state-based ethics rules to assist lawyers in marketing their own practices and to aid marketers who either work for law firms or provide professional marketing services to lawyers and law firms.

Marketing Success Stories, Second Edition by Hollis Hatfield Weishar and Joyce K. Smiley (ABA – 2004) A collection of stories by legal rainmakers and in-house counsel, this book demonstrates that, while legal marketing begins and ends with providing high-quality client services, each lawyer has a unique approach. An inside look at how successful lawyers market themselves, their practice specialties, their firms, and their profession.

Marketing Your Practice (ABA - 1986) Practical manual that outlines the steps necessary for planning, implementing, controlling and evaluating a marketing program

for the law firm. Includes numerous exhibits, sample brochures, newsletters, business cards and announcements.

Sherman's 21 Laws of Public Speaking: How to Inspire Others to Action by Rob Sherman, J.D. (2001 – Rob Sherman) A secret weapon for improving your public speaking abilities. Includes six ways to overcome the fear of speaking, five ways to grab attention in the firms minute, credibility enhancers, techniques to energize your audience, and more. If you must make presentations, this book will help you learn to enjoy it.

Women Rainmakers' Best Marketing Tips, Second Edition by Theda C. Snyder (ABA – 2003) This book gives you an action –oriented and realistic approach to rainmaking that will enhance your professional and personal life.

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OFFICE OVERHEAD

Results-Oriented Financial Management: A Step-By-Step Guide to Law Firm Profitability, Second Edition by John G. Iezzi (ABA - 2003) This book starts with the basics and walks you through the steps necessary to understand the concepts of financial management, then provides the tools necessary to put the ideas to work. Contains information on compensation, equity accumulation, and pay-out systems for retiring partners.

Running a Law Practice on a Shoestring by Theda C. Snyder (ABA - 1997) Increase your law firm's profit margin with money saving tips on office space, supplies, equipment, staffing alternatives, and more.

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PERSONAL FINANCES/RETIREMENT PLANNING

Fundamentals of Personal Investing: A Guide for Lawyers and Other Professionals by M. John Sterba, Jr., (ABA - 1997) Practical guide to understanding and managing financial investments. Clearly explains the most important things to know, particularly for mutual fund investors.

Increasing Revenue, The Lawyer's Guide to: Unlocking the Profit Potential in Your Firm by Arthur G. Greene (ABA – 2005) The biggest mistake made by lawyers is to assume that the road to better profits must include reducing costs, increasing hourly rates, and increasing the number of billable hours. In most cases these strategies fail while creating additional problems with client satisfaction and lawyer and staff morale. Find out what does work.

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Making Partner: A Guide for Law Firm Associates, Third Edition by John R. Sapp (ABA LPMS - 2006) This thin little guide will help you “think like an owner” and take the steps necessary to control the factors you can control on your path to law firm partnership. Much of the information is applicable for associates in small firms or lawyers going out on their own.

Of Counsel Agreement, The: A Guide for Law Firm and Practitioner, Second Edition by Harold G. Wren and Beverly J. Glascock (ABA 1998) The of counsel arrangement is being increasingly used for a variety of purposes other than retirement planning. This book covers the issues you need to think about before entering into the relationship, such as conflicts, malpractice, and fiduciary responsibilities, and provides sample agreements which address these concerns and compensation structures.

Results-Oriented Financial Management: A Step-By-Step Guide to Law Firm Profitability, Second Edition by John G. Iezzi (ABA - 2003) This book starts with the basics and walks you through the steps necessary to understand the concepts of financial management, then provides the tools necessary to put the ideas to work. Contains information on compensation, equity accumulation, and pay-out systems for retiring partners.

Retirement, The Lawyer's Guide to: Strategies for Attorneys and Their Clients, 3rd edition edited by David A. Bridewell and Charles Nauts (ABA - 1998) Not only deals with planning for retirement, but also discusses procedures necessary to do the planning. Covers practical questions which arise when a lawyer plans for retirement and also those that arise after retirement.

Reverse Mortgages: A Lawyer's Guide to Housing and Income Alternatives edited by David A. Bridewell and Charles Nauts (ABA - 1997) Examines what reverse mortgages are, how they can help you or your client, what points to consider and what procedures to follow. Includes federally insured and lender insured reverse mortgages.

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SURVEYS

A Survey of Alabama Lawyers: 1998 (ASB - 1998) - a Southern Opinion Research Report. Contains statistical information about administration and economics of private practice, issues facing the bar, and bar services and responsibilities.

Lawyers in America: How We Choose Them, Use Them, and Sometimes Lose Them prepared for Lawyers.com and Kaplow Communications by Yankelovich Partners. This nationwide survey was designed to explore how Americans find lawyers, how much time they spend and what criteria they use, and to determine if they are satisfied with the lawyers they hire.

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Public Perceptions of Lawyers: Consumer Research Findings (ABA Section of Litigation - 2002) The image of lawyers is not just a matter of professional or personal pride. It affects the public's belief in our judicial system and, ultimately, their faith in our democracy. Find out what the American public thinks about us in the early 21st Century. The results of this survey will surprise you and may just help you improve your practice and your bottom line.

Quality of Life Among Lawyers in Alabama (ASB - 1992) - a Capstone Poll Report. Contains statistical information about professional demographics, including law firm size and salary information.

Small Law Firm Technology Survey: 1998 (ABA Legal Technology Resource Center - 1998) Explores the current state of technology in private law firms with 20 or fewer lawyers.

Florida Economics & Law Office Management Survey (The Florida Bar -1996) Information on law practice economics and management. Information is broken down by northern, central and southern parts of the state, making portions of it relevant for comparison to Alabama law firms.

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TECHNOLOGY

Amicus Attorney® in One Hour for Lawyers by David J. Bilinsky (ABA - 2000) This book is intended for lawyers and legal assistants seeking a better way to manage their time, their files, their contacts and their communications.

Adobe Acrobat, The Lawyers Guide to, Second Edition by David L. Masters (ABA – 2005) The days of using paper as the substrate for storage and communication of information are waning. As the prominence of paper-based information systems fades, digital systems are on the rise. Working with digital information – storing, organizing, analyzing, retrieving and delivering it – may sound like a radical departure from your current situation, but it can be done using familiar concepts. This book tells you how to take the vast quantities of paper found in almost every law office, convert it to digital form and use Adobe Acrobat to work with the information in ways that are familiar to most lawyers. Covers Adobe Acrobat 6.0 and 7.0.

Complete Internet Handbook for Lawyers, The by Jerry Lawson (ABA - 1999) Will help you learn enough about how the Internet works to enable you to obtain your Internet information from the 'Net itself.

Creating Persuasive Computer Presentations, The Lawyer's Guide to, Second Edition by Ann E. Brenden and John D. Goodhue (ABA – 2005) A follow-up to *Persuasive Computer Presentations: The Essential Guide for Lawyers*, this book tells you everything

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you need to know to easily create trial or other presentations which will keep an audience raised on television engaged. Experts on attention and comprehension say we only remember about 10% of what we hear, but that number jumps to 80% when the presentation combines spoken information with visuals.

Electronic Evidence and Discovery Handbook, The: Forms, Checklists and Guidelines by Sharon D. Nelson, Bruce A. Olson and John W. Semek (ABA - 2006) E-Discovery and the use of electronic evidence has increased dramatically. This provides the templates you need to develop an effective e-discovery strategy and to frame appropriate e-discovery requests.

The Cybersleuths Guide to the Internet: Conducting Effective Investigative and Legal Research on the Web by Carole A. Levitt and Mark E. Rosch (2006) Are you stumped on how to effectively find the specific information you need on the Internet? This well-researched and practical step-by-step guide will help. This is the reference book for legal and investigative research using the Internet, particularly free and low-cost sites. There is no one place on the Internet that provides comprehensive, intuitively organized, indexed links to sources of public records, and business, legal and topic specific research. This book does it. It will save you time and eliminate the frustration of Internet hunting.

Essential Guide to the Best (and Worst) Legal Sites on the Web by Robert J. Ambrogi (NLP IP Company AML Publishing, a division of American Lawyer Media, Inc. - 2001) Ambrogi has skillfully selected, evaluated and organized the most valuable legal Web sites.

Extranets, The Lawyer's Guide to: Breaking Down Walls, Building Client Connections by Douglas Simpson and Mark Tamminga (ABA – 2003) An extranet can be a powerful tool that allows law firms to exchange information and build relationships with clients. This new book shows you why and how you can implement an effective extranet that can result in significant expansion in clientele and profitability.

HotDocs® in One Hour for Lawyers by Bruce W. Miller 2nd Edition (ABA LPMS - 2002) This book is designed as a quick starter for legal professionals who want to automate their legal forms using HotDocs. The four lessons provide you with step by step explanations of how HotDocs can be used with your word processor to significantly improve your document production process.

Information Security for Lawyers and Law Firms by Sharon D. Nelson, David K. Isom and John W. Simek, Editors (ABA - 2006) What do you need to do to protect your clients and your law firm's electronic information? This book gives you the answers.

Internet Guide for the Legal Researcher, Second Edition by Don MacLeod (Infosources Publishing - 1997) Resource guide to finding and retrieving legal information on the Internet.

Internet, The Lawyer's Guide to the by G. Burgess Allison (ABA - 1995) A discussion of Internet services and capabilities geared to a legal audience, with information on how to get connected to and use the Internet. With helpful reference section.

Law Office Knowledge Management Workbook by Kingsley Martin (West – 2003) This workbook is written for law firms, in-house counsel, and government agencies which may be considering implementing a knowledge management program, or which have already started a program. Written as a professional manual explaining each element of knowledge management and the surrounding issues, the book contains a series of exercises and worksheets to help firms apply the information to their unique circumstances.

Lawyer's Guide to Fact Finding on the Internet, The by Carole A. Levitt and Mark E. Rosch (ABA – 2004) Everything you need to know about using the Internet to find people, public records, information about companies, medical and scientific research and a whole lot more.

Legally Speaking: 40 Powerful Presentation Principles Lawyers Need to Know by David J. Dempsey (2002) *Legally Speaking* arms attorneys with techniques that will improve any presentation – in the courtroom, the board room, or the convention hall. Learn how to master stage fright, analyze audience members and adapt a presentation to reach them, create a powerful presentation, utilize policies, gestures, vocal power, and eye contact to maximize the impact of any message, intensify the power of a presentation with effective visual aids, and capitalize on stories and quotations to make points memorable.

Macintosh Software Guide for the Law Office, The (ABA - 1999) This guide is designed to provide you with basic information about all of the legal oriented software tools written specifically for use with the Macintosh computer.

Microsoft® Office System (2003), The Attorney's Guide to the (Microsoft Corporation – 2005) Specifically written for attorneys to show how to perform common tasks in Outlook, Excel, and PowerPoint, plus common legal tasks such as configuring templates. Contains easy, step-by-step instructions. Great for even those who have never used Office before. A very quick read. Skip directly to the information you really need.

Microsoft® Word, Lawyer's Quick Guide to by Alan S. Adler and David Greenwald (ABA - 2000) Focuses on the core functions of Word to allow you to get your documents out the door more quickly and easily. Covers Microsoft® Word 97 and 2000.

Microsoft Word® 2000 for Law Firms by Payne Consulting Group, Inc. (Payne Consulting Group, Inc. - 1999) Makes using Word in a law office easier by providing examples and hands on exercises geared toward producing legal documents.

Microsoft Word® for Windows in One Hour for Lawyers by Catherine A. Pennington; (ABA - 1995) Guide for novice users of Microsoft Word for Windows, geared toward lawyers.

Non-Designer's Web Book, The by Robin Williams and John Tollett (Peachpit Press 1998) Leads you on a logical path from planning your own web site through designing it, posting it on the web, and promoting it.

Persuasive Computer Presentations: The Essential Guide for Lawyers by Ann E. Brenden and John D. Goodhue (ABA - 2001) Written by experienced lawyers who actually use the technology in their daily practice, this guide will tell you everything you need to know to put together presentations that are ready for the TV generation in the jury box.

Summation®, The Lawyer's Guide to by Tom O'Connor (ABA – 2004) The purpose of this book is to give lawyers and paralegals a quick overview of how Summation® works. Organized from the perspective of actually working with evidentiary documents, the book is divided into three major sections: Core Features, Popular Features, and Using Summation. A must if you'd like to get the most from your Summation® software.

Survival Guide for Road Warriors: Essentials for the Mobile Lawyer by Daniel S. Coolidge and J. Michael Jimmerson (ABA - 1996) Complete guide to operating your office anywhere using a portable computer. Includes real-life examples of how you can employ a portable computer to improve your law practice.

Teach Your Computer to Dance by Don Silver and Susan Silver (2006) if you "don't do computers" this is the book for you. It contains a wealth of simple information on how to make your computer mobile devices and the Internet do what you need for them to do.

Telecommuting for Lawyers by Nicole Belson Goluboff (ABA - 1998) Provides lawyers and law offices of all sizes with in-depth methods for implementing successful telecommuting programs.

Wills, Trust & Technology: An Estate and Trust Lawyer's Guide to Automation, Second Edition by Daniel B. Evans (ABA – 2004) Explains why an estate practice should be automated, what should be automated, how to select software, and how to put it to use in the estate practice. Contains chapters on estate planning software, automated document drafting and document management, fiduciary accounting software, tax returns, and ethical and management issues. A must-read for the lawyer with an estate planning practice who wants to move the next level of productivity.

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WINDING UP A PRACTICE

Preparing For and Dealing With the Death of A Sole Practitioner (ABA-1986) Contains preparatory checklists, sample letters of instruction to spouse and staff, and ethics materials.

Withdrawal, Retirement & Disputes: What You and Your Firm Need to Know (ABA - 1986) Discusses issues, considerations, and problems related to partner withdrawal, disability, and retirement.

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VIDEO TAPES:

Lawyer & Staff Training

Confidentiality and Technology Issues in the Law Office (Wisconsin State Bar) The basic rules of confidentiality in the law office should be well understood. Less well understood are the issues presented by new technologies that we've come to depend on. Topics include: internal email issues as they relate to confidentiality; external email issues as they relate to confidentiality; how the Electronic Communications Privacy Act affects confidentiality issues; computer law concerns; ethics concerns. Run time: 15 minutes.

Dealing With Difficult Clients and Co-Workers(State Bar of Wisconsin – 1997) Provides strategies for effectively dealing with difficult people in the law office. Four steps are suggested for better communication in the face of conflict. The tape also briefly examines personality styles to help you understand why people act the way they do in certain circumstances...and what you can do to make encounters with them more productive. Run time: 36 minutes.

Delivering Exceptional Service to Clients (State Bar of Wisconsin) Show your staff why client service is vital to today's successful law practice and teach them how to deliver it. Quality legal work is just a part of what your clients want. IF you have top-flight service, too, you'll be rewarded with repeat business, increased referrals and more satisfied clients. Topics include: the four elements of service clients value most, and how staff can contribute to each; determining and meeting each client's service needs; finding opportunities to build satisfaction; working as a team with attorneys and staff; and solving service problems. Run time: 15 minutes

Improving Client Relations - One Client at a Time (ABA) Video and lecture outline with post-video discussion questions. When presented as a seminar with a speaker to introduce and lead discussion of the materials, one hour CLE credit available. Run time: 23 minutes.

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Law Office Confidentiality I & II (Wisconsin State Bar) Your staff handles confidential client information every day and shares your responsibility to protect it, yet through telephone conversations, file handling or personal discussions your staff could disclose confidential information without even knowing it. This program teaches your staff the importance of confidentiality, identifies common mistakes and shows how to handle sensitive situations effectively. Staff will learn: not to discuss matters outside the office; how to use the telephone discretely; how to work with clients one-on-one; how to handle documents properly; tips for building client trust; and safeguards for using computers, fax machines, cell phones, off-site printing and other new technologies. Run time: Part I - 10 minutes; Part II - 12 minutes.

Lawyer & Staff: A Team Approach to Avoiding Malpractice (Oregon State Bar Professional Liability Fund) How the attorney and staff can work together to increase client satisfaction and reduce the chances of error. Run time: 1 hour

Lawyer Trust Accounts (Jay Foonberg) Foonberg, a lawyer and accountant, gives three 20 minute segments on trust accounting rules, different types of trust accounts and how to handle them, and using the trust account for unearned fees and retainers. Run time: 60 minutes in 3 20 minute segments.

Legal Ethics for Support Staff (Wisconsin State Bar) This video dramatizes situations your staff may face and provides them with concrete solutions and practical guidance. After watching this video your staff will be able to spot potential ethical problems and will have techniques for handling them. Topics covered include: identifying conflicts of interest; not giving legal advice unless authorized; preserving client confidences; handling trust accounts; helping the lawyer represent the client diligently and promptly; and facilitating clear communications between the client and the lawyer. Run time: 22 minutes.

Professional Communications in the Law Office: Telephones, Voicemail and Beyond (State Bar of Wisconsin – 1997) Uses enhanced graphics and improved instructional design to help your staff master essential professional communication skills. In addition to demonstrating proven telephone techniques, this new training tape offers practical advice on the proper uses of email, facsimile, and voicemail systems. The tape also covers issues in developing common sense policies for these and other widely used communication devices such as pagers and cellular phones. Run time: 27 minutes

Professionalism in the Law Office (State Bar of Wisconsin) This video will help you build a professional staff that maintains good client relations and keeps your office running smoothly and efficiently. Your staff will learn the importance of work product accuracy, personal appearance, handling clients in person and over the phone, orderly filing systems and attorney and staff responsibilities. Run time: 17 minutes

Successful Time Management Strategies for Legal Support Staff (State Bar of Wisconsin – 1996) Shows your staff how to handle tight deadlines, large volumes of work, and

conflicting priorities, without becoming stressed and inefficient. This program will put them back in control of their schedules and improve morale throughout your office. Gary Richards, one of the nation's leading authorities on time management for lawyers, teaches support staff proven techniques to enhance their productivity. Lawyers can benefit from this video too. Run time: 58 minutes.

Working in a Law Office: An Introduction (Wisconsin State Bar) Provide your staff with an introduction to the law office and their role in the legal system. It's a quick and easy orientation for new and temporary employees or for anyone without a strong legal background. Your employees will learn about: attorney-client relationships; docketing and calendaring; filing and recording documents; checking for conflicts; federal, state and local law; legal language and definitions; the court system; proper citations and legal specialties. Run time: 28 minutes

Client Education

Preparing for Your Deposition (State Bar of Wisconsin - 1995) This short tape lets clients know what to expect when they give a deposition, and illustrates the major points to remember such as not volunteering information, thinking before you answer the question, etc. Run time: 20 minutes

Lawyer Public Speaking

To Serve The Public (ASB) A complete public service video presentation with a handbook of speech points and detailed informational brochures for the audience. Designed for use in speaking to civic and community groups.

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AUDIO PROGRAMS:

How to Avoid Conflict Avoidance: Dealing with Difficult People Marilyn Sherman gives you a step by step program to learn how to effectively deal with aggressive and passive-aggressive people, and learn to be an assertive communicator. (1 cassette tape)

So Little Time, So Much Paper with Meg Spencer (ABA LPM Section and Center for CLE) An audio program to help you organize your time and manage your paperwork. (3 cassette tapes)

The Successful Lawyer Gerry Rifkin, best-selling author, consultant, and Fellow of the College of Law has put together a comprehensive program to improve your practice and increase your satisfaction with the practice of law. The program addresses how attorneys can attract the kinds of clients they want, make existing clients more satisfied

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with their work, make clients happier to pay fees, deal with difficult people in difficult situations and much more. (6 CDs)

Whose Comfort Zone Are You In? How to Lead the Life You Want & Be Happy Every Day Marilyn Sherman addresses the issues of defining your values and then bringing your daily life into line with those values. (1 cassette tape)

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CHECK-OUT POLICY

1. Books, surveys, and audio and video tapes may be checked out. We will copy seminar handouts, or portions thereof, and mail you the copies. The tables of contents of the seminar handouts are available upon request.
2. Only one item may be checked out at a time.
3. All checked-out materials must be returned in two weeks. There is a three day grace period for return delivery. If you need to keep materials longer, please call us. If not one is waiting for them, we'll be glad to re-check them for another two week period. You don't have to return the materials by a certified delivery method, but the risk of delivery upon return is on you. If the materials are lost in the mail you agree to pay for replacing them.
4. You may not loan a checked-out book to someone else. If you have a friend who wants to read the book you have checked out, he or she must call us in case there is already a waiting list.
5. You must leave a phone number so that we can contact you about overdue materials.
6. You are not required to return our materials by certified mail or other guaranteed delivery method, however, the risk of loss during return transmission is on you. If you do not use a provable delivery method and we do not receive the materials, you will be charged the replacement cost.
7. Our materials are intended as general educational resources. We believe they are from reputable sources, however, they are not intended to take the place of legal advice and have not been reviewed for compliance with all applicable Alabama Rules of Professional Conduct. If you have any questions about the ethical implications of any of the materials, please call the Office of the General Counsel at (334) 269-1515 or send an e-mail inquiry to ogc@alabar.org.

Return all materials in protective packaging to:

Alabama State Bar
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Montgomery, Alabama
Phone: (334) 269-1515