

The Perfect Law Firm

Leadership

- Mindset
 - Vision
 - Focus
 - Passion
 - Self Confidence
 - Self Discipline
 - Optimism
 - Persistence
- Vision
 - Mission
 - Values
 - Goals
- Skills
 - Communication
 - Listening
 - Speaking
 - Presenting
 - Mentoring
 - Sales
 - Negotiation

Financial Systems

- Value Based Fees/Pricing Strategy
- Establish KPI and baseline
 - Velocity-turnaround time
 - Definition.Delegation.Deadline
 - Revenue per person
 - Profit per partner
 - Client Feedback
 - Client contacts per week

Client Experience

- WOW Service
 - Review all touch points for WOW experience
 - Client Survey
 - Complaint Recovery System
 - Define client's expectations at the beginning of each engagement
 - Service Guarantee
- Lead Generation
 - Formal Referral Marketing Plan
 - Publicity Program
 - Keep in Touch Program
 - Establish Marketing Metrics
 - New Clients
 - Client Delight
 - Team member satisfaction
 - Average Fee
- Lead Conversion
- Client Advisory Board

Team Approach

- Team member's skills
 - Communication (all)
 - Listening
 - Speaking
 - Presenting
 - Sales (lawyers)
 - Negotiation (lawyers)
- Employee Handbook
- Team Culture
 - Retention Practices
 - Profit Sharing Plan
 - Sabbatical Program
 - Continuous Education & Training
 - Personal Marketing Plan for each Professional
- After Action Reviews
- Virtual Staff
- Recruiting Practices

Operation Systems

- Operations Manual
- Real time access to case information
- Document Assembly
- Chain Scheduling