

OFFICE PROCEDURES MANUAL



LAWYERS
MUTUAL

LIABILITY INSURANCE
COMPANY OF
NORTH CAROLINA

RISK MANAGEMENT PRACTICE GUIDE OF LAWYERS MUTUAL

AN OFFICE POLICIES AND PROCEDURES MANUAL IS COMPOSED OF TWO DISTINCT SECTIONS.

1 The **OFFICE POLICIES SECTION** refers to rules and regulations, like employment, behavior, and inclement weather procedures.

2 THE **OFFICE PROCEDURES SECTION** documents administrative functions like file management, conflicts of interest checking, managing the trust account, calendaring, and routine activities like opening mail and answering the phone.

THE MANUAL

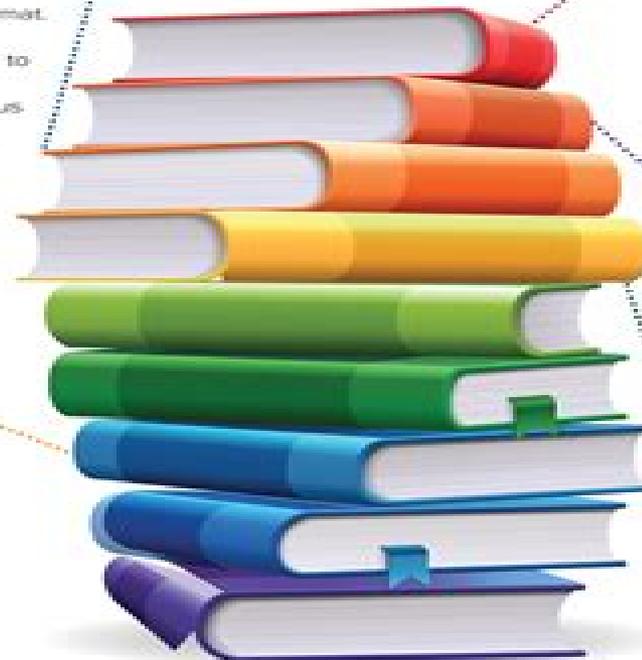
WRITING THE MANUAL

1. Use simple language. Sentences 20 words or less.
2. Have a detailed structure – outline format.
3. Use a positive tone.
4. Compile information before you begin to write the manual.
5. Avoid specific actions and instead focus on standard document preparation.
6. Organize information into categories to give the manual structure.
7. Create a production schedule.
8. Edit for consistency.
9. Establish a review.

STANDARD FORMATS

Policies and standards on the following:

- **Typography.**
- **Letters and Memos.** Including fax cover sheets.
- **Pleadings.** Include format rules dictated by the courts.
- **Other Documents.** This might include email formatting, forms, office signatures.



OFFICE STRUCTURE

- **Introduction.** Include firm's mission.
- **Building Layout and Access.** Maps of the building and office layout access to the office outside of business hours.
- **Job Descriptions.** Identify responsibility for jobs and tasks.
- **Supplies and equipment.** Location of supplies and equipment, and maintenance procedures.

OFFICE PROCEDURES

Detailed instructions on

- Security
- Emergency or Disaster
- Representing Firm
- Representing Clients
- Communications
- Filing System
- Docket Control System
- Finances

PERSONNEL POLICIES

- **General Policies.** Include federal and state regulations.
- **Employment.** Classification, personnel files, disciplinary/termination terms.
- **Conduct.** Include online behavior and use of office equipment and supplies.
- **Hours of Work.** Describe any telecommuting or alternate schedules.
- **Benefits.**
- **Holidays and Paid Leave.**

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Law Office Procedure Manual Examples

Brent D. Roper



Law Office Procedure Manual Examples:

Law Office Policy & Procedures Manual Howard I. Hatoff, Robert C. Wert, 2006 This manual helps medium and large law firms increase productivity by providing a model manual for law office policies and procedures The book an updated and expanded version of the previous fourth edition is divided into seventeen sections covering such topics as law office organization management and administration support personnel office polices personnel policies and benefits office security and emergency procedures financial management file systems technology and communications systems The book contains numerous sample forms and documents as well as extensive bibliographies A CD containing the entire text of the manual is included allowing customization of the manual for particular user needs

The Complete Guide to Designing Your Law Office Suzette S. Schultz, Jon S. Schultz, 2005 This comprehensive new resource provides all the information needed to plan or remodel a law firm s office space Helpful checklists schedules forms and letters are included on the accompanying CD ROM

Law Office Procedures Manual for Solos and Small Firms Demetrios Dimitriou, 2000 A guide to setting policies and establishing procedures that should keep a law office operating efficiently This second edition features new chapters on topics such as the family and medical leave act Internet use and more The diskette contains the text in WordPerfect 6 x and ASCII formats

Law Office Policy & Procedures Manual Robert C. Wert, Howard I. Hatoff, 2000 A manual for the law office this volume can serve as a reference for staff or as a training tool for new employees and associates It covers departments and committees organization and administration support personnel file systems office security and more The disk contains all the text

Law Office Procedures Manual for Solos and Small Firms Demetrios Dimitriou, 2005 This step by step guide is the key to developing a tailor made office procedures manual containing everything from client data sheets and docket control systems to employee benefits and file management policies In addition the entire text is included on CD ROM fr easy customization

Modern typewriting and manual of office procedure. [With] Teacher's handbook and key Arthur E. Morton, 1903

The Lawyer's Guide to Effective Yellow Pages Advertising Kerry Randall, Andru J. Johnson, 2005 Although Yellow Pages advertising should be a major profit building business marketing strategy for many law firms the harsh reality is that 99% of ads simply don t work This book will provide you with the information you need to create effective powerful Yellow Pages ads and drive your client development programs forward You ll find information on identifying and focusing on your target market as well as how to plan and design the perfect ad that not only reaches potential clients but motivates them to call Book jacket

Law Office Procedures Judy A. Long, 1997 A practical comprehensive text that prepares the legal assistant and legal secretarial student for the law office Includes a general overview of various areas of substantive law focusing on documents and forms that students will commonly prepare Explanations are appropriate for students of all levels Numerous sample documents and forms are provided along with practical exercises Projects at the end of each chapter give students practical experience with tasks they will perform on the job such as proofreading document

and form preparation and advanced drafting and research assignments Documents for selected Projects are provided on disk in WordPerfect for easy access and editing Students can also build a Notebook portfolio of documents they ve prepared to use in job interviews and as an on the job reference A simulated law office is presented in the introduction in which the student will be employed throughout the text ALSO AVAILABLE INSTRUCTOR SUPPLEMENTS CALL CUSTOMER SUPPORT TO ORDER Data Disk ISBN 0 314 21867 X Instructors Manual w Test Bank Transparency ISBN 0 314 20680 9 A Practical Guide to Preventing Legal Malpractice Duke Nordlinger Stern,1983 **The Lawyer's Guide to Fact Finding on the Internet** Carole A. Levitt,Mark E. Rosch,2004 This updated and expanded second edition is your complete hands on guide that shares the secrets shortcuts and realities of conducting fact finding on the Internet The Essential Formbook Gary A. Munneke,Anthony E. Davis,2000 This volume aims to help you to establish profitable affirmative client relationships so you can avoid unnecessary risks associated with malpractice and disciplinary complaints It provides information about law firm management structure models use of ethics and general counsel Included is the Model Partnership Agreement Form and coverage of liability insurance no goodwill severance and vacations as well as potential problems including withdrawal disability death and payment obligations Section Two Client Intake and Fee Agreements walks you through the intake process including how to effectively gather information on new clients manage the client selection process make judgments and use engagement and nonengagement letters *The Practical Lawyer* ,1984 Michigan State Bar Journal ,1928 *Easy Self-audits for the Busy Law Office* Nancy Byerly Jones,1999 This easy to use tool will assist the attorney in conducting their own self audits Whether they want to streamline procedures foster teamwork or build client relations this book dwill identify the practice s problem areas as well as offer ideas to improve them **Practical Law Office Management** Brent D. Roper,2002 Practical Law Office Management 2nd Edition explores how law office management applies to practicing legal assistants It identifies the subject matter that today s paralegals need to master in order to be successful The text is practically focused and includes quotes from actual legal assistants It also provides real life examples up to date Internet web sites for expanded research practical exercises pertinent software and tutorials and current cases on topics related to law office management Subjects covered in the text include budgets client communication staff manuals marketing billing case management and docketing human resources and file and law library management An Evaluation of a Selected Sample of Small Law Firms Kline D. Strong,1969 **California Criminal Law Procedure and Practice** ,2009 *Legal Information Buyer's Guide and Reference Manual* Kendall F. Svengalis,Rhode Island LawPress,2008 Bowker's Law Books and Serials in Print ,1998 Vocational and Technical Resources for Community College Libraries Mary Ann Laun,1995

The Top Books of the Year Law Office Procedure Manual Examples The year 2023 has witnessed a remarkable surge in literary brilliance, with numerous captivating novels captivating the hearts of readers worldwide. Lets delve into the realm of popular books, exploring the engaging narratives that have enthralled audiences this year. The Must-Read : Colleen Hoover's "It Ends with Us" This poignant tale of love, loss, and resilience has captivated readers with its raw and emotional exploration of domestic abuse. Hoover masterfully weaves a story of hope and healing, reminding us that even in the darkest of times, the human spirit can triumph. Uncover the Best : Taylor Jenkins Reids "The Seven Husbands of Evelyn Hugo" This intriguing historical fiction novel unravels the life of Evelyn Hugo, a Hollywood icon who defies expectations and societal norms to pursue her dreams. Reids compelling storytelling and compelling characters transport readers to a bygone era, immersing them in a world of glamour, ambition, and self-discovery. Law Office Procedure Manual Examples : Delia Owens "Where the Crawdads Sing" This evocative coming-of-age story follows Kya Clark, a young woman who grows up alone in the marshes of North Carolina. Owens weaves a tale of resilience, survival, and the transformative power of nature, captivating readers with its evocative prose and mesmerizing setting. These popular novels represent just a fraction of the literary treasures that have emerged in 2023. Whether you seek tales of romance, adventure, or personal growth, the world of literature offers an abundance of engaging stories waiting to be discovered. The novel begins with Richard Papen, a bright but troubled young man, arriving at Hampden College. Richard is immediately drawn to the group of students who call themselves the Classics Club. The club is led by Henry Winter, a brilliant and charismatic young man. Henry is obsessed with Greek mythology and philosophy, and he quickly draws Richard into his world. The other members of the Classics Club are equally as fascinating. Bunny Corcoran is a wealthy and spoiled young man who is always looking for a good time. Charles Tavis is a quiet and reserved young man who is deeply in love with Henry. Camilla Macaulay is a beautiful and intelligent young woman who is drawn to the power and danger of the Classics Club. The students are all deeply in love with Morrow, and they are willing to do anything to please him. Morrow is a complex and mysterious figure, and he seems to be manipulating the students for his own purposes. As the students become more involved with Morrow, they begin to commit increasingly dangerous acts. The Secret History is a brilliant and thrilling novel that will keep you wondering until the very end. The novel is a warning tale about the dangers of obsession and the power of evil.

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