

# 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 Sample

**Demetrios Dimitriou**

A red circular graphic with a gradient, appearing as a partial circle or a thick arc, located to the right of the author's name.

## **Law Office Procedure Manual Sample:**

**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 policies 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

**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 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 for easy customization

**ABA Journal**, 1984-04 The ABA Journal serves the legal profession Qualified recipients are lawyers and judges law students law librarians and associate members of the American Bar Association

**Office Procedures and Practices in Selected Law Offices** Ralph David Wilson, 1949 *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

**Legal Information Buyer's Guide and Reference Manual** Kendall F. Svengalis,Rhode Island LawPress,2008      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

California Criminal Law Procedure and Practice ,2009      *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      **Law Office Economics & Management Manual** Paul S. Hoffman,1986      Bowker's Law Books and Serials in Print ,1998      **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      Law Notes for the General Practitioner American Bar Association. Section of General Practice,1982      **Law Office Management for Paralegals** Jonathan S. Lynton,Donna Masinter,Terri Mick Lyndall,1992

This book delves into Law Office Procedure Manual Sample. Law Office Procedure Manual Sample is a vital topic that must be grasped by everyone, from students and scholars to the general public. This book will furnish comprehensive and in-depth insights into Law Office Procedure Manual Sample, encompassing both the fundamentals and more intricate discussions.

1. This book is structured into several chapters, namely:

- Chapter 1: Introduction to Law Office Procedure Manual Sample
- Chapter 2: Essential Elements of Law Office Procedure Manual Sample
- Chapter 3: Law Office Procedure Manual Sample in Everyday Life
- Chapter 4: Law Office Procedure Manual Sample in Specific Contexts
- Chapter 5: Conclusion

2. In chapter 1, this book will provide an overview of Law Office Procedure Manual Sample. This chapter will explore what Law Office Procedure Manual Sample is, why Law Office Procedure Manual Sample is vital, and how to effectively learn about Law Office Procedure Manual Sample.
3. In chapter 2, the author will delve into the foundational concepts of Law Office Procedure Manual Sample. The second chapter will elucidate the essential principles that must be understood to grasp Law Office Procedure Manual Sample in its entirety.
4. In chapter 3, this book will examine the practical applications of Law Office Procedure Manual Sample in daily life. The third chapter will showcase real-world examples of how Law Office Procedure Manual Sample can be effectively utilized in everyday scenarios.
5. In chapter 4, this book will scrutinize the relevance of Law Office Procedure Manual Sample in specific contexts. This chapter will explore how Law Office Procedure Manual Sample is applied in specialized fields, such as education, business, and technology.
6. In chapter 5, this book will draw a conclusion about Law Office Procedure Manual Sample. The final chapter will summarize the key points that have been discussed throughout the book.

The book is crafted in an easy-to-understand language and is complemented by engaging illustrations. It is highly recommended for anyone seeking to gain a comprehensive understanding of Law Office Procedure Manual Sample.

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