

1. Record Nr.	UNINA9910460868003321
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Titolo	Succeeding as outside counsel : a lawyer's guide to providing first class legal services from the client's perspective // Rod Boddie
Pubbl/distr/stampa	Chicago, Illinois : , : American Bar Association, , 2014 ©2014
ISBN	1-62722-213-8
Descrizione fisica	1 online resource (301 p.)
Disciplina	340.02373
Soggetti	Attorney and client - United States Lawyers - United States Law offices - United States Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di contenuto	About the Author; Part I; Understanding the Client's Needs; Chapter 1; Legal Services; Results-Oriented Services; Profit-Oriented Services; Client-Centric Services; Chapter 2; The Client; Role of In-House Counsel; The Clients' Concerns; What Clients Want from Outside Counsel; Why Clients Have Terminated Outside Counsel; Chapter 3; Outside Counsel's Job-Adding Value; Goal 1: Make the Client Look Good; Goal 2: Make the Client's Life Easier; Goal 3: Communicate Important Information; Part II; The Emergence of the Legal Concierge; Chapter 4; Addressing the Needs and Expectations of the Client Chapter 5Engaging Through the Engagement Letter; Get to Know the Client's Business; Content of the Engagement Letter; Incorporate Information Gathered from Your Diligence; Service Bill of Rights; Issues Addressed by Chapter 5; Chapter 6; Client Management (Individual Lawyer); Manage Client Expectations; Manage the Client; Remain Accessible and Be Responsive; Issues Addressed by Chapter 6; Chapter 7; Provide Actionable Work Product; Issues Addressed by Chapter 7; Chapter 8; Achieve Technological Competence; 1. Productivity Software; 2. Legal Management Systems; 3. Knowledge Management Systems Issues Addressed by Chapter 8Chapter 9; Inform and Educate Your

Clients; Ways to Share Information with Clients; Issues Addressed by Chapter 9; Chapter 10; Evaluations; Reasons for the Evaluation; Benefits of the Evaluations; Issues Addressed by Chapter 10; Chapter 11; Client-Centric Billing; Alternative Fee Arrangements; Hourly Billing-Erecting Guardrails; Issues Addressed by Chapter 11; Part III; Client Development; Introduction; Chapter 12; Business Development Staples; Exhibiting Your Expertise; Making Client Connections; Chapter 13; Your Business Development Plan
Business Development Plan Own Your Marketing and Business Development; Activities

Sommario/riassunto

The delivery of quality legal services requires that lawyers function as customer service representatives as well as legal technicians. Succeeding as Outside Counsel was written by an in-house lawyer with over 15 years of experience managing and utilizing the services of outside counsel. As a result, this book provides outside counsel with practical guidance on how to improve the level of service they provide and how to deepen their relationships with their clients-all from a client's perspective. This essential guide will discuss how outside counsel have excelled, where they have fallen short
