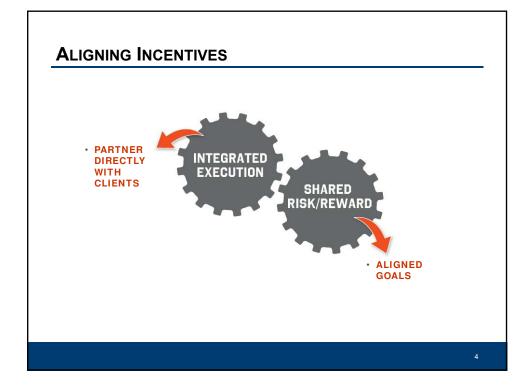


## OVERVIEW I. Aligning Incentives II. Serving with Integrity III. Budgeting and Billing IV. Increased Expectations for Competence, Service, Value, Staffing V. Communication VI. Collaboration





## **ALIGNING INCENTIVES**

Understand the factors that impact a client's business:

- Company Culture
- Business Objectives
- Market Conditions
- > Competitors
- Local Laws

SERVING WITH		
TIMELINESS	<ul> <li>Delivering service on an agreed upon time frame.</li> <li>If you can't deliver on agreed time frame, be honest and have a ready alternative solution.</li> </ul>	
Early Case Resolution/ Management	Achieve what is best for the client, not the firm.	
Take Ownership	<ul> <li>In every situation, own the matter, the mistake, the follow-up and your success</li> </ul>	
		6

Find the full text of this and thousands of other resources from leading experts in dozens of legal practice areas in the <u>UT Law CLE eLibrary (utcle.org/elibrary)</u>

## Title search: Effective Partnering

Also available as part of the eCourse Law Practice Management and Effective Partnering

First appeared as part of the conference materials for the 39<sup>th</sup> Annual Corporate Counsel Institute session "Effective Partnering"