## Developing Habits To Improve Your Practice & Take Better Care Of Your Clients

START 12:30 PM		<ul> <li>Welcome -</li> <li>Capacity For Growth and the Four Cornerstones (5 min.) <ul> <li>A. What Really Drives Growth in Your Firm-The Four Cornerstones of Practice Growth<sup>TM</sup></li> <li>1. Time Management <ul> <li>a. Time Management Skills</li> <li>b. Must Evolve To Support Growth</li> </ul> </li> <li>2. Client Development and Marketing</li> <li>3. Building a Great Team</li> <li>4. Cash Flow and Profitability</li> </ul></li></ul>
	:35	<ul> <li>The Strategic Pathway (15 min.)</li> <li>A. New Mindset- New Results</li> <li>1. Understanding How Your Mindset Impacts Your Firm Operation</li> </ul>
	:50	<ul> <li>Managing Interruptions (10 min.)</li> <li>A. What are the classic interruptions for solo and small practices?</li> <li>B. What are the costs of those interruptions in terms of case management and effective calendaring?</li> <li>C. Managing Interruptions- limiting impact on client interaction and work product.</li> </ul>
1:00PM		Phone Strategies (5 min.)         A. Blocking time for client calls.         B. Return call procedures.         C. Calendaring strategies.
	:05	<ul><li>Power Hour (5 min.)</li><li>A. Prioritizing high level production and case management.</li><li>B. Calendaring time for quality work product</li></ul>
	:10	Calendaring Your Day for Optimum Focus (5 min.) C. Prioritizing high level production and case management. D. Calendaring time for quality work product
	:15	How Client Selection Impacts Your Time Management (5 min.)
	:20	<ul> <li>Basic Delegation Strategies (5 min.)</li> <li>A. Using delegation to create smooth, uninterrupted workflow.</li> <li>B. Delegation as a case management strategy</li> </ul>