



STRATEGIES TO REDUCE STRESS AND STILL MEET YOUR REVENUE GOALS

GEOFF GILBERT, ESQ.

EXECUTIVE COACH FOR LAWYERS

GEOFF@COACHFOREXECUTIVES.COM

301-802-7225

GEOFF GILBERT, ESQ.

- Executive coach for attorneys.
- Led successful law practice for 15 years (17 employees).
- Former practicing CPA at Ernst & Young.

MEETING YOUR REVENUE GOALS

Lawyers who meet (and beat) their revenue goals, are better at managing their caseloads.

A BENEFIT OF REDUCING STRESS

If you employ a strategy to reduce your stress, handling your caseload and meeting revenue goals will be easier.

A BENEFIT OF BETTER MANAGING YOUR CASELOAD

If you employ a strategy to better handle your caseload and consequently meet your revenue goals, you will reduce your stress.

ANOTHER BENEFIT: FOCUS

When lawyers

- a. Reduce stress
- b. Handle their caseload better
- c. They stay focused on the two most important tasks in their practice.

GETTING STARTED

- a. Make a list of what stresses you.
- b. Make a list of your difficulties in handling your workload (meeting your revenue goals).

Often, they are the same list.

GETTING STARTED

As lawyers, we are problem solvers.

I help lawyers use their problem-solving skills to fix the problems in their practices.

EXAMPLE #1

A lawyer I coach reported getting interrupted at work on average 4 times per hour.

EXAMPLE #1

I asked for more particulars:

- a. Staff comes into her office or calls her constantly to ask questions.

EXAMPLE #1

b. Her work is interrupted by frequent calls on her cell phone.

EXAMPLE #1

c. She is overwhelmed with texts from staff and family.

EXAMPLE #1

d. She is overwhelmed and stressed by emails from clients and staff.

EXAMPLE #1: SOLUTIONS

We brainstormed the following steps:

- a. Close the door to her office for blocks of time or to do large projects.

EXAMPLE #1: SOLUTIONS

b. Turn off her cell phone off while doing projects. Answer staff questions at set times twice a day.

EXAMPLE #1: SOLUTIONS

c. Check and return texts only 3-4 times per day.

EXAMPLE #1: SOLUTIONS

d. Check and return email only 3-4 times per day.



EXAMPLE #1: RESULTS OF IMPLEMENTING RECOMMENDED SOLUTIONS

She completed larger projects faster.

EXAMPLE #1: RESULTS OF IMPLEMENTING RECOMMENDED SOLUTIONS

People in her office solved some problems on their own and she helped with other problems.



EXAMPLE #1: RESULTS OF IMPLEMENTING RECOMMENDED SOLUTIONS

Increased revenue from billing more hours.



EXAMPLE #1: RESULTS OF IMPLEMENTING RECOMMENDED SOLUTIONS

Greater sense of accomplishment.



EXAMPLE #1: RESULTS OF IMPLEMENTING RECOMMENDED SOLUTIONS

Higher quality, better work product.



EXAMPLE #1: RESULTS OF IMPLEMENTING RECOMMENDED SOLUTIONS

She felt less stressed!

EXAMPLE #1: IMPLEMENTING CHANGE

This did not happen overnight. It takes time to implement change. There are roadblocks.

Weekly coaching was necessary to keep this initiative on track.

EXAMPLE #1: IMPLEMENTING CHANGE

My clients come to me because the status quo doesn't work well.

EXAMPLE #1: IMPLEMENTING CHANGE

When coaching lawyers, I pursue a dual track of achieving goals and solving problems.

EXAMPLE #1: SUMMARY

Reducing stressful interruptions lowered the amount of work backlogged (her caseload), her stress, and made her a more effective lawyer.

EXAMPLE #2

My coaching client was a trial lawyer. His biggest stressor was the 1-2 week period of preparation period before trials.

EXAMPLE #2: STRESSES REPORTED

a. Can't do other client work.

EXAMPLE #2: STRESSES REPORTED

b. Difficulty responding to other clients while preparing for trial.

EXAMPLE #2: STRESSES REPORTED

c. Limited time with family.

EXAMPLE #2: STRESSES REPORTED

d. Pressure of performance.

EXAMPLE #2: STRESSES REPORTED

e. Staff is overfocused on the case and also neglects other clients.

EXAMPLE #2: RECOMMENDED SOLUTIONS

Three months before the trial, review the case and do every task that can be done at this time.

Dig into the case.

Do the same at two months before the trial and one month before the trial.

EXAMPLE #2: RESULTS

a. He needed less preparation time closer to trial.

EXAMPLE #2: RESULTS

b. Client paid for trial preparation in several bills, instead of one, so the attorney collected 100% of fees.

EXAMPLE #2: RESULTS

c. Less stress during preparation and trial itself.

EXAMPLE #2: RESULTS

d. Felt better prepared.

EXAMPLE #2: RESULTS

e. Less stressed when came back to office after trial.

EXAMPLE #2: RESULTS

f. Enjoyed trial more.

EXAMPLE #2: RESULTS

g. Client had time to prepare and send a bill to the client to get a retainer that reflected what the actual costs were going to be for the trial.

EXAMPLE #2: RESULTS

h. He got paid because the fees were in his IOLTA account prior to the trial.

EXAMPLE #2: RESULTS

i. Instead of getting one large bill, the billing for the trial was spaced out over several months so the bills were less burdensome on the client.

EXAMPLE #2: SUMMARY

The solution of monthly reviews and taking all the steps possible in the case reduced stress and addressed the large caseload issue.

EXAMPLE #2: SUMMARY

Solving large practice problems makes us better lawyers for our clients, better advocates, and better people for our family and friends.

EXAMPLE #2: SUMMARY

Practicing law is stressful for many reasons. The way we practice it can either add to that stress or keep it manageable.

TAKEAWAYS FROM THIS PROGRAM

What came up for you as stressful during this program.

What changes are you going to make in your practice to reduce your stress and better manage your caseload?

The background is a solid teal color. In the four corners, there are decorative white line-art elements resembling circuit boards or neural networks, with lines and small circles connecting them.

Here are some areas where coaching helps
reduce stress and meet your revenue goals:

COACHING HELPS STRESS AND CASELOAD

- ✓ Billing practices to reduce delinquencies
- ✓ Teach clients to pay timely
- ✓ Handle difficult clients
- ✓ Resolve employee problems
- ✓ Manage lawyers, paralegals, & staff
- ✓ Improve employee retention
- ✓ Decide what to outsource & what to keep in-house
- ✓ Increase revenue & reduce expenses
- ✓ Make lawyers more productive & profitable
- ✓ Get ahead on your caseload
- ✓ Enjoy your practice
- ✓ Improve customer service
- ✓ Create a succession strategy
- ✓ Improve delegation skills

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QUESTIONS?

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