

# 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.**

DOWNLOAD THE OFFICE PROCEDURES MANUAL PRACTICE GUIDE

# Sample Law Office Procedures Manual

**Xiaolong Qi**



## **Sample Law Office Procedures Manual:**

## Unveiling the Power of Verbal Artistry: An Emotional Sojourn through **Sample Law Office Procedures Manual**

In a global inundated with displays and the cacophony of instant transmission, the profound power and psychological resonance of verbal art often disappear into obscurity, eclipsed by the constant assault of sound and distractions. However, located within the lyrical pages of **Sample Law Office Procedures Manual**, a fascinating function of literary elegance that impulses with natural thoughts, lies an unforgettable trip waiting to be embarked upon. Published with a virtuoso wordsmith, that enchanting opus instructions viewers on a psychological odyssey, delicately revealing the latent potential and profound impact stuck within the intricate web of language. Within the heart-wrenching expanse of this evocative analysis, we can embark upon an introspective exploration of the book is key subjects, dissect its charming writing type, and immerse ourselves in the indelible impression it leaves upon the depths of readers souls.

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