

7th Edition

# Law Office Policies, Procedures, and Operations Manual

Marcia Watson Wasserman and Cynthia Thomas

The *Law Office Policies, Procedures, and Operations Manual* includes everything you need to create a complete, customized manual that can serve as a reference guide for your entire firm and as a training tool for new employees, associates, and temporary workers. This seventh edition has been updated to account for changes in the law and the growth of virtual/hybrid law firms due to the COVID-19 pandemic.

Part I consists of a template for a policies and procedures manual that can be adapted to the needs of any firm. Suggested policies and procedures are included for every facet of law firm operations, and Author's Notes provide guidance on what nuances to consider as you choose which ones to adopt and how to implement them. Part II goes beyond the template to provide more in-depth advice on best practices in select areas of law firm operations.

An editable copy of Part I is available for download at no extra cost. Creating a policies and procedures manual for your firm has never been easier—just save a copy of our template, delete the Author's Notes, and choose the options that fit your firm's needs.



**Marcia Watson Wasserman** is Founder and President of Comprehensive Management Solutions, Inc. which provides "C.O.O to Go"™ law practice management consulting services to boutique and mid-sized law firms. Prior to consulting, she served as Chief Operating Officer and Executive Director for over 15 years at several law firms—both national and local—including an AmLaw 200 firm. Marcia is a Fellow in the College of Law Practice Management.



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