

The Earley Examiner

A Letter from Chris Earley

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“People ask the difference between a leader and a boss. The leader leads, and the boss drives.”

– Theodore Roosevelt

Running and managing a law firm is hard. Issues and challenges are constantly arising. I have found though that the more effectively I lead and manage my team, the easier and less stressful owning a law firm becomes. Here are some ways I have found to be particularly useful when it comes to managing my team members so that as a team, we all thrive together.

Monitoring closely and consistently key performance indicators (KPIs). That which gets measured gets done. Each team member must have metrics they need to reach. At my office, these KPIs are the scoreboard which holds everyone accountable. Because I run a personal injury firm, the monthly numbers I focus primarily on are the number of signed intakes, demand packages sent out, and cases settled. Each department in our office has their own KPIs to reach. KPIs allow team members to track their individual progress in order to ensure we are on track to reach our monthly, quarterly, and annual goals.

Weekly Meetings. We have a weekly meeting each Friday which is a great opportunity to discuss what we are doing right, and where we can improve upon as a team. I lead these meetings but really I am simply facilitating the discussion and looking for new ideas which the weekly meeting always spawns. At these meetings you learn so much from your team. These are sit-down meetings lasting roughly 30 minutes and we have a POPS (problems and opportunities) list each week that we discuss as a team, which ensures we are all rowing in the same direction each week, toward our KPIs.

Give them shout-outs. I am a big believer in the concept of “catching someone doing something good” which I learned in the fantastic, must-read book *The Two Minute Manager* written by Tim Blanchard. When a team member has a ‘win’ I believe that person should be praised. Not only

is this the right thing to do, but it shows the team member that you are a leader who cares about seeing the team member do well.

Being generous. Never be cheap with your staff and never nickel and dime them on anything. Do nice things for them. If you have the right team members on board, they will go out of their way for you if you are generous with them. Plus, the way you treat your staff will be the way they treat your clients. Give them raises when they deserve one. Give them ample time off. I am even considering the idea of unlimited vacation time which has proved to be extremely successful for many firms, as well as potentially allowing everyone to work a four-day work week.

Thank You For Your Referrals!

Referrals are the lifeblood of our practice. Your trust in us to handle your referral is incredibly appreciated not only by myself, but by my entire team. I want to say thank you so very much for your referrals. Anyone you refer to us receives our signature 5-star client service called *The Earley Experience*, which has led us to amass 430 5-star Google reviews.

Check Out My Most Recent ABA Article Attached

Check out the attached article I wrote for my monthly ABA column. The topic I choose this month is about the importance of sending out a newsletter.

We Are Hiring!

Know any Massachusetts lawyers that are not happy where they are currently working and looking for a change? Or, maybe it's a brand new attorney looking for that first job out of law school? Send them our way because we are looking to add another full-time attorney to join our awesome team and culture!

Quote of the Month

"If people aren't calling you crazy, you aren't thinking big enough."

- Richard Branson