

# Are you sabotaging your law firm profits?

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Actions speak louder than words, and nowhere is this more true than within the service industry. What you say only gets you so far as an attorney. At some point, you have to put forth the actions to back it up. When you fail to do so, you can lose clients and profits. A recent blog post on [TheBalance.com](https://www.thebalance.com) discussed the signs of a bad lawyer from a client's perspective. From inadequate communication to poor attitudes, the article provides readers with warning signs of poor lawyering. Let's look at some of the items on the list to see if you are guilty of sabotaging your law firm's potential profits.

## Staffing inadequacies

Through the eyes of a client, staffing deficiencies symbolize a lack of finances and professional successes. They may assume that you are either too insolvent or too cheap to hire necessary staff members. This problem can also translate to a lack of confidence in your professional abilities, leading clients to question whether their cases will be adequately handled.

## Improper billing

Whether the problem is overbilling, inconsistent billing, or vague billing descriptions, your invoicing practices speak volumes to clients about your professionalism. It only takes a single billing inaccuracy to irreparably shake your client's trust in you. There is no excuse for poor billing, especially when you bring [TimeSolv](https://www.timesolv.com) legal billing software into your firm. With state-of-the-art

technology and consistent innovation, the folks at TImeSolv can help make your billing tasks more efficient, accurate, and profitable.

## **A disorderly workspace**

Not only is a disorderly workspace inefficient for you, but it can also significantly bother your clients. When they see files piled on top of desks and trash overflowing from trash cans, it equates to disorganization and chaos. A disorganized attorney misses important deadlines and loses irreplaceable documents. Your office space says a lot about your professionalism. Make sure it is giving off a positive message by keeping it clean and well-organized.

## **Lack of communication**

One of the most common complaints against attorneys is the unwillingness to adequately communicate with clients about the status of their cases. Lawyers are notorious for not returning calls and emails, which leaves clients to worry. Questions may go unanswered. Inadequate communication may even result in your missing notification about an important aspect of the case, which could ultimately push your client to go looking elsewhere for legal representation. TimeSolv can be of help in this department as well, with their [client portal](#), clients can independently log in to see current billing statements and other data relevant to their cases. It is not only a tool of efficiency for your practice, but also an instrument for strengthening the relationship between you and your clients.

If any of these red flags feel familiar to your firm, you could be sabotaging your practice profits. Do not take for granted that clients will not notice the deficiencies in your practice. Take the time to address them and you may see an increase in your firm's profits.

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**About Erika Winston:**

*Erika Winston is a freelance writer with a passion for law. Through her business, The Legal Writing Studio, she helps legal professionals deliver effective written messages. Erika is a regular contributor to [TimeSolv](#) and a variety of other publications.*