

The Not-so-Obvious Benefits of Transparency in your Legal Practice

As I have previously discussed, transparency in your law practice positively affects your relationships with clients, creating a trust between your firm and the individuals you serve. What you may not know is how transparency also benefits the internal workings of your firm, strengthening the relationship among staff members, as well as the relationship between management and your employees.

What is transparency?

When discussing client transparency, we refer to the amount of information that is shared with clients about the case. This includes explaining the various steps of the process and providing a method for clients to regularly review work completed on their matter.

TimeSolv law firm billing software is an excellent example of this service. Its [client portal](#) enables clients to independently log into an individual account for access to present and past bill statements, along with detailed account information.

When discussing internal transparency, we are not referring to information that is shared outside of the practice. Instead, we are concerned with what is being communicated within the practice.

As explained by [TalentCulture](#) website, the workplace arrangement is based on an agreement between the employer and the employees. The employer agrees to provide a stable work environment and compensation for work performed. In return, employees allow use of their skills, knowledge,

talents. The maintenance of this relationship is crucial to the success of any business, but especially a law practice.

What information to provide

Nothing threatens the productivity of your workforce like rumors about the stability of your business. It only takes one misspoken perspective to place a seed of insecurity among your attorneys and support staff. In a transparent environment, this type of conjecture is not allowed to thrive and spread throughout the workforce.

Keep your staff informed about the health of the firm. That doesn't mean to disclose detailed financial figures. Provide enough information to convey a true picture about the well-being of the practice, while keeping confidential data confidential. As an attorney, you probably do this all of the time when handling a matter. Just put those same skills to work within the practice as well.

It's important to be honest about the information you provide. If profits are down, communicate that the firm's profitability is of concern. If major changes are on the horizon, let your employees know in a reasonable time. If the finances are impressive, share in the good news and allow all members of the firm to feel some accomplishment.

The benefits

Workplace transparency promotes employee satisfaction and strengthens the firm culture. It also helps associates and staff members better understand the overall goals of the firm and work more productively towards achieving them. This positivity also extends to the client relationship, as employees feel more empowered to provide good service on behalf of the practice.

Transparency promotes success within a law practice. It not only increases the level of client service, but it also promotes a positive workplace. Stop with the secrets. Open the lines of communication to start building your most successful practice.

About Erika Winston:

Erika Winston is a Virginia based writer with a passion for all things legal. As a former domestic relations attorney, she understands the challenge of determining the best fee structure for your practice. Erika is a regular contributor to [TimeSolv](#) and a variety of other publications.