More Thank Knowing The Law

Systems for success: Driving a culture of good work habits

Are you striving for excellence and looking for ways to continually improve your law practice? Then this episode of More Than Knowing the Law is a **Must Listen**!

Paul Zaparas from Zaparas Lawyers - a firm that specialises in personal injury law - joins Chief Risk Manager at LPLC, Heather Hibberd to explore how a good business philosophy, coupled with fine tuned systems and processes, can have a positive impact on risk management without compromising the bottom line.

Paul provides insights on how his family’s firm has successfully created a company culture driven by senior team members that particularly values mentoring and good systems and processes.

**In this episode, you will discover:**

**Actively encouraging supervision and mentoring**

* “*It's a balancing act - the supervisors that we've got in our firm are incredible lawyers with really great client care, but they're also great leaders and great mentors.”*
* “*We've tried to manage that by decreasing the expectations that we have regarding the file load that the supervisors carry so that they can divert some of their energies to mentoring and guiding their team.*”

**Examples of workflows and processes put in place to mitigate risk**

* “*For us, what works really well is a dedicated team, which we call the Critical Dates Team to keep track of really important dates in the plaintiff's personal injury journey.*”
* “*If anything, those dates are more important than the statute of limitations dates, because they're much harder drop-dead dates in many instances.*”
* “*It's like a safety net in effect, and that developed quite gradually over time. It's just the way that the firm evolved, but it is a team that we really can't do without.*”

**Investing in people**

* **“***I think the most important investment that one can do from a risk management point of view is investing in one's staff, in one's people, and ensuring that there is the right sort of scaffolding around your lawyers to learn on the job, to refine their skills and develop their skills and grow as lawyers.*”
* “*We've actually just started rolling out a mentoring program amongst our more senior lawyers, where we're investing in training our senior lawyers on how to be really, really incredible mentors, and supervisors.*”

**Barriers to setting up good processes and systems and how to overcome them**

* **“***Developing your workflow, having the right practice management software, and always tweaking it and so on, that costs money, and diverting money down that path is often something that one has to sort of balance up.*”
* “*But, it's a bit of a false economy, if you're going down the path of not investing in your firm and in your systems and in your people, it just means that your capacity for growth is restricted.*”
* **“***It’s important to partner with good external providers. But in many respects, we’ve grown because we’ve listened to our staff - being open-minded to fresh sets of ideas and initiatives has done wonders for us as a firm.*”

See more from Paul at<https://zaparaslaw.com.au/>

Discover more of LPLC’s [Practice Management resources](https://lplc.com.au/risk-advice/practice-management) to help build your firm’s systems and processes.