

Contents



[About the Author](#)

[About the Book](#)

[Introduction](#)

[Format](#)

[Part 1: Who's Who?](#)

1. The Lost Lawyer
2. The Lean Lawyer
3. The Classic Client

[Part 2: What Matters Most?](#)

4. What Matters Most to You?
5. What Matters Most to Me as Your Client?
6. What Matters Most to Your Law Firm?

[Part 3: What Is Lean Law?](#)

7. The Concept
8. The Origin Story

[Part 4: What is Legal Practice Management?](#)

9. The Right Idea in the Wrong Hands

[Part 5: What You Weren't Told?](#)

10. The 4 Unspoken Truths
-

Part 6: What Clients Want

- 11. The 8 Must-Haves
 - 11.1 Correct Outcomes: Good Outcomes Don't Just Happen
 - 11.2 Within Budget: You Billed Me How Much?
 - 11.3 On Time: Don't Waste Your Time or My Dollars
 - 11.4 For Value: Unsure What Value Means? Try Asking
 - 11.5 With Transparency: BS Butters No Parsnips
 - 11.6 As a Service: It's a Service Industry Like Any Other
 - 11.7 Assurance: You Got This, Right?
 - 11.8 A Durable Relationship: We Both Want the Same Thing Out of This

Part 7: What Next?

- 12. What to Do with This Information
-