

Law Practice Management Best Practices Checklist

LCL | Mass LOMAP

The purpose of this best practice checklist is to help you identify areas to implement best practices in your law firm. Please take a few moments to review all of the questions and note any areas you would like to discuss more thoroughly with a law practice advisor. We recommend that you discuss answers with all staff in the office to ensure that your actual office procedures are documented.

To schedule a Free & Confidential meeting with a law practice advisor, please visit MASSLOMAP.ORG/CONSULTATIONS.



CLIENT INTAKE AND ENGAGEMENT

	Yes	No	N/A
Do you use an intake form to collect important information before engaging in representation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At the onset of representation, do you ask the client how they want to be kept informed, note that information in the client file, and communicate those preferences to your staff?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At the onset of representation, do you establish communication guidelines?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At the onset of representation, do you discuss expectations of both the client and attorney?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At the onset of representation, do you discuss fees and billing procedures?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At the onset of representation, do you introduce all team members to the client?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

FEE AGREEMENTS

	Yes	No	N/A
If a potential client does not engage your services or you decide not to represent a potential client, do you send a non-engagement letter?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you review with the client and enter into a written fee agreement that details the scope of representation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you enter into written contingent fee agreements using either Form A or Form B under Rule 1.5, or if using an alternative, explain the differences and obtain the client's written informed consent?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If providing Limited Assistance Representation (LAR), have you agreed with the client upon the limitations of scope and memorialized it in writing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

COMMUNICATIONS

	Yes	No	N/A
Do you have established telephone and email policies and procedures?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you explain to all firm employees the critical importance of handling all calls and emails with professional courtesy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you return client and potential clients' phone calls and emails within 24 hours?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you discuss the recommended course of action with clients at a time and place conducive to a good exchange of information and questions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When you speak to a client in-person or via telephone, do you record notes and attach those notes to the client's file?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you send follow-up correspondence after a meeting or a telephone conversation in which new decisions have been reached?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have a system to notify clients of the results of motions on their cases and then document to the file?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you follow up with clients at least every six weeks even when their cases are inactive?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you ask the client for feedback as the matter moves along?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

CONFLICTS OF INTEREST

	Yes	No	N/A
Do you maintain and update a master contact list of current clients, former clients, related and adverse parties, employees, and other individuals with cross references to files to facilitate researching possible conflicts of interest?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you request information regarding other names (i.e. maiden, marital, aliases, etc.) that potential clients and adverse parties may have used in the past?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have a system to clear and document potential conflicts before proceeding with the client intake?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you get a signed waiver from the client if representation is requested after a potential conflict has been discussed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you get a signed waiver from the client if representation is requested after a potential conflict has been discussed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

CONFIDENTIALITY

	Yes	No	N/A
Do you make sure no client files or other confidential materials are ever left in reception or other areas available to the public?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are fax machines, copiers, and scanners located in areas that avoid exposure of confidential materials to persons not associated with the firm?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you are in an office sharing arrangement, have you take steps to ensure that client confidentiality is protected?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
While in public places or in the presence of third parties, do you avoid taking calls or otherwise talking with clients or about client matters so as to protect client identities and confidentiality?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you lock your office when you leave?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you log off your computer when you step away?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have confidentiality agreements for cleaning services, contract staff, and computer maintenance vendors who have access to your computer systems?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do all new employees sign a confidentiality form acknowledging they have discussed confidentiality with you, read the relevant Rules of Professional Conduct, and will not breach the confidentiality of any client during and after association with the firm?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



RECORDS MANAGEMENT

	Yes	No	N/A
Do you have standardized filing system for all client files?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you use consistently labeling and naming conventions for files?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are all materials filed timely and regularly (i.e. files are not piling up on desk or floor?)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you scan files to retain in paperless format at the close of a matter?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you follow a file retention schedule after a case is completed (i.e. when to close, when to review for destruction, what to return to client, what to keep, and for how long)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does your fee agreement include a clause respecting data retention and disposition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you store current records in a secure area - safe from theft, water, fire, and vermin damage?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you maintain clients' social security numbers, financial account numbers, or state-issued identification numbers, do you follow the dictates of the Massachusetts data protection rules (MGL c.93H and 201 CMR 17.00)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

DOCKET / CALENDARING

	Yes	No	N/A
Do you maintain a master electronic calendar shared among staff?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If individual calendars are kept, are those synced to the master calendar?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do the master calendar and individual calendars include all deadlines, statutes of limitations, appearances, meetings, and self-imposed deadlines?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you always update the master calendar in case of scheduling changes?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you use reminders to draw attention to upcoming deadlines?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



	Yes	No	N/A
Does the firm have a budget that is reviewed, at least, on an annual basis?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you track expenses and cash flow?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you maintain a business operating account, ensuring that you separate your personal and business finances?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is there a system of cash handling and accounting checks and balances in place (i.e. division of responsibilities)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you file tax returns and pay estimated taxes when due?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have documented timekeeping procedures and training for staff in those methods?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is time recorded contemporaneously?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are all bills reviewed and approved?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are bills sent out on a regularly scheduled basis?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are all payments and credits posted to clients' files regularly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are the accounts receivable evaluated and followed up on regularly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you use software for time, billing, and accounting?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you outsource bookkeeping, do you provide supervision to ensure accuracy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

TRUST PROPERTY and TRUST ACCOUNTS

	Yes	No	N/A
Are client trust funds kept in a bank trust account (IOLTA or "individual accounts") separate from your operating account?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is the trust account named or titled with words, such as "IOLTA", "Trust", "Escrow", that indicate the fiduciary nature of the account?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are all advances for fees and expenses from clients deposited into trust?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you keep only minimum funds (less than \$150) belonging to the firm in the trust account(s) and labeled at "attorney's funds" in your client ledger?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you only use prenumbered checks for withdrawals from the trust account?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are procedures in place to prevent withdrawals for cash or by automatic teller machine?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is a chronological check register kept for each trust account documenting details of each transaction, including the identify of the client matter?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Yes	No	N/A
Are individual client matter ledgers maintained?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are bank accounts reconciled at least every 60 days?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is a "three-way reconciliation" performed on all IOLTA accounts at least every 60 days?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are all funds belonging to the attorney withdrawn from the trust account at the earliest reasonable time after the attorney's interest becomes fixed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are clients provided - on or before trust funds are paid to the attorney - an accounting of funds, written notice of the amount and date of withdrawal, and a statement of the balance of the client's funds in trust after the withdrawal?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are all records related to trust accounts preserved for a period of at least 6 years after termination of representation and distribution of the property?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

TECHNOLOGY

	Yes	No	N/A
Do all your lawyers and staff use computers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you use an on-premise or cloud-based server that enables all staff and attorneys access to appropriate documents and information?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you have your own server, is it updated and maintained on a regular basis?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you use case management software?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is everyone trained to fully use firm technology, including devices, software, and Internet applications?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Can lawyers and staff access data as needed from a remote location?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you need a password to access firm systems?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have guidelines for password management?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you use computer software and a firewall to prevent computer viruses, malware, and spam from infecting the computers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you regularly update your software and systems?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have your own private and secure Internet network or VPN?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have a redundant backup system that backs up on a regular and frequent basis?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



	Yes	No	N/A
Do you attempt periodic "restores" of data (to check if it works)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you use a professional email address?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have a system to archive your emails to and from clients?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is your email to clients regarding confidential communications marked "Confidential Privileged Communication"?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you encrypt communications when sending sensitive information over email?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

MARKETING and BUSINESS DEVELOPMENT

	Yes	No	N/A
Have you done your marketing research to determine that a sufficiently robust target market exists for the services you want to sell?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have a clear brand statement that in 2 sentences explains the types of problems you solve?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have a marketing plan to notify prospective clients of your brand?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does your marketing plan include networking with people, who are in your target market or connected to people in your target market?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does your marketing plan include steps to publish articles or blog posts where people, who are in your target market would see them?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If someone had a problem that you could solve and searched online for information, would they find you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are you listed in any professional directories?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If someone did an online search for your name, would then be able to find your contact information easily?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you advertise?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you respond to all inquiries from prospective clients and clients right away?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you offer a (time-limited) free initial consultation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you offer fixed fees?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you accept credit cards?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When appropriate ethically, do you text clients who want that?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Yes	No	N/A
If a prospective clients indicates a desire to hire you, do you send out an engagement letter within 24 hours?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you follow through on your word to do what you say you will do when you say you will do it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you listen more than you talk before giving advice to your clients?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you check-in with your clients at least monthly for feedback and to see if they have any questions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does your invoice explain in detail what you have done for your client?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At the end of a matter, do you explain how you solved their problem?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At the end of a matter, do you ask for feedback?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At the end of a matter, do you indicate that you welcome and will take good care of referrals?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At the end of a matter, do you keep the door open with phrases like "I'll be in touch" or "I'm here if you need anything in the future"?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At the end of a matter, do you ask your clients if they would like to receive updates, articles, and notice of events of interest to them?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At the end of a matter, do you know how frequently your clients would like you to reach out to them?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you know how frequently each referral source would like you to reach out to them?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

MARKETING ETHICS

	Yes	No	N/A
Do you remain apprised of changes to the Massachusetts Rules of Professional Conduct on attorney advertising?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have a process for ensuring compliance with the ethics rules before advertising is released?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do all advertisements include the name of the lawyer(s) or firm?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you advertise yourself as a certified specialist in a particular field of law, do you name the certifying organization and, if it is a private organization, do you include specific language as provided by Rule 7.4(c)(2)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you advertise on the Internet?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does your website list your actual office address, identify lawyers associated, and provide jurisdictional limits of the practice?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you include appropriate disclaimers online to prevent the inadvertent formation of an attorney-client relationship, provision of legal advice, and submission of confidential information?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



STAFF MANAGEMENT

	Yes	No	N/A
Do you have a current office policies and procedures manual and follow it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you train your employees when first hired as well as when major procedural changes occur?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you offer your staff continuing education opportunities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you keep staff members informed and give them an opportunity to offer input regarding matters affecting them?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you properly supervise employees by reviewing their work?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you set a good example for staff by creating, implementing, and monitoring dependable office policies and systems (e.g., docket/work control, conflicts of interest, good documentation, etc.)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you express appreciation to employees for work well done and make sure any necessary criticism is shared privately, in a timely and constructive manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you encourage and motivate employees to take pride and ownership in their work?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you provide support and assistance for staff members in the handling of disrespectful, rude, and otherwise out-of-line clients and others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you provide a "safe" office environment? This refers to both the physical space, as well as the office culture that allows for the questioning of work by anyone before it leaves the office without feeling like their competence is being challenged.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you delegate assignments with clarity of your expectations for the final product, including due date?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you provide both positive and constructive feedback of actions to continue and actions to stop?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you provide constructive feedback as close in time as possible to the behavior you want changed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is your feedback clear? Does it specifically state the behavior or outcomes that you want?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are the outcomes you use in your feedback objectively measurable? Did you provide these criteria as part of your feedback?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



	Yes	No	N/A
Do you keep a current address on file with the BBO and pay your annual licensure dues?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have malpractice insurance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you regularly go to CLEs or other educational programs in your specialty?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have a designated backup attorney to manage your practice in your absence?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is this relationship, including its rights and responsibilities, documented?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you keep records of all important firm data and account access information?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does your backup attorney know how to access this information?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

MANAGING YOUR TIME, PROJECTS, and TASKS

	Yes	No	N/A
Do you complete work in a timely fashion and consistent with the expectations you've set with your clients?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have concerns about time management or procrastination?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have concerns about work-life balance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you break down complex projects into smaller tasks?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you assign tasks to dates and times on your calendar?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you miss deadlines?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you maintain a daily updated "to-do" list?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have more than 20 items on your "to-do" list?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you delegate enough assignments?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you know how to delegate and give feedback effectively?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you avoid planning?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you strive for perfection when unnecessary?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you differentiate between the important and urgent?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you plan and set aside time for relaxation, time with family and friends, and exercise?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you schedule time for time management?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

MANAGING YOURSELF and YOUR CAREER

	Yes	No	N/A
Do you know what your life and career goals are for the next 5 years?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you know what to do to get a positive evaluation and/or promoted?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are the people, who you work with or work for you, delivering what you want and need?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you make career mistakes and learn from them?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you feel confident and not worried about appearing insecure?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you know how to talk about yourself and project the brand image you want?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have difficulty convincing others to accept your ideas?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are you concerned that you intimidate people?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you feel you are effective selling yourself to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you know how to respond to changes in your industry or business?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you know how to develop a strategic plan for your future?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are you satisfied with your life, career, and work?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are you aware of your emotions when they are happening and able to manage them to support your goals?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are you concerned with the level of stress you experience?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have any concerns with how you handle or have recently handled stress in your life?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have a way of dealing with stress that does not have a negative impact on you or others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have difficult relationships with individuals at work?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are you concerned with work issues affecting your relationships with family and friends?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you find yourself unwinding in ways that make you feel uncomfortable?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>