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| **Inquiry** | **Yes** | **No** | **N/A** | **Notes/Comments** | **Note improvements needed & dates for****follow up** |
| **Supervising Staff** |
| **1.** Have you reviewed HRPC Rules 5.1. 5.2, and 5.3, on supervisory and subordinate lawyers? | [ ]  | [ ]  | [ ]  |  |  |
| **2.** Do you review confidentiality requirements with staff and have them sign a form agreeing to maintain client confidences? | [ ]  | [ ]  | [ ]  |  |  |
| **3.** Do you make sure that client files, correspondence or others are kept out of view of others? | [ ]  | [ ]  | [ ]  |  |  |
| **4.** Do you caution staff about office conversations, telephone conversations or social media communications about client confidences? | [ ]  | [ ]  | [ ]  |  |  |
| **5.** Do you caution staff about giving legal advice even if they know (or think they know) the answers? | [ ]  | [ ]  | [ ]  |  |  |
| **6.** Are efforts taken to protect client confidences from vendors, cleaning staff and others? | [ ]  | [ ]  | [ ]  |  |  |
| **7.** Do you properly delegate work and oversee staff? | [ ]  | [ ]  | [ ]  |  |  |
| **8.** Do you caution lawyers and non- lawyers on your staff not to become romantically involved with current clients? | [ ]  | [ ]  | [ ]  |  |  |

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| **Inquiry** | **Yes** | **No** | **N/A** | **Notes/Comments** | **Note improvements needed & dates for follow up** |
| **Supervising Staff** |
| **9.** Do you train staff about how to handle rude, disrespectful or upset clients? | [ ]  | [ ]  | [ ]  |  |  |
| **10.** Do you routinely provide feedback about performance and offer guidance when improvements are needed? | [ ]  | [ ]  | [ ]  |  |  |
| **11.** Do you maintain a congenial work environment? | [ ]  | [ ]  | [ ]  |  |  |
| **12.** Does your staff know your schedule and how to reach you when you’re not in the office? | [ ]  | [ ]  | [ ]  |  |  |
| **13.** Are you approachable by your staff concerning troubling issues or suggestions for improvement? | [ ]  | [ ]  | [ ]  |  |  |
| **14.** Have you trained your staff about the proper handling, recording and accounting of your trust account? | [ ]  | [ ]  | [ ]  |  |  |
| **15.** Do you have frequent staff turnover? | [ ]  | [ ]  | [ ]  |  |  |
| **16.** Do you tackle personnel problems when they occur? | [ ]  | [ ]  | [ ]  |  |  |