



## DELIVERING STRATEGIC SOLUTIONS ACCA'S 2000 ANNUAL MEETING

### ABC's of the Care and Feeding Of Small Law Department Clients

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**A** — Be *Available* to your clients

**B** — Be *Budget-conscious*

**C** — *Communicate* regularly with your clients

**D** — Be aware of *Deadlines* and plan accordingly

**E** — Use plain *English*

**F** — Have *Face-to-Face* meetings when possible

**G** — *Go* to your client's office if possible

**H** — *Humor* is crucial

**I** — *Issue* spotting

**J** — *Justify* your conclusions

**K** — Give *Kudos* when due

**L** — Speak your client's *Language*

**M** — Know your *Market*

**N** — Don't be a *Naysayer*

**O** — Keep an *Open Door* policy

**P** — *Prioritize* your tasks on a daily basis

**R** — Take *Responsibility* for your actions and decisions

**S** — *Standardize* procedures

**T** — *Timeliness* is next to godliness

**U** — *Understand* the facts and situation thoroughly

**V** — Know when to *Vet* things

**W** — Internal *Web* page

**X** — *XXXOOO* can get more cooperation than vinegar

**Y** — Know when to *Yield*

**Z** — *Zip* your mouth

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