

Law Firm Audit, Communicating Clearly Kit, Lawyers for Literacy

Circle the checkmarks for the items that apply to your practice.

Written Materials

- ✓ Our firm materials and precedents are easy for our clients to read and use
- ✓ We follow plain language guidelines in written communications
- ✓ We produce precedents in plain language
- ✓ We define technical and legal terms in the text of the material
- ✓ We use everyday words in their everyday meanings
- ✓ We use only forms that are necessary, when necessary
- ✓ We include ample white space in print material
- ✓ We review our written material to ensure it follows modern communications standards
- ✓ We go over all written material with our clients verbally, using plain language and checking for understanding

Client Relations

- ✓ Our firm asks our clients for feedback on how well we are meeting their needs
- ✓ We avoid jargon or we define legalese when communicating with clients
- ✓ We explain things in appropriate detail for each client, asking for confirmation of understanding as we go along
- ✓ We offer all clients the same assistance to avoid giving low literacy clients special and potentially embarrassing treatment
- ✓ We provide opportunities for clients to ask questions
- ✓ We are open to clues our clients provide about their literacy level