How to Use Voice Technology to Launch Your Legal Career

For more information:
Philips Speech Processing
pds.marketing@philips.com
www.philips.com/dictation
www.twitter.com/philips_speech
In today’s world, you aren’t judged solely for the quality of the work you do. You’re judged on the intangibles: service, responsiveness, flexibility and creativity.

There are thousands of law firms in North America that can competently handle a merger & acquisition job, for instance. The quality of the legal work is seldom the differentiator. In most cases, fast action and stellar service win the business.

You’ve got to distinguish yourself from the competition. Being a top lawyer today is all about being more efficient than your rivals. It’s about competing to win and keeping clients. Gone are the days of straight “billable hours.” In the 21st century, practices thrive by generating cash flow.

So here’s the good news: the newest voice technology can transform your firm’s workflow, making you far more responsive than your competition. Modern technology brings new methods and new efficiencies that can have a dramatic impact on cash flow—and the financial rewards you enjoy.

Most attorneys can speak seven times faster than they type—and with none of the errors so common in text messages.
Attorneys by training are highly skilled verbal communicators. Voice technology leverages those strengths to achieve the highest efficiency.

By using digital recorders or smart phones equipped with voice processing apps, you can respond faster and more accurately to client needs—no matter where you are. You don’t have to hunt down a keyboard or spend valuable time typing, and your messages and notes are more precise because they can be recorded immediately after an event—not when you have time to type.

Voice technology gives you flexibility on the road or in the office. Best of all, it lets you delegate tasks quickly and efficiently by sending voice files to email, smart phones or secure PCs.

In this scenario the successful attorney was able to contact his Toronto team, arrange meeting details and provide substantive information to the prospective client in less than three minutes, without ever having to enter a keystroke.

**TIMING IS EVERYTHING:** Use dictation to impress prospective clients

**Voice technology:**
Perfect for verbal professionals

The newest voice technology can transform your firm’s workflow, making you far more responsive than your competition.
The challenge: Barrister & Associates is one of the world’s largest legal firms, with more than 1,000 attorneys and 2,000 employees spread across offices in 18 U.S. cities and three countries.

Like most law firms, it used analog dictation devices and a word processing department to transcribe documents for decades. However, this well-worn approach presented a number of inefficiencies and productivity problems. Workflow simply couldn’t be balanced across all of its locations. So the practice set its sights on revamping old methods to speed work sharing, streamline document creation, and make better use of word processing staff.

The solution: Barrister & Associates now relies on the Philips Speech Processing SpeechExec Enterprise software and the compatible iPhone® app to streamline document creation across all 21 offices. Attorneys worldwide can now send voice files to a centralized word processing email group.

The Philips iPhone® app is fully compatible with the SpeechExec Enterprise software—making it even easier to streamline document creation. All files created in the Philips app are securely transferred, intuitively organized and automatically archived in a central, pre-determined location. Then the dictated notes are sent back to the user as a text document for review and use. It’s the ultimate user-friendly dictation workflow manager.

The results: The firm already is seeing faster turnaround and significant savings. It’s now able to effectively leverage word processors’ downtime so employees at any location can handle incoming jobs, no matter where they originate. Barrister & Associates has even added a 3 p.m. to 11 p.m. word processing shift so attorneys can get faster turnaround on voice files dictated after normal business hours.

In the following sections, you’ll learn tips and techniques for getting the most out of voice technology. Reinventing your workflow with 21st century tools is a lot of fun…and very rewarding!
The versatility of voice technology

Tips & techniques for using voice technology

Getting the best results from voice technology requires a little teamwork, and a few strategies like these:

**Start slowly** — Begin with simple correspondence and work your way up. Don’t worry if it’s a little awkward at first. You can always revise!

**Offer clear, precise instructions** — Consider the information a transcriptionist/correctionist will need to process your voice file, and include it at the beginning of your dictation. For instance, “This is a draft of meeting minutes. I would like to approve it before it is sent to our primary distribution list.”

**Clearly denote punctuation and special formatting needs** — Initially, take the time to dictate all quotation marks, commas, periods and other punctuation, as well as special formatting requirements such as boldface or italics. As you and your transcription team become more proficient, you may eventually indicate these things through short pauses or changes in intonation.

**Take a teamwork approach** — Transcriptionists/correctionists are your allies in this process. Acknowledge them! Their job is to help make you look responsive and professional in every situation.

**Practice** — It makes perfect!
DICTATION EXERCISES

For sample dictations please do an Internet search—sample dictations.

Take 10 documents you wrote last week, such as emails, meeting minutes, contracts, or records, and dictate them using the two basic rules. You will experience better success with each and every dictation and become more and more familiar with this new way of working.

Spelling
If you have to spell names, streets, etc., use either the NATO & Aviation or the Police spelling alphabet. (See facing page.)

Numbers
- Write 5 in words: five
- Write 38 in words: thirty-eight
- Write 365,048,252 in words: three hundred sixty-five million forty-eight thousand two hundred fifty-two

Dates
- When a month is used with a specific date, use it this way:

<table>
<thead>
<tr>
<th>Jan. 3</th>
<th>Feb. 3</th>
<th>March 3</th>
<th>April 3</th>
<th>May 3</th>
<th>June 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 3</td>
<td>Aug. 3</td>
<td>Sept. 3</td>
<td>Oct. 3</td>
<td>Nov. 3</td>
<td>Dec. 3</td>
</tr>
</tbody>
</table>

- Spell out the name of the month when using it alone or with a year alone.
- When using a month and a year only, do not separate with commas.
- When a phrase is used with a month, date and year, set both the date and year off with commas.

February 2012
Feb. 12
March 13, 2012

- Do not use the word “on” before a date or day of the week when its absence would not lead to confusion.

The seminar will be held Tuesday.
She will be inaugurated Jan. 25.
The program ends in March.