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Best Practices in **Legal Management**

A Comprehensive Guide

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DEDICATION

This book is dedicated to the memory of Martha Llano, an extraordinary friend, colleague, legal administrator, past president of the New York City Chapter of the Association of Legal Administrators (ALA), Certified Legal Manager (CLM)SM* and eternal president-elect of the ALA.

Martha's passion, dedication and vision have inspired many to obtain CLM certification, demonstrate leadership in their firms and in the ALA and to continually raise the bar to enhance the respect and visibility of the profession of legal management through innovative projects and partnerships.

* CLM is a service mark of the ALA.

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