

# THE JSF WAY



*24 behaviors that define  
James Scott Farrin employees*

These are the 24 behaviors we've identified (in no particular order) that define the way that James Scott Farrin employees should work.





# GO ABOVE AND BEYOND

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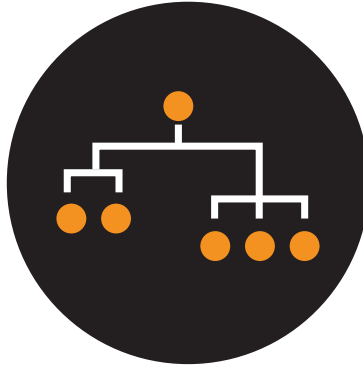
Be willing to do whatever it takes to accomplish the job... plus a little bit more. Take the next step to solve the problem. Even if it takes doing something that's not in your job description, it's the extra mile that separates the average person from the superstar. Be a superstar.



## REDUCE DELAYS

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Be a fanatic about doing everything possible to reduce delays in a case. Every minute counts, every unnecessary delay is painful. Besides examining your own work flow for delays, look for processes that can be improved or ways you can help a teammate move a case.



# BE OBSESSIVE ABOUT ORGANIZATION

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We are busy. Regardless of the quality of your work, to be a star you must manage multiple issues, tasks, and promises. Maintain a clean and orderly work area. Use an effective task management system for prioritizing and tracking outstanding issues and responsibilities.



# BE A GOOD TEAMMATE

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Be positive, upbeat, and caring. Encourage others and promote their growth.



# DELIVER RESULTS

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While effort is appreciated, we reward and celebrate results. Set high goals, use measurements to track your progress, and hold yourself accountable for achieving these results.





# PAY ATTENTION TO DETAIL

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From the spelling of a client's name to the wording on a pleading to the color on a logo...details matter. Be a fanatic about accuracy and precision. Double-check your work. Get the details right.



# CELEBRATE SUCCESS

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First, look for successes to celebrate. Don't overlook or take accomplishments or great things for granted. Join with your teammates to relive and savor the victories. This forms the basis for even more great things.



# DON'T BE A JERK

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Don't be rude to anyone, ever. Be respectful, especially to clients and coworkers, but even toward adversaries. We can vigorously represent our clients and strenuously fight for our positions without crossing that line.



# DO THE RIGHT THING, ALWAYS

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Demonstrate an unwavering commitment to doing the right thing in every action you take and in every decision you make, even when no one's looking. Always tell the truth. If you make a mistake own up to it, apologize, and make it right.



# LEAVE IT BETTER

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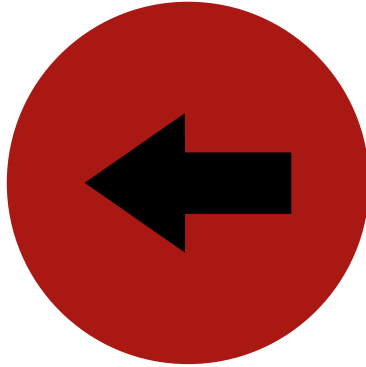
Make sure that you leave everything in better condition than you found it. Don't be a drain or a burden. Solve problems — don't create or ignore them. Respect our workplace. If you see something that is out of place, return it; if you see something on the floor, pick it up.



# BE SELF AWARE

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Know yourself, and your strengths and weaknesses.  
Put yourself in a position to use your strengths and  
get help from others in areas where you are weak.



# GIVE BACK

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We are connected to a larger community. Find a way to contribute to it outside of work, by giving your time, energy, and/or money.



# BE PROCESS- ORIENTED

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World class organizations are built on a foundation of highly effective, repeatable processes. Look to create processes for every aspect of your work, and then turn those processes into habits.





# MAKE QUALITY PERSONAL

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Take pride in the quality of everything you touch  
and everything you do. Always ask yourself,  
“Is this my best work?”



# PUT AWAY YOUR EGO

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It's about the firm, our team, and our clients. Don't allow a focus on your own ego preferences to get in the way. Be flexible and willing to make some personal sacrifices for the greater good.



# COMMUNICATE POWERFULLY

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Act and use words that communicate our competence, skill, diligence, experience, and passion. Don't let anybody think that we are weak or apathetic.



# INNOVATE SOLUTIONS

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When you are stuck with a problem, try to find a new and better way forward. A creative solution may be at hand. That's how a lot of better mousetraps have been built here. Rapid trial and error can create prized solutions.



# RESET THE STANDARD

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No matter how good you are, get better. The pursuit of excellence is a process that never ends for us. Complacency leads to demise. Compete against yourself, seeing how close you can come to perfection.



# HONOR COMMITMENTS

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There's no better way to earn people's trust than to be true to your word. Do what you say you're going to do, when you say you're going to do it.



# EMPATHIZE WITH OTHERS

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Our job is to help people. Be humble,  
understanding, and compassionate.



# HAVE FUN

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Enjoy what you do and the people you work with.  
Look for opportunities to laugh and smile. Allow  
yourself to create a better work environment for  
yourself and everyone around you.





# COMMUNICATE DIRECTLY

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Go directly to people when you have a problem or think something is wrong. This often clarifies misunderstandings. Don't say things to others about someone else that you haven't said to that person's face. Be careful not to use email to avoid face-to-face meetings; email can often be misinterpreted.



# OWN YOUR OUTCOMES

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Take responsibility for your successes and failures. You are more likely to succeed if you take responsibility for getting a win despite difficult circumstances, instead of complaining about things beyond your control.



# BE OBJECTIVE

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Get the right information and make decisions based on data whenever possible. Be aware of the potential for bias and seek input, including other perspectives, to reduce judgment errors.

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