

27 Scripts Every Law Firm Uses (But Never Writes Down)

Run a tighter firm **without** hiring more staff, rewriting SOPs, or babysitting conversations.

INSTRUCTIONS

This isn't theory.
These are plug-and-play scripts your firm already uses — just inconsistently.
Pick the ones that apply. Drop them into email, SMS, intake notes, or internal Slack. Steal freely.

INTAKE & FIRST CONTACT (1–7)

1. New Lead Response

“Thanks for reaching out. Before we jump on a call, I want to make sure we're the right fit.”

2. Conflict Check Delay

“We're running a quick internal check before confirming next steps.”

3. Expectation Reset

“This call is about clarity, not commitment.”

4. Scope Boundary

“That's outside what we typically handle — here's what we can help with.”

5. Timeline Control

“We don't rush decisions, but we also don't let them stall.”

6. Retainer Explanation (Without Price Talk)

“Our engagement starts once roles, scope, and next steps are clear.”

7. Non-Responsive Lead Follow-Up

“Closing the loop — should we keep this open or pause for now?”

CLIENT MANAGEMENT (8–14)

1. Quiet Client Nudge

“Checking in before this drifts too far down the list.”

2. Document Request

“We're blocked until this comes through.”

3. Missed Deadline Reset

“This impacts timing — want us to proceed or pause?”

4. Over-Emailing Client Boundary

“To keep this efficient, we'll consolidate updates.”

5. Internal Handoff Script

“Here's what matters, here's what doesn't.”

6. Decision Authority Check

“Who needs to be aligned before we move forward?”

7. Scope Creep Stopper

“This would be a new track — separate from the current work.”

BILLING, STATUS & OPERATIONS (15–20)

1. Invoice Reminder (Professional)

“Flagging this before it becomes a distraction.”

2. Invoice Reminder (Firm)

“We can't proceed until this clears.”

3. Status Update Script

“Here's where things stand. Nothing required from you yet.”

4. Delay Ownership Script

“This one's on us — here's the adjustment.”

5. Internal Priority Reset

“This moves ahead once X is done.”

6. End-of-Matter Closeout

“This wraps our active work unless something changes.”

BOUNDARIES & CONTROL (21–27)

1. ‘Let Me Think About It’ Response

“Totally fine — what specifically are you deciding?”

2. Decision Stall Breaker

“If now's not right, we can revisit later.”

3. Unavailable Partner Script

“They're tied up — here's the fastest path forward.”

4. Client Emotion Diffuser

“I hear the concern. Let's slow this down.”

5. Internal Misalignment Reset

“We need one direction before proceeding.”

6. Polite Decline

“This isn't a fit — and that's okay.”

7. Clean Exit Script

“Here's what's complete, here's what's not.”

Why This Matters

Law firms don't lose time because of bad law. They lose time because of **messy communication**. These scripts:

1. Reduce back-and-forth
2. Protect staff time
3. Keep partners out of weeds
4. Expose where systems are breaking without saying it

Most firms already use these scripts — just inconsistently, emotionally, and late. This makes it intentional.

Download the full script pack here:

<https://bluebird-partners.com>