

..... Contents

► Foreword	vii
Acknowledgments	ix
Introduction	xi
 Chapter One	
The Role of the Paralegal	1
 Chapter Two	
The Legal Services Delivery Team	11
 Chapter Three	
The Law of Professional Responsibility	25
 Chapter Four	
Unauthorized Practice of Law	35
 Chapter Five	
Competence and Diligence	49
 Chapter Six	
Confidentiality	61
 Chapter Seven	
Conflicts of Interest	79
 Chapter Eight	
Communications	95
 Chapter Nine	
Information about Legal Services	103



Chapter Ten	
Legal Fees and Employee Compensation	117
Chapter Eleven	
Client Funds and Property	127
Appendix A	
NALA Code of Ethics and Professional Responsibility	143
Appendix B	
NFPA Model Code of Ethics and Professional Responsibility and Guidelines for Enforcement	147
Appendix C	
AAfPE Core Competencies for Paralegal Programs	155
Appendix D	
Legal Research Resources	165
Appendix E	
Model Rules for Client Trust Account Records	175
Appendix F	
Recap of Selected ABA Model Rules of Professional Conduct	183
Appendix G	
Glossary	189
About the Author	195
Index	197