

SESSION 3

BILLING MASTERY MENTORSHIP - Group Training Program

Billing Backslides, Billing Wins & Time Management

Backslides

The background features a complex, artistic design. A thick, glowing gold path winds through the scene, starting from the bottom left and curving upwards towards the right. Along this path and scattered around it are various mechanical elements: several interlocking gears of different sizes, and three distinct clock faces. One clock is a pocket watch at the top right, another is a large round clock with Roman numerals in the center, and a third is a smaller round clock on the right. There are also icons of calendars and circular arrows indicating a cycle or flow.

Wins & Time
Management

Bounce Back Better · Celebrate Every Win · Own Your Calendar

Molly Kremer, Esq. | Former Litigator · Master Billable Timekeeper

What Is a Billing Backslide?

A relapse into old or default billing habits despite your intention to maintain contemporaneous timekeeping.

The 5 Most Common Types



Missing
Hours



Missing
Days



Delayed
Entry



Incomplete
Tracking



Reverting to
Old Systems

The 4-Step Bounce Back Process

1 NOTICE



Acknowledge the backslide without judgment. How long has it been? What specific behaviors slipped? No self-criticism — just observation.

💡 *Set calendar reminders to check billing status throughout the day.*

2 NARRATE



State the objective facts. Name the thoughts you're having and separate them from the facts. Identify the emotion and locate it in your body.

💡 *Write it: "The fact is: no time was entered from 10am–5pm Thursday."*

3 NORMALIZE



ALL attorneys experience billing backslides. Your brain is not broken — it's defaulting to established patterns. There is gold in every backslide.

💡 *"Of course this happened. I'm rewiring a habit I've had for years."*

4 NEXT BEST THOUGHT



Intentionally choose a more constructive thought. Use bridge phrases: "I'm open to the idea that..." or "How is it possible that..."

💡 *"I'm learning exactly what causes my billing consistency to break down."*

PART TWO

Celebrating Your Billing Wins

The most underrated billing strategy in legal practice.



The Truth About Celebrating Your Billing Wins

❌ Three False Premises



“Celebrating small wins reduces motivation.”

We build MORE momentum when we acknowledge progress — not less.



“I have to focus on what’s wrong to change it.”

Focusing only on problems creates discouragement and avoidance, not change.



“I have to do it perfectly before I can celebrate.”

Perfection is a mirage. Progress is infinitely valuable and worth celebrating.

✅ Three True Premises



Celebrating creates useful feelings that drive helpful actions.

Generates optimism, pride, accomplishment, and motivation to keep going.



Celebrating accelerates progress toward your billing goals.

Creates positive reinforcement loops that make billing feel lighter over time.



Celebrating your billing wins is YOUR job — own it.

Don’t outsource your celebrations to a partner, a boss, or a billing target.



Building Your Celebration Practice

What Counts as a Win?

Little Wins — celebrate daily

- Opening your billing software at all
- Billing even a single task contemporaneously
- Not self-criticizing after a delay
- Noticing a backslide the same day it happened
- Trying any new billing approach — even imperfectly

Big Wins — celebrate loudly

- ★ All time entered contemporaneously for a full day
- ★ Hit or exceeded your monthly billable hour requirement
- ★ Went a full week without billing reconstruction

How to Celebrate

Morning Billing Intention

Start each day naming ONE billing habit you're committing to. Set it. Say it out loud.

Throughout-Day Check-Ins

After each billable task, pause and notice: "I just did that." That noticing IS the celebration.

Link to Existing Habits

Attach celebration to something you already do — morning coffee, closing a file, ending a call.

Evening Acknowledgment

End each day naming what you DID capture. Not what you missed — what you GOT.

PART THREE

Time Management & Monday Hour One

If you can't manage your time, it will be harder to manage billing it.



Step 1: Know Your Inboxes — Every Place Work Can Enter Your World

Before you can manage your time, audit every place work is coming from.



Key Insight



Every inbox can generate billable work — and billable time that goes un-entered if you're not tracking it as it arrives. Getting control of your inboxes is step one to getting control of your billing.

Step 2: Process Every Inbox — The 4-Step Method

Use your dedicated email time block — and touch each email only once.

 *Pro tip: Don't check email first thing in the morning. Wait until you're at your desk and in your dedicated email time block — that's where your power is.*

**1** **DELETE IT** 

 **Quick scan — gone**

Go through all new emails and immediately delete the ones you can: spam, newsletters, anything you can assess with just a glance.

Billing: No billing needed — this is triage, not legal work.

e.g. Spam, newsletters, irrelevant FYIs

**2** **SAVE / FILE IT** 

 **No response needed**

CC'd emails or anything you want to keep for reference — no response required. Mark as read, file in a folder, or flag. Decide your system and stick with it.

Billing: Reviewing a CC'd email may be billable — count it.

e.g. CC'd threads, FYI updates, filed correspondence

**3** **DO IT** 

 **Under 5 minutes**

One touch rule: if you can respond in under 5 minutes, handle it right now. Don't flag it to come back to — knock it out, bill for it, and move on.

Billing: Bill immediately when done. Don't let it slip.

e.g. Quick replies, short confirmations, fast answers

**4** **TO-DO LIST IT** 

 **Over 5 minutes**

If it needs a substantive response, requires reviewing documents, or will take more than 5 minutes — it goes straight onto your to-do list. You'll schedule time for it later.

Billing: Scheduling the task IS how you protect the billing time.

e.g. Complex responses, research, document review



Step 1: Reclaim Control of Your Calendar

circumstance

My time / calendar



thought

"I'm in control of my time / calendar"



feeling

Confident



action

More likely to plan your daily / weekly calendar; less likely to cede control of your calendar to others



result

Create the experience of being in control of your time

Time Management Thoughts to Practice

- 1 "Interruptions are optional"
- 2 "I don't need to drop what I'm doing - this request can wait"
- 3 "My default is to NOT reshuffle my plan for the day"
- 4 "My planned work blocks are as important as client meetings - and I protect them the same way"



Step 2: Plan Your Calendar



Monday Hour One: Your Weekly Billing & Time Management Foundation



+

THU
15

GMT-05
8 AM

Plan Calendar, 8:30am

9 AM

Email Block, 9am

10 AM

Focus Time
10 – 11:30am

11 AM

12 PM

Email Block, 11:45am

1 PM

Lunch, 12:30pm

2 PM

Meeting with Client re Smith Case
1:30 – 2:30pm

3 PM

Email Block, 3pm

4 PM

Meeting with Client re Fletcher Case, 4pm

5 PM

Email Block, 5pm

6 PM

Final Billing Check / Plan Calendar for Tomorrow, 5:45pm

7 PM



Step 3:
**Follow Through on
Your Plan**

Bringing It All Together



Open calendar for today + billing software
Plan your day + make sure realistic



Don't reshuffle without cause
Capture time as you go



Billable hour re-check
3-Step Self-Evaluation

Thank you!



Molly Kremer, Esq. | The Billing Coach

