

Billing Backslides:

Bounce Back Better

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INTRODUCTION

This workbook is designed to help you manage your billing backslides - no matter how big or small. The exercises will help you identify your personal billing patterns and backslides so that you can effectively manage your inevitable backslides better.

Need a little help filling out this workbook? [Click here for a sample filled out version](#)

Exercise 1: Recognizing Your Billing Backslide Patterns

Part A: Identifying Your Common Backslide Types

Review the common backslide types below. Circle the ones you most frequently experience and add notes about specific circumstances when they occur.

- ◆ **The Busy Day Slide**
- ◆ **The Just One More Slide**
- ◆ **The Interrupted Flow Slide**
- ◆ **The Perfect Time Slide**
- ◆ **The Tomorrow Will Be Better Slide**

Part B: Personal Backslide Inventory

Answer the following questions to better understand your backslide patterns:

1. *When during your workday do backslides most commonly occur?*

2. *Which types of legal work or projects tend to trigger backslides?*

3. *What thoughts typically run through your mind just before postponing billing?*

4. *How do you usually feel emotionally when experiencing a billing backslide?*

Exercise 2: The C-T-F-A-R Model in Action

Part A: Analyzing Your Current Backslide Cycle

Fill in each component of the model based on a recent billing backslide:

Circumstance: *(Objective facts about what happened)*

Thought: *(Your interpretation of the circumstance)*

Feeling: *(Emotion generated by your thought)*

Action: *(What you did in response to that feeling)*

Result: *(Outcome created by your actions)*

Part B: Creating Your Solution Model

Now rewrite the model keeping the same circumstance but choosing a more constructive thought:

Circumstance: *(Same as above)*

New Thought: *(A more constructive interpretation)*

New Feeling: *(Emotion generated by your new thought)*

New Action: *(What you would do from this feeling)*

New Result: *(Outcome this would create)*

Exercise 3: Practicing the 4-Step Process

Think about a recent billing backslide and apply the 4-step process:

Step 1: Notice

What specific signs indicated you were in a backslide? When did you first become aware?

Step 2: Narrate

Write a factual, non-judgmental description of what happened:

Step 3: Normalize

What makes this backslide a normal part of habit change? How is your brain functioning exactly as expected?

Step 4: Next Best Thought

What would be a constructive next thought about this situation? (Try starting with "How is it possible that..." or "I'm open to the idea that...")

Exercise 4: Three Critical Decisions Worksheet

For your next billing backslide, practice making these three decisions consciously:

Decision 1: Allow vs. Resist

◆ **What would allowing this backslide look like for you?**

◆ **What does resistance typically look like in your experience?**

◆ **What might be the benefits of simply allowing the backslide to exist?**

Decision 2: Meaning Assignment

◆ **What negative meaning do you typically assign to backslides?**

◆ **What alternative, more constructive meaning could you assign?**

◆ **What evidence can you find that supports this new meaning?**

Decision 3: Curiosity vs. Criticism

Write 3–5 curious questions you could ask about your backslide instead of criticizing yourself:

1.

2.

3.

4.

5.

Exercise 5: Recovery Strategy Development

Part A: Start Where You Are Plan

Create a specific plan for how you'll restart contemporaneous billing immediately after noticing a backslide:

1. *First action I'll take:*

2. *Environmental cues I'll set up:*

3. *Technology tools I'll leverage:*

Part B: Catch-Up Protocol

Design your personal process for efficiently addressing unbilled time:

1. *When I'll schedule catch-up time:*

2. *Resources I'll use to reconstruct time:*

3. *My approach to balancing detail and efficiency:*

Exercise 6: Bridge Thoughts for Common Scenarios

For each negative thought, create 2–3 believable bridge thoughts that feel better:

Thought: *"I can't believe I forgot to bill again."*

Bridge thoughts:

1.

2.

3.

Thought: *"I'm never going to get this contemporaneous billing thing right."*

Bridge thoughts:

1.

2.

3.

Thought: *"This is too much effort for too little benefit."*

Bridge thoughts:

1.

2.

3.

Exercise 7: Personal Backslide Management Plan

Part A: Prevention Strategies

List 3 specific strategies you'll implement to prevent common backslides:

1.

2.

3.

Part B: Early Intervention Tactics

Identify 3 early warning signs and your immediate response to each:

◆ **Warning Sign #1**

◆ **Response:**

◆ **Warning Sign #2**

◆ **Response:**

◆ **Warning Sign #3**

◆ **Response:**

Part C: Recovery Protocol

Create your step-by-step process for when a backslide has occurred:

1.

2.

3.

4.

5.

REFLECTION

What have you learned about yourself through this workbook? What insights will be most valuable going forward?

NOTES AND ADDITIONAL INSIGHTS

Use this space to capture any additional thoughts, strategies, or observations about your billing patterns.
