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ISSUE 127 - CHRISTMAS EDITION

HEALTH WARNING:

This magazine contains comments that may disturb the bar



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EDITOR'S PAGE



Bob Moss

ADVERTISING ENQUIRIES TO:
magazine@clerkroom.com

EDITORIAL ENQUIRIES TO:
jrobertmoss@hotmail.com

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2013 is shaping up to be a very special and exciting year for this magazine. If all goes according to plan, by February you will be able to use an app to open the magazine to read anywhere in the world at any time on any app device!

To get a feel for what I have in mind, you might like to view:
<http://www.magazinecloner.com/>

They say:

"By uploading once to the MagazineCloner back office a publisher's content can be delivered to Apple Newsstand, Google Play and Kindle Fire via branded apps, as well as additional distribution on PC and Mac, Android, Kindle Fire and shortly Apple and Blackberry via the Pocketmags newsstand."

If you browse their site, you will appreciate the huge potential. This opens up enormous opportunities for new features, links as well as videos. I have to confess so far I have just started to think about what we can do, and the list is growing daily.

I am telling everyone early so you have the chance to shape the future. The world of the app grows globally every day and it is impossible to keep up with all that this development offers. So if you have an idea and want to be part of the challenge, email me [bob@jarholdings.co.uk].

I have also spent the last few months building a team of regular contributors who are equally excited at the prospect of us using an app and all that that will mean.

Whilst mulling over this opportunity it became obvious that we will change the delivery of the magazine from a website homepage to the app, but will do both for 12 months to make sure we don't lose any readers.

Instead of the usual round robin email to advise readers that there is a new edition to download, we aim to email everyone who works in Chambers in England and Wales. This has meant building our own database of email addresses. We will include the usual option to unsubscribe, but hope that readers will see the benefits as we start to use this as a means of communicating important information to our section of the profession quickly and efficiently.

For example, we can create an instant news section for readers who have spare tickets to sell last minute, an urgent job to advertise in chambers, or a holiday property which has just had a cancellation. An email alert could take readers straight via the app to the link.

We also expect to have all the back issues available for at least the last couple of years on the app, which is to be sponsored by IRIS Legal, as well. Just sitting down to write this piece has brought ideas flooding in! But enough for now!

There will be more as the project unfolds. Right now it is time for the festive season, so I wish all readers and Very Happy Christmas, and a prosperous New Year.



Work-Life Balance

For some reason a good work-life balance rarely appears on the Chambers Management committee's agenda. It follows that if counsel do not consider it important for themselves they are not going to rate it highly for staff. Mistake!

For some reason a good work-life balance rarely appears on the Chambers Management committee's agenda. It follows that if counsel do not consider it important for themselves they are not going to rate it highly for staff. Mistake!

A few guiding comments:
Help from Bloomberg Business Week:

It's clear that the phrase "Work-Life Balance" puts many people off. Impossible! A pipe dream! A dated concept!

But I don't think so. The issue isn't the term—it's our definition of the phrase and what it implies that needs to evolve. I'd like to propose a different definition. Work-life balance is not about the amount of time you spend working vs. not-working. It's more about how you spend your time working and relaxing, recognizing that what you do in one fuels your energy for the other.

For example, if you organize your workday efficiently, staying very focused, and getting lots of things done, you feel a sense of accomplishment and satisfaction that enables you to leave at the end of the day and relax into your personal life. Similarly, if you mindfully plan the activities you do in your time off to be ones that truly recharge you, getting your mind off of work and into things that bring you pleasure, joy and rest, then you are energized and able to perform well at work. You have the perspective, objectivity and adequate rest to bring your best focus to the job. That, to me is work-life balance, and is attainable to everyone.

Here are a few tips for planning: Spend 15 minutes at the end of every workday planning your next day plus 2 (in other words, the next 3 days.) Waiting until first thing in the morning to plan is too late. The day is already crashing upon you.

Plan next weekend by end of the weekend before — at least key anchors, such as dinner with friends, reservations on the golf course, or tickets to a show. You'll be excited about your plans all week — which will put a little bounce in your workweek.

And what about the other branch of the profession? Finance and Life balance are apparently becoming more important than Partnership opportunities and career progression.

Last month Access Group (Access) a leading business software provider, whose specialities include HR and payroll solutions, launched its latest research paper into the UK legal market and the impact of the Legal Services Act 2007 on HR departments and law firm behaviour.

Targeting the top 250 UK law firms the research provided some surprising results, such as; the prioritisation of financial rewards for staff over the offering of partnership opportunities, and the growth of work/life balance as a means to attract and retain staff, again over the offering of partnership opportunities.

The research also sought to answer some thought-provoking questions including; 'Is there really a talent migration to the new ABS companies?' and, given that HR is integral to the profitability of law firms, 'how are firms embracing technology in their HR departments?'

Dee Caporali, sales director of human capital management at Access, said, "The results of this survey demonstrate how important it is to engage with staff and offer a flexible way of working that ensures both the employee and the firm benefit."

Is there a lesson in there somewhere?

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1. Required if studying towards the qualification (From £74).
2. The qualification course requires ICM registration and incurs assessment fees of £75 per module. See ICM website for full details.

Venus 2 -v- 2 Mars [After extra time!]

Beware the New Year and January blues!

Once the celebrations are over and some have seen the greener grass on the other, inspired initially by a planned brief encounter under the mistletoe, then comes the reality check that can so often lead to a new file at the divorce lawyers.

So to help get through that tricky patch, here are a few quotes from others who may have been through the experience and survive to share their collective wisdom [if that is what you call it!].

You may also like to send this to all those you think might need to give them a good laugh.....and to those with a sense of humour who can handle it.

Two secrets to keep your marriage brimming are:

1. Whenever you're wrong, admit it, and
2. Whenever you're right, shut up.

There's a way of transferring funds that is even faster than electronic banking. It's called marriage.

"I had some words with my wife, and she had some paragraphs with me."

First wife (proudly): 'My husband's an angel!' Second wife: 'You're lucky; mine's still alive.'

A man inserted an 'ad' in the classifieds: 'Wife wanted'. Next day he received a hundred letters. They all said the same thing: 'You can have mine.'

A good wife always forgives her husband when she's wrong.

"You know what I did before I married? Anything I wanted to."

The most effective way to remember your wife's birthday is to forget it once....

"I've had bad luck with both my spouses. The first one left me, and the second one didn't."

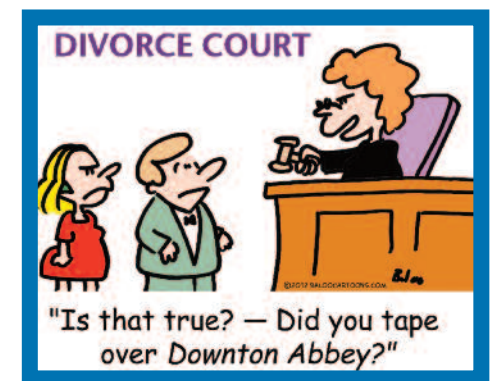
By all means marry. If you get a good husband, you'll be happy. If you get a bad one, you'll become a philosopher.

When someone steals your spouse, there is no better revenge than to let them keep them.

Spouses inspire us to great things, and prevent us from achieving them.

After marriage, husband and wife become two sides of a coin; they just can't face each other, yet still they stay together.

Happy New Year!!



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"What Makes A Clerk Tick?"

I recently met Richard Bolton, junior clerk with Landmark Chambers, at 218 Strand when he came to set up for a week long Arbitration. He appeared typical of a keen and enthusiastic young band of junior clerks who make chambers run smoothly from the engine room. No task was beneath his willingness, including helping me carry a table down a flight of stairs. I return for his help, we got chatting. This is what he had to say. His chambers website profile reads:



"Richard joined Landmark Chambers in January 2009. He began clerking in 2008 in a temporary role at 20 Essex Street. Richard achieved a distinction for the IBC's Advanced Award in chambers administration BTEC course .Outside of Chambers Richard enjoys all sports, particularly football and is a keen Arsenal supporter"

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4th to 8th March 2013	Taunton [or Cardiff]	Mediation Full course	5 Days	£1,600 + VAT
18th to 22nd March 2013	218 Strand London	Mediation Full course	5 Days	£2,000 + VAT
13th to 17th May 2013	218 Strand London	Mediation Full course	5 Days	£2,000 + VAT
3rd to 7th June 2013	St Paul's Square Birmingham	Mediation Full course	5 Days	£1,600 + VAT
15th to 19th July 2013	218 Strand London	Mediation Full course	5 Days	£2,000 + VAT

ARTICLE

...continued from page 6

When did you start working in Chambers and in what capacity?

I began my career at 20 Essex Street as a temporary Junior Clerk, covering paternity leave.

Why did you become a Clerk?

My brother worked as a Clerk and told me what the job entailed and the varied demands appealed to me.

So far what has been your best moment in Chambers?

Completing my BTEC Course with distinction.

Who has been the greatest influence on your career?

Bob Cratchit [Editor: Robert "Bob" Cratchit is a fictional character who is the abused, underpaid clerk of Ebenezer Scrooge in the Charles Dickens story A Christmas Carol. The character has come to symbolize poor working conditions, especially long working hours. Good choice, especially for this time of year]

What is the best aspect of the job?

The leftover food from lunch conferences

What is the worst aspect of the job?

Court run in the rain!

What is your best characteristic, clerking or otherwise?

My sheer determination and bloody mindedness to prove myself right and others wrong!

Do you have any bad habits?

Let's not waste questions....

Your favourite film?

Godfather Part 2

What car do you drive?

A car with two wheels and pedals

What's on your iPod?

Frank Sinatra/ Jimi Hendrix / Linkin Park – to name a few, very eclectic taste in music!

How do you relax?

Participating in 10 Km Obstacle Courses!

What event anywhere in the world would you most like to witness?

Pep Guardiola joining Arsenal as Manager and bringing half/all of the Barcelona stars with him.[Editor: Bad choice, even in your dreams!]

Name one person you would like to have dinner with and why?

Brian Clough – a clash of two big personalities [Editor: A Nottingham journalist friend regularly sent to interview Clough told me that every time he sat outside the great man's office waiting to see him, he never knew which Brian Clough was going to greet him. It was either the one who would ridicule his questions, or the one who would offer him a cup of tea!]

Continued on page 11...

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ARTICLE

...continued from page 8

If you were stranded on a desert island, what items would you take with you?

Wilson and the White Book [Editor: Good choice of toilet paper!]

If you had not gone into clerking, what would you have become?

Chief Executive in the family's cake business – (Bolton's Buns)

So what does make a clerk tick?

To strive for excellence and to work up to the opportunity to be asked by Bob 'Big Bad' Moss to be a feature in the Clerksroom Magazine. [Editor: flattery gets you everywhere!]



Ebenezer Scrooge in the Charles Dickens story A Christmas Carol

In the story, Cratchit is first seen at work, where he copies letters by hand in an under heated "dismal little cell", "a sort of tank". [Space is at a premium still in chambers, but at least most have been renovated.] He is repeatedly described as "ugly" and clothes himself in a tattered white comforter [A wig?], since he cannot afford a coat. Cratchit is treated poorly by Scrooge and given a weekly salary of "but fifteen bob", insufficient to feed his family a proper Christmas dinner. Nevertheless, he remains loyal to his employer [as does every clerk], even in the face of protestations by his wife, who for years has watched her husband work faithfully for the neglectful and stingy Mr. Scrooge.

Scrooge invisibly visits Cratchit and his family in their small Camden Town home on Christmas Day as well as on a future Christmas. He is accompanied on these visits by the Ghost of Christmas Present and the Ghost of Christmas Yet to Come, respectively. It is partly through concern for the plight of Cratchit's youngest son, the frail and crippled Tiny Tim, that Scrooge makes the transformation from miser to philanthropist, offering Cratchit a raise and "discussion of his affairs". [A raise? What's a raise I hear you ask? Nowadays you would have to get this put on the Chambers Management committee agenda!]

How old?

I was asked the other day how long Clerksroom Magazine has been going and I have to say I was surprised to learn we have been going for 11 years! I wonder if anyone has a copy of the first edition, or can remember what was in it? The earliest I have is Issue 2 and this was the front cover. Nothing changes!!



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Christmas Quiz

It's just a bit of fun. Have a go, and if you are stuck the answers are on last Page

- Who wrote the song 'Auld Lang Syne'?
- How many square metres are there in a hectare?
- What famous woman was nicknamed 'The Iron Lady'?
- Who won the Women's Doubles title in the French Open 2010?
- How many rings does Saturn have around it?
- How many strings does a standard Spanish guitar have?
- Who wrote the story of Pinocchio?
- What was the name of Adolf Hitler's mistress?
- Which of the five senses develops first?
- During which year was the National Lottery introduced in Great Britain?
- What are the three primary colours?
- Is hot air lighter or heavier than cold air?
- Who was the President of the US at the beginning of the 20th century?
- What was the name of the actress that John McEnroe married?
- In which ocean is Hawaii situated?
- Which star sign is represented by the twins?
- Which year did Cliff Richard release his song entitled 'Mistletoe and Wine'?
- How many carats are there in pure gold?
- Which town did the Pied Piper rid of rats?
- Who wrote 'The Little Mermaid'?



- What is the name of the man who invented the computer mouse?
- What was the title of Queen's first US hit single?
- Which acid can be found in vinegar?
- In which country were the 2008 Olympic Games held?
- Which South American country was named after the Italian city of Venice?
- What was the name of Connie Booth's character in the sitcom 'Fawlty Towers'?
- What type of food is manchego?
- In 1992, who did the Princess Royal (Anne) marry?
- What is a cowslip?
- In which US state is Sky Harbour International Airport located?
- What is the name of the boy in the Jungle Book?
- Which group of Europeans are believed to have first entered America?
- What is a Macaw a type of?
- Which celebrity is rapper Jay-Z married to?
- How many stars and stripes are there on the American flag?
- In the cartoon, what is the name of the bird that Sylvester chases?
- Who plays King Arthur in Monty Python and The Holy Grail?
- Which two letters are worth the most in the board game Scrabble?
- In the British series of the Apprentice, who are the candidates trying to impress?
- Which famous artist cut off part of his own ear?



December Marketing Clinic – Avoiding shame and increasing client care

By Catherine Bailey

The dilemma this month focuses on how chambers can avoid the LeO's dreaded "list of shame" and how they can increase instructions by simply being proactive with their client care strategy.

Looking at the latest "list of shame" published by the LeO I notice that already for 2012 the number of chambers unable to effectively process client complaints in-house is at 50% of the total number for the entirety of 2011.

Whilst the actual number of complaints is low (in comparison to law firms) the ability to provide the highest levels of customer service is becoming an essential focus for chambers, particularly for sets engaging in direct access. Chambers can ill afford the damaged reputation and bad publicity resulting from poor service levels.

There is the potential for the "list of shame" to be used as a tactical marketing tool by law firms to discourage the public from seeking direct access with chambers, thereby retaining the business themselves. To combat this, chambers need to be proactive in dramatically improving their customer service. How do they do this?

Strict adherence to chambers' client service policy and the Code of Conduct is the bare minimum. Chambers need to be more focused on client care by placing the client centrally to the workings of the set.

Chambers need to routinely ask for feedback from clients and look for ways in which to improve their

service offerings. Using programmes such as the Net Promoter Score, they will be able to focus on the parts of the business that contribute to a negative client experience and fix them accordingly. Once resolved, they need to communicate the improvements and the resultant positive comments to all clients and the wider public.

Communicating the message that chambers is serious about their client experience helps to retain clients, increase instructions and negates any negative spin that could be created by aggressive competitors.

Chambers also need to take a more positive position on the processing of complaints in-house. Appointing someone in chambers to be responsible for the whole of the client experience gives focus for both the set and the clients. This person needs the support of all

members to address the issues raised and have the authority to implement appropriate solutions. As a result, chambers will see their reputation for client service improve and they will avoid any embarrassing future appearances on the dreaded "list of shame".

If you would like advice or support with your client service strategy, please drop us a note info@barmarketing.co.uk or call us on 0771 434 5072



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What other chambers are saying about IT...

They are, quite simply, the most professional IT company that I have dealt with in a career spanning over 25 years.

- *Tony Hill,*
Senior Clerk,
Ropewalk Chambers

...by far the most superior support service that I have enjoyed since I started using personal computers...I have no hesitation in recommending them to others.

- *Andrew Arden QC,*
Head of Chambers,
Arden Chambers

...I have found them responsive to calls for help and knowledgeable regarding both software and hardware.

- *Janet Eades,*
Chambers Manager
Farrar's Building

Their Customer care is first class.

- *John Hubbard,*
Senior Clerk
3 Doctor Johnson's Buildings

...the knowledge of their staff has helped us improve both the reliability and resilience of the computer systems that we have in Chambers.

- *Dan Bunce,*
IT Manager
Garden Court Chambers



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ARTICLE



- a problem shared!!

Some more of your printable offerings!

Dear Ted & Alice,
I've been approached by a potential breakaway group of barristers who want to jump ship and set up on their own chambers with me as Senior Clerk. Trouble is the existing Senior Clerk is my best mate. What should I do? It's a great opportunity for me - and it may not happen if when they look into the finances etc. and they find it's just not financially viable. I could end up falling out for no reason if I say something now. It doesn't help that if this group leave, my mate's chambers may find it difficult to survive and he could be out of a job.

Ted: This needs careful handling. I suggest you do nothing until the finances are confirmed and you have a written offer of employment on the table. Tell the group that is what you will do so there is no room for misunderstanding. You can be sure this group individually will "look after number one" and you should do the same.

Alice: Your best mate is a senior clerk so should understand the position you find yourself in. But it is not easy whatever you decide to do.

Dear Ted & Alice,
Our office junior is over flirtatious, and her approaches to me are bordering on harassment. The other lads in the clerks' room tease me about it we when she isn't around, but it's beyond a joke. I don't think it's funny anymore,

and I don't know how to handle it without there being repercussions. I'm worried that she might complain about me pestering her in order to turn the tables. You hear stories like that don't you: victim becomes the aggressor.

Ted: There are many office romances which lead to a honeymoon trip, but this sounds like a bit of mischief. The sensible way forward is to not get left alone with her, and if need be tell to get another job and then you will can out together. Guys do

Alice: Is there an age gap here? If there is you could look silly, and lose the respect of the members of chambers. Tread carefully!

Dear Ted & Alice,
We have a typist in chambers still. She is twiddling her thumbs most of the day but they don't seem to mind. I mean why is she still with us? Why don't they make her redundant? We are all so busy and she has refused to do anything other than typing!!



Ted: Can she make tea and coffee? Does anyone have the ear of management? A revised job description is needed. Staff review time would be appropriate. Explain the need for extra clerking.

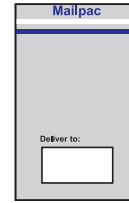
Alice: Circulate an email asking for typing work suggesting there is spare capacity. Someone might just take the hint.

Movie Christmas Quiz

Here is something to gently pass away a few minutes during a coffee break to test your knowledge of famous festive films. Check out who is a film buff in your Clerksroom.

There are 10 questions with the answers later on in this edition. No peeking!

- 1) Which movie DOESN'T take place at Christmas time?
 - Planes, Trains, and Automobiles
 - Ernest Saves Christmas
 - Reindeer Games
 - Home Alone
- 2) What's the actual title of the 2000 Jim Carrey mega-hit 'Grinch' movie?
 - The Grinch Stole Our Christmas
 - The Grinch Who Stole Christmas
 - How the Grinch Stole Christmas
 - Why the Grinch Stole Christmas
- 3) What was the name of the little son of Bob Cratchit in the movie and/or Disney adaptations of "A Christmas Carol"?
 - Tiny Tim
 - Tiny Frank
 - Wee Willy
 - Wee Todd Didd
- 4) Which actor's face is actually behind the happy face
 
 - Sir Anthony Hopkins
 - Chevy Chase
 - Bill Murray
 - John Candy
- 5) Which word(s) can't be used before the word 'Christmas' to complete an actual movie title?
 - The Night Before
 - The Night After
 - White
 - Black
- 6) Which of the three ghosts in 1988's "Scrooged" appeared to be a huge grim-reaper like being?
 - Ghost of Christmas past
 - Ghost of Christmas present
 - Ghost of Christmas future
 - Trick question - none were
- 7) In which action movie do we see a sign saying "Now I have a machine gun. Ho ho ho"?
 - Lock, Stock, and Two Smoking Barrels
 - Lethal Weapon
 - Reindeer Games
 - Die Hard
- 8) What was the name of the angel that helped James Stewart in "It's a Wonderful Life"?
 - Jessie
 - Beelzebub
 - Joe
 - Clarence
- 9) In which action movie does a cop get a Christmas present of some plastic toy handcuffs and a plastic police badge?
 - Lock, Stock, and Two Smoking Barrels
 - Lethal Weapon
 - Reindeer Games
 - Die Hard
- 10) Which movies (or their movie posters) are the three images that make up the following graphic?
 
 - Christmas Vacation
 - Miracle on 34th Street
 - The Grinch (2000)
 - The Santa Clause
 - It's a Wonderful Life
 - Santa Who?



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ARTICLE



Discover tomorrow's Chambers disasters..... Today!!

Written by a Wise Old Bird

Aries

Soon, through no fault of your own, you will catch someone underlining words in The Chambers copy of The White Book. It's just one of those signs, you know? Before the Apocalypse.

Taurus

Be prepared for an unpleasant discovery when you enter chambers. It may be something trivial and then again it may be catastrophic, such as during the night, your senior clerk has been visited by the nostril hair fairy.

Gemini

Today you will realize that you've always wanted to have the biggest ball of pink string in the Temple, and will start collecting odd bits of ribbon at every opportunity. Eventually, you will make it into the Guinness Book of World Records.

Cancer

Neptune in your sign this month will bless you with a dazzling persona. People will begin complimenting you on how clean your trolley is. You will find this strangely irritating.

Leo

The world will be dim and grey, and cold. QC's & Senior Clerks will claw at you from the edges of the world, and deep cold water will rush by in rivers without names. Either that, or you'll get chewing gum stuck to your shoe. (Sometimes these things are hard to predict.)

Virgo

Confucius said "Choose a job you love, and you'll never work a day in your life." Confucius was a Harvard man, you know, with a huge trust fund. He certainly never "worked" a day, himself. However with your sign I wouldn't take what he said too literally!

Libra

With the Moon Rising in Uranus, you are being watched. Act casual (i.e. pretend you are wearing blue jeans and a t-shirt).

Scorpio

In one of those amusing misunderstandings that often happen due to bad phone connections, you will show up at court with something unexpected. If you stop and think about it, you'll realize that it isn't that likely someone would say "It may be cold, so be sure to bring a goat."

Sagittarius

Stay home today, with the curtains drawn and the door locked. Trust me on this one.

Capricorn

With Venus and Pluto against each other this month, don't worry about your hair. It's your breath that makes the other clerks look at you like that.

Aquarius

Your Senior Clerk will be a twit, this month. That's ok, though — it's what he's paid for.

Pisces

Time to do something about your Senior Clerks high blood pressure. Have you tried leeches?

How to be Happy

Are you happy in your work? With hundreds of distressed and desperately unhappy lawyers and support staff calling LawCare's helpline each year, it's easy for us to assume that all those working in legal practise are struggling with stress, drinking to blot out the pain, or being made miserable by office bullies.

Does legal practice make you unhappy? Are you struggling to balance the competing demands on your time being made by different members of your Chambers? Are expectations of what you can achieve unrealistic? Do you feel unappreciated for all the hard work you do?

Whatever the reason, surveys seem to show that those working in the law are less satisfied with their work and their lives than the rest of the population. In one US poll, seven out

of ten respondents said that they would not be a lawyer / work in the law if they could start their lives over again.

Of course, sometimes it's natural and normal to be unhappy sometimes. If you've suffered bereavement, if you're dealing with chronic pain, or relationship

difficulties, then no amount of trying to force you to smile is going to raise your mood. If you're under stress, then it is also quite natural and normal to be short-tempered and unhappy, but the most important factor in restoring your happiness is likely to be dealing with this

stress. However, if your unhappiness and listlessness seem to be lasting a long time, or are unrelated to a recent traumatic event, see your GP in case this is a symptom of clinical depression.

So these factors aside, how can you increase your sense of happiness and wellbeing? An Australian survey showed that the two things essential for mental wellbeing are personal autonomy (the ability to make decisions for yourself), and social connection (having key people in your life, primarily family and community groups).



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...continued from page 24

The Lawyer magazine, in conjunction with YouGov, asked over 2,000 lawyers what would make them happier at work. 82 per cent of Associates identified that flexible working schemes were the best way to keep them happy. And higher pay doesn't necessarily make for happier employees either - a third of men and 45% of women said that they would take a pay cut in return for a better quality of life and better work/life balance.

A US survey, recently quoted by the American Bar Association, showed that men are 25 percent happier at work than women and 8 percent happier at home. They are also 35 percent more likely than women to take breaks "just to relax" and 25 percent more likely to take breaks for personal activities. Women, who often feel that the obligations of housework and childcare fall on them, are far less likely to take breaks for themselves, and this perhaps leads to their lower happiness score.

The survey also reported that:

- Sixty-eight percent of happy people take breaks during the work day, compared to 41 percent of unhappy people.
- Eighty-nine percent of happy people leave work at a reasonable hour, compared to 49 percent of unhappy people.
- Ninety-three percent of happy people take holidays, compared to 79 percent of unhappy people.

There is no reason to believe that these statistics are not just as applicable in the Clerks room as in any other part of Chambers. So how can you be happy? Ensure you have the best personal autonomy you can achieve and good social connections. Make time to take breaks, both at work and at home. Leave work at a reasonable time and take holidays. Don't just ignore this issue – identify and deal with the causes of stress in your life, at work and at home. Don't drink too much (alcohol is a depressant) and see your GP if your unhappiness is lingering or overwhelming.

And if that still does not work, LawCare offers free and completely confidential advice and support by way of a 365 day a year helpline:

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Movie Quiz Answers

Answers from Movie Quiz Page 20

- Which movie DOESN'T take place at Christmastime?
A: Planes, Trains, and Automobiles
- What's the actual title of the 2000 Jim Carrey mega-hit 'Grinch' movie?
A: How the Grinch Stole Christmas
- What was the name of the little son of Bob Cratchit in the movie and/or Disney adaptations of "A Christmas Carol"?
A: Tiny Tim
- Which actor's face is actually behind the happy face on this movie-poster detail?
A: Chevy Chase
- Which word(s) can't be used before the word 'Christmas' to complete an actual movie title?
A: The Night After
- Which of the three ghosts in 1988's "Scrooged" appeared to be a huge grim-reaper like being?
A: Ghost of Christmas future
- In which action movie do we see a sign saying "Now I have a machine gun. Ho ho ho"?
A: Die Hard
- What was the name of the angel that helped James Stewart in "It's a Wonderful Life"?
A: Clarence
- In which action movie does a cop get a Christmas present of some plastic toy handcuffs and a plastic police badge?
A: Lethal Weapon
- Which movies (or their movie posters) are the three images that make up the following graphic?
A: Miracle on 34th Street
The Grinch (2000)
The Santa Clause



Did you get them all correct?

Christmas Quiz Answers

How did you do? According to the "experts" a score of over 30 is pretty good.

- Who wrote the song 'Auld Lang Syne'?
A: Robert Burns
- How many square metres are there in a hectare?
A: 10,000
- What famous woman was nicknamed 'The Iron Lady'?
A: Margaret Thatcher
- Who won the Women's Doubles title in the French Open 2010?
A: Serena and Venus Williams
- How many rings does Saturn have around it?
A: Seven (7)
- How many strings does a standard Spanish guitar have?
A: Six (6)
- Who wrote the story of Pinocchio?
A: Carlo Collodi
- What was the name of Adolf Hitler's mistress?
A: Eva Braun
- Which of the five senses develops first?
A: Smell
- During which year was the National Lottery introduced in Great Britain?
A: 1994
- What are the three primary colours?
A: Blue, red and yellow
- Is hot air lighter or heavier than cold air?
A: Lighter
- Who was the President of the US at the beginning of the 20th century?
A: William McKinley
- What was the name of the actress that John McEnroe married?
A: Tatum O'Neal
- In which ocean is Hawaii situated?
A: The Pacific
- Which star sign is represented by the twins?
A: Gemini
- Which year did Cliff Richard release his song entitled 'Mistletoe and Wine'?
A: 1988
- How many carats are there in pure gold?
A: Twenty-four (24)
- Which town did the Pied Piper rid of rats?
A: Hamelin
- Who wrote 'The Little Mermaid'?
A: Hans Christian Andersen
- What is the name of the man who invented the computer mouse?
A: Doug Englebart
- What was the title of Queen's first US hit single?
A: Killer Queen
- Which acid can be found in vinegar?
A: Acetic acid
- In which country were the 2008 Olympic Games held?
A: China
- Which South American country was named after the Italian city of Venice?
A: Venezuela
- What was the name of Connie Booth's character in the sitcom 'Fawlty Towers'?
A: Polly
- What type of food is manchego?
A: Cheese
- In 1992, who did the Princess Royal (Anne) marry?
A: Timothy Lawrence
- What is a cowslip?
A: A flower
- In which US state is Sky Harbour International Airport located?
A: Arizona
- What is the name of the boy in the Jungle Book?
A: Mowgli
- Which group of Europeans are believed to have first entered America?
A: The Vikings
- What is a Macaw a type of?
A: A parrot
- Which celebrity is rapper Jay-Z married to?
A: Beyoncé
- How many stars and stripes are there on the American flag?
A: 50 stars and 13 stripes
- In the cartoon, what is the name of the bird that Sylvester chases?
A: Tweety Pie
- Who plays King Arthur in Monty Python and The Holy Grail?
A: Graham Chapman
- Which two letters are worth the most in the board game Scrabble?
A: Q and Z
- In the British series of the Apprentice, who are the candidates trying to impress?
A: Lord Alan Sugar
- Which famous artist cut off part of his own ear?
A: Van Gogh

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