

5 Ways to Ruin Your Business

By [Melissa Dewey Brumback](#)

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While the goal on [my construction law blog](#) is to help your construction, architecture, or engineering practice thrive, sometimes it's best to demonstrate by example of what not to do. This list is good for any business, not just those in the construction field.

1. Don't bother [running a credit report](#), Google check, or otherwise investigating who you will be doing business with. If you do check references, only call the cousin they listed, because a credit reporting service might cost money. (Can you say penny wise and pound foolish?).
2. Don't talk about costs, estimates v. fixed fees, and extras up front. Wait until they get the bill and complain to have that conversation. (It's much less awkward then!).
3. Don't bother to train your staff or even tell them who the important clients are-- let them treat your most important customer like an annoying telemarketer.
4. Don't bother to keep [organized documentation](#) on projects. Only lawyers worry about those details. (And you, when you get sued or audited).
5. Don't answer written communications in writing-- a phone call [or handshake](#) is all that is necessary. (Who needs "proof" when you go to court? The jury will believe you over the written documents, right?).

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