

CONTENTS

Introduction, 1
The world of smoking guns

Chapters



Loose Cannons, 9
Traits that breed smoking guns



Rules of Engagement, 31
How “the other side” invades your fortress



E-mails and E-files, 59
The electronic world of smoking guns



The “Other” Breeding Grounds, 89
Beyond E-mails and E-files
Part One: Communications, 92
Part Two: Risk Management, 111
Part Three: Employment, 132
Part Four: Infrastructure, 141



The Paper Shuffle, 147
Managing the “paper trail”



The Privacy Trap, 163
Guarding your customers’ personal data

7	Accessing Company Secrets, 173 <i>“Password” to gold</i>
8	The Attorney-Client Privileged Communication, 187 <i>Last bastion of secrecy</i>
9	Crisis Management, 203 <i>When it all “hits the fan”</i>
10	Lessons Learned: Managing PR, 225 <i>Avoiding “foot-in-mouth” blunders</i>
11	Feeling the Pain, 243 <i>Punitive damages and the smoking gun connection</i>
12	Act Now or Pay Later!, 263 <i>Document retention...and more</i>
	Epilogue, 285
	About the Author, 289
	Index, 293