

FROM YOUR CHAPTER PRESIDENT,

Julia Strickland...



How do I determine the top and bottom of plain white copy paper?

Will our offices be closed for Spring Break?

Do these questions sound familiar to you in your role as a Legal Administrator? We try to control the tone of our voice and facial expressions so we can respond to “unique” questions like these in a professional manner. Then, once the employee is out of earshot, our impatience with the question causes us to roll our eyes or even repeat the exchange to another coworker for a laugh. Yes, we have all been there.

Impatience is an emotion that can overtake our thoughts; a spontaneous reaction caused when an employee reduces us to a lower level than we are accustomed. We must learn to seize that moment when impatience starts to build and recognize that these types of questions are not a test of our knowledge. We, as Legal Administrators, are leaders. Leaders must turn that moment into an opportunity to listen to that employee. Although the question may seem basic and non-important, that is the moment that the employee is touching you as a leader. ***Be in the moment*** and you both can find a higher level than impatience could ever take you.

Julia



Skyline view of Little Rock, Arkansas

ALA Arkansas Chapter-FEBRUARY Meeting

Where: The Little Rock Club
Regions Bank Building, 30th Floor
Little Rock, AR

When: February 10, 2010

Lunch: 11:30 a.m.

Meeting: 12:00 Noon

Topic: Social Media
Speaker: Allen C. Dodson
(See article p. 3)



Note: Validated parking in the Regions Bank Building parking deck.

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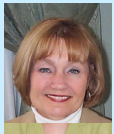
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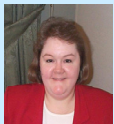
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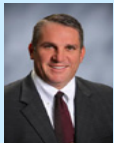
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Membership in Association of Legal Administrators offers opportunities for:

**Knowledge sharing and networking opportunities (locally, regionally, nationally and internationally)*

**Professional recognition*

**Chapter and leadership support (substantive educational tools, idea exchanges and workshops to educate chapter leaders)*

**And a whole host of resources and opportunities for professional development*

For more information, read more [about ALA](#) or contact Angelia Hadden at ahadden@fec.net.



We value your comments/suggestions and even your submissions! This is your newsletter! If you would like to make a suggestion that would enhance the newsletter or would be willing to write an article for the newsletter, please e-mail Mary Coney, Newsletter Editor at mary.coney@arkansas.gov. The Legal Link editorial team consists of Pat Campbell and Julia Strickland. Clip art located in this newsletter is furnished by www.fotosearch.com.

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Social media is a really hot topic right

now. Find out what "social media" encompasses and how you can legally deal with employees who abuse social media in or outside the workplace. Can social media be used in the hiring process? How much privacy should an employee expect in the workplace? Come prepared with any questions you might have regarding this newest technology/internet challenge.

Allen Dobson, an attorney with Cross Gunter, will speak to us about social media.

See you next Wednesday at 11:30 am at the Little Rock Club

ALA Announces 2010 Webinar Schedule Mark Your Calendars!

March 17, 2010 [Law Firm Innovation: Will You Lead or Follow?](#) *Speakers: Gary and Catherine Mitchell of GEM Communications*

April 21, 2010 [Administrator's Role as Coach in a Multi-Generational Workplace](#)

Speakers: Judy Hissong and Camille Grabowski

May 19, 2010 [The Social Networking Revolution](#) *Speaker: Ross Fishman*

June 16, 2010 [The Keys to Develop and Implement the Firm's Dreaded Strategic Plan](#) *Speaker: John Remsen*

July 21, 2010 [Legal Risks to Assessing Candidates by Social Network Sites](#)

Speaker: Shelly Freeman, J.D., HROI

August 18, 2010 [Law Firm Profitability Enhancement](#) *Speaker: Richard Turnbow*

September 15, 2010

[Electronic Records Management: How to Manage your ESI in the 21st Century](#)

Speaker: Dana Moore

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ALA'S 2010 ANNUAL CONFERENCE



Mark Your Calendars!
**Annual Conference &
 Exposition**

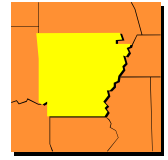
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**May 3-6, 2010
 John B. Hynes Memorial
 Convention Center
 Boston, Massachusetts**

WHAT'S NEW???

From Around the State...



The Arkansas Chapter announces its 2009-10 Board of Directors:

President:	Julia Strickland
President-Elect:	Bev Eberle
Vice President:	Nancy Collins
Treasurer:	Carol Minor
Secretary:	Bonnie Vickery
Director:	Kathy Cagle
Director:	Gina Richburg

The following members will serve as Chairs of committees:

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Education:	Nancy Collins
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BONNIE VICKERY—FEB 22

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Have you ever said something that you regretted before you even finished saying it? Probably some of the worst fights between husband and wife are because of this very thing. Someone once said talking to your mate is like driving a car. With a car, you start your engine, put it in gear and drive. Conversing with your mate— you start your brain before putting mouth in gear and speak. For instance—————

MAN ASKING his wife what she wanted for Valentine's Day. It warmed his heart to see her face melt in sweet appreciation. She replied, "Somewhere I haven't been in a long time!" His reply—"How about the kitchen?" That's when the fight started.

MY JOB is stressful. And sometimes it kind of gets to me. Driving to work thinking about all that was going on, I rear-ended a car. There we were, in the middle of the morning traffic rush, sitting on the side of the road when the driver gets out of his car and comes back to mine. He was a Dwarf. He walks up to me and says "I am not HAPPY!" I look down at him and reply, "Well, then which one are you?" Not good, cause that's when the fight started.

OUR LAWN broke and I kept putting off buying another one. One day arriving at home, I found my wife sitting in the tall grass with a pair of scissors cutting the grass. After watching for a moment, I went into the house and returned with a toothbrush. Handing it to her, I said, "When you finish cutting the grass, you might as well sweep the driveway." The doctors say I will walk again but I'll always have a limp.

Happy Valentine's Day

CLM??????

DID YOU SAY WHAT IS A CLM? WELL, "CLM" STANDS FOR CERTIFIED LEGAL MANAGER.

DID YOU SAY YOU WANT TO BE ONE? LET ME SHOW YOU AN EASY WAY TO BECOME A PERFECT LEGAL MANAGER IN A VERY SHORT TIME.

Full Course Ahead to Certification.....

Fulfill *ALL* of Your Certified Legal Manager (CLM)SM Application Education Requirements at ALA's 2010 Annual Conference in Boston!

Are you planning, thinking, or perhaps just dreaming about becoming a Certified Legal Manager (CLM)SM some day? That dream may become reality sooner than you think, for you can now complete ***ALL*** of your general education credits requirements at this year's Annual Conference!

ALA's Annual Conference in Boston offers a full menu of courses specifically designed to allow you complete all 10 hours of the education required of everyone applying to take the CLM exam.

Whether you are a Principal Administrator or a Functional Specialist*, such as an HR Manager, Financial Manager, etc., with a bit of planning you can fulfill:

A **100%** of the educational requirements required of *all* applicants in each of the five Management Categories

Scads of education that fulfill the additional 15 hours required of Functional Specialists

And all the education you earn in Boston in 2010 is good for 24 months!

THIS IS SOMETHING YOU DON'T WANT TO MISS OUT ON!!!

To help manage and maximize your schedule, check out the **CLM Course List on page seven.**

2010 ALA ANNUAL CONFERENCE CLM COURSE LIST

Date	Time	Code	Title	Minutes	Management Category
Monday 5/3/2010	8 – 9 a.m.	CM10	Keynote Address - Fun Works! The Power of Humor in the Workplace	60	Organizational Development Skills
	10:30 – 11:45 a.m.	OM10	Time Management in the Electronic Age	75	Self-Management Skills
	2:15 – 4:15 p.m.	CM13	Writing to Influence Outcomes	120	Writing Skills
	4:30 – 5:30 p.m.	CM14	Being Smart Isn't Enough – Business Etiquette that Builds Positive Relationships	60	Self-Management Skills
Tuesday 5/4/10	8:00 – 10:00 a.m.	CM20	Seize the Day, Not the Podium	120	Communication Skills
	8:00 – 9:30 a.m.	CM21	Developing Your Leadership Roles	90	Organizational Development Skills
	11:00 a.m.-12:15 p.m.	CM22	Immunity to Change- How to Overcome It	75	Self-Management Skills
	2:30 – 4:30 p.m.	CM23	Developing Authentic Leadership for Professional Success	120	Organizational Development Skills
Wednesday 5/5/10	8 – 9:30 a.m.	CM33	Brezina Memorial General Session - The Adventure of Change: Timeless Certainties for Uncertain Times	90	Self-Management Skills
	10:45 a.m. – 12:00 p.m.	FM30	Financial and Operational Dashboards	75	Information Technology
	10:45 a.m. – 12:15 p.m.	CM30	Safe Stress!	90	Self-Management Skills
	10:45 a.m. – 5 p.m.	CM31	Leading and Managing Change and Alignment in the Law Firm	255	Organizational Development Skills
	10:45 – 12:15 p.m.	HR30	Communicating Benefits to Reach and Engage Employees	90	Communication Skills
	2:15 – 3:30 p.m.	HR34	Changes in Latitudes, Changes in Attitudes	75	Self-Management Skills
	2:15 – 5 p.m.	CM32	Effective Negotiation Techniques	150	Organizational Development Skills
	2:15 – 5 p.m.	OM32	Excelâ: PivotTables and PivotCharts	150	Information Technology
Thursday 5/6/10	8 – 9:30 a.m.	CM40	Hey You! Listen Up!	90	Communication Skills

Annual Conference is always a great opportunity to make new connections, deepen existing ones, and get useful and timely education you can take back to the job. This year's Annual conference also a great place to start on your path to certification. And once you've fulfilled all your education requirements for the CLM application, you're nearly there!

So start planning now. Exams are being offered in the fall in Dallas, San Diego and Philadelphia on September 30, 2010 (application deadline of August 12, 2010), or perhaps you have your eye on the May 22, 2011 annual conference in Orlando (application deadline of March 31, 2011).

Whatever exam date you're planning for, you won't want miss this opportunity to start the application process in Boston, and *finish it there too*.

*see page 17 of the CLM Information & Application Packet at www.alanet.org/clm

About the author: Sue Powers is ALA's Education Staff Writer and Program Administrator. You can reach her at spowers@alanet.org.

Please join me in welcoming

CATHY DILLE

To the Arkansas ALA Chapter

Cathy has attended several Meetings and she is Now recognized by The National ALA group As a full-fledged member.

Welcome, Cathy

NEW AND ALMOST NEW MEMBERS WELCOME TO THE ARKANSAS CHAPTER OF THE ALA

The Association of Legal Administrators' mission is to:

- Promote and enhance the competence and professionalism of all members of the legal management team;
- Improve the quality of management in law firms and other legal service organizations; and
- Represent professional legal management and managers to the legal community and to the community at large.

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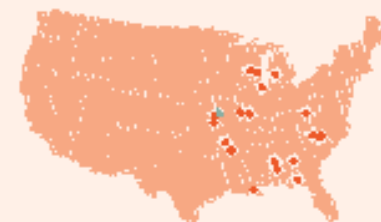
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