

The Legal Link

August 2011



Published by the Arkansas Chapter of the
Association of Legal Administrators



The Legal Link

August 2011

**President's
Message**
by
Bonnie Vickery



"I am your biggest supporter"

Most of us have heard this statement or even said it to a dear friend or someone we care about. As I was growing up, my parents told me often that they were my "biggest supporter." It is a comforting statement to make and says a lot when you say it to a friend who needs encouragement or reassurance. They instantly know that you are on their side and will look out for them when needed.

"I am your biggest supporter" makes me think of our ALA business partners. Business partnerships are built over time while we progress in our careers. We learn about their products through meetings, social events, and annual sponsorships. Business partner relationships are important connections and resources as we conduct our jobs, plan for the future, and build our knowledge about product changes and trends. Building future business partner relationships can help us when we need an additional product or service.

Our business partners support us on an annual basis. Through their sponsorships, we are educated to help our firm stay current with changing technology and products. They support us as often as we call on them to help with special events throughout the year. They are our "biggest supporters."

Take the time to listen and learn when our business partners have a new product to share. Develop a one-on-one relationship with our business partners. Thank them for their time and investment with ALA. We are among their "biggest supporters."

Arkansas Chapter August Meeting

Where: The Little Rock Club
Regions Center, 30th Floor
Little Rock, AR 72201

When: August 10, 2011

Lunch: 11:30 a.m.

Meeting: 12:00 Noon

Topic: Exempt v. Non-Exempt - Can
You Pass DOL Scrutiny?

Speaker: Kathlyn Graves of
Mitchell Williams

Notes: Validated Parking
Regions Parking Deck



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Editor's Comments

This edition of The Legal Link is dedicated to our business partners in appreciation of their continued support of ALA! Nancy Collins' article discusses the importance of our relationships with our business partners and things both legal administrators and business partners can do to develop and enhance these relationships. The newsletter also offers sources our business partners may subscribe to or participate in at the national level which may also benefit them.

Please join us for our monthly meeting on Wednesday, August 10 when Kathlyn Graves, an attorney at Mitchell Williams, will discuss exempt versus non-exempt employees and issues the Department of Labor reviews to determine whether employees are properly classified.

Check out Carol Minor's member profile to learn more about Carol and how she got involved in legal management.

Special thanks to Steve Brooks of Fox Images for photographing the Arkansas River and the Little Rock skyline and permitting us to use the cover photo for our newsletter.

ATTENTION

**DO YOU HAVE SOMETHING TO SAY? VOICE YOUR OPINIONS!
RECORD YOUR THOUGHTS AND WEIGH IN BOLDLY ON THE
ISSUES THAT MATTER TO LEGAL ADMINISTRATORS!**

What's in it for you? Legal administrators gain credit which could allow them an opportunity to win a full scholarship to an annual or regional conference. Business partners get more exposure before the legal community. Email articles to smith@amhfirm.com.

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ARKANSAS CHAPTER OFFICERS AND DIRECTORS APRIL 2011 - MARCH 2012



Bonnie Vickery
President
Mitchell Williams
(501) 688-8800
bvickery@mwlaw.com



Terri Dickinson
President-Elect
Barber, McCaskill,
Jones & Hale
(501) 372-6175
tdickinson@barberlawfirm.com



Vivian Koettel
Vice President
Williams & Anderson
(501) 372-0800
vkoettel@williamsanderson.com



Carol Minor
Treasurer
Lax, Vaughan, Fortson,
Jones & Rowe, P.A.
(501) 376-6565
cminor@laxvaughan.com



Donna Blacklaw
Secretary
Robinson, Staley,
Marshall & Duke
(501) 374-3818
Dblacklaw@rsmd.com



Nancy Collins
Immediate Past President
Mitchell Williams
(501) 688-8847
ncollins@mwlaw.com



Angela Falco
Director
Watts, Donovan & Tilley
(501) 372-1406
angela.falco@wdt-law.com



Cathy Dille
Director
Dover Dixon Horne
(501) 375-9151
cdille@ddh-ar.com



National President
Karen D. Griggs, CLM
Baker Sterchi Cowden & Rice
Kansas City, Missouri
(816) 471-2121
griggs@bscr-law.com



Region 4 Director
Toni Beasley
Andrews Kurth LLP
Austin, Texas
(512) 320-9235
tbeasley@AndrewsKurth.com



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Arkansas Chapter

Celebrating 30 Years
1981 - 2011



Come Join Us!

Membership in ALA offers opportunities for:

- Knowledge sharing and networking opportunities (locally, regionally, nationally, and internationally);
- Professional recognition;
- Chapter and leadership support (substantial educational tools, idea exchanges, and workshops to educate the chapter leaders); and
- A whole host of resources and opportunities for professional development.

For more information, check out ALA's website at www.alanet.org or contact Bonnie Vickery at bvickery@mwlaw.com.

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Celebrating **40** YEARS 1971 - 2011

Thank you
to all ALA members and business
partners who have made this
organization so special!



Your connection
to knowledge, resources and networking

ALA Wall of Presidents

Business Partner Recognition

Platinum Partner

Ivize

Gold Partners

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Partners

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Bancorp South Insurance Services, Inc.
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Flynn Legal Services
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LexisNexis
Plantation Services
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Xerox Corporation

Friend & Supporter Partners

Arkansas Office Products
Pettus Office Products
Regions Insurance

**The Arkansas Chapter of the
Association of Legal Administrators
would like to thank its Business Partners for their support.**

Silver Partnership and Friend & Supporter opportunities are still available.

Please contact Carol Minor at cminor@laxvaughan.com or Bonnie Vickery at bvickery@mwlaw.com for more information on how your company can benefit from partnering with our chapter.



Trust: A Two-Way Street

by

Nancy Collins

I have had the privilege and more than my share of good luck to have been associated with the same law firm for 30 years and have been an ALA member for all of that time. I am proud of both of those associations.

During those 30 years, I have seen dramatic changes in the delivery of legal services—most noticeably in the technology now available to us and the resulting high expectations of our clients.

FOCUS ON CLIENT SERVICE

It is no longer enough to be a good lawyer—there are a lot of good lawyers. It is all about delivering outstanding client service. It is all about developing a good relationship with the client. It is showing the client that you care about his business.

Surveys show that the most common complaints that law firm clients have about their lawyers are that the lawyer:

- Doesn't return phone calls in a timely manner
- Doesn't know the client's business
- Doesn't devise creative solutions to client problems
- Doesn't anticipate client needs

These are service issues. The client assumes the lawyer has the ability to do the job. Keeping the client business is all about client service and the relationship with the client.

As is true of the ties between lawyers and their clients, the ties between business partners and their law firm clients have become a relationship business.

It is really not about selling. Rather, it is about the business partner building a relationship with its clients. Business partners can become trusted advisors who bring continuing value

firms. Administrators and business partners need to work together to be successful.

Just as lawyers serve their clients, administrators serve their lawyers, and business partners serve the administrators and their law firms. All of this is held together by the relationships between these entities. The glue to building any lasting relationship is trust.

Trust is developed over time by consistently doing the right thing. So, what are the "right things" that develop trust?

1. View the relationship in the long term – building a lasting relationship takes time.

Ask questions and listen to what administrators say they want and need. A business partner who is a listener and problem solver is on the road to developing a long-term relationship.

The business partner deserves well thought out answers to his/her questions. Administrators should volunteer as much information about their firm as possible to get the best help from the business partner.

2. Always treat each other respectfully and professionally.
3. Business partner, know your product or service; administrator, know your firm.

Be prepared to take the time to share your knowledge and demonstrate how a product or service will help the administrator arrive at a successful conclusion. Respect each other's time.

Business partners can become trusted advisors who bring continuing value to the relationship with the administrators and their law firms.

Cont. on next page

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Trust — A Two-Way Street

Cont. from page 8

4. Develop good listening skills.

Ask questions to gather the necessary information the first time. Make eye contact as it signals the other person that you are engaged in the conversation.

5. See yourself as a consultant.

It is vital to know the legal market, including the practice areas, culture, and management styles of the firms you are working with or want to work with. A business partner gains immeasurable credibility if solutions are tailored to fit the legal industry, generally, and the firm, specifically.

6. It's not about the sale.

Trusted advisors don't have to sell; they advise.

7. Make the administrator look good.

Business partners can help the administrator respond quickly to problems that develop, assist with creative financing options, and develop a successful implementation plan.

8. Understand the power of an unhappy client.

There is an old restaurant adage that a satisfied customer might tell one or two people about a positive experience, but when things go wrong and the customer is unhappy, that customer will go out of their way to tell about the bad experience.

Our lawyers are acutely aware of keeping the client happy. Administrators are acutely aware of keeping the lawyer happy. As part of the team, business partners must be prepared to keep the administrator and the law firm happy.

Trust is developed over time by consistently doing the right thing.

9. Be a promise keeper.

Don't over promise. This goes for both business partners and administrators. If you determine that you can't do what you said you will do, call as soon as possible. Things don't go right 100% of the time, and we all understand that. Let the other party know of the unexpected problem or the new time deadline.

Just as there are trust builders, there are also trust breakers. Here are a few:

1. Don't play the blame game.

When something goes wrong, take responsibility and do everything possible to take corrective action. Likewise, administrators should not jump to conclusions too quickly. Give the business partner time to get the problem worked out. In a relationship of trust, the business partner and administrator work as a team to find a solution.

Some projects require several business partners to work together to get the job done. When things go wrong, it is instinctive to blame another party. This does not solve and instead delays resolving the problem. Don't play the blame game.

2. It's a marathon, not a sprint.

Building trust means you are in the relationship for the long run. In return, administrators need to reward those enduring relationships.

3. Failure to fully disclose all aspects of the product or service.

Both parties have a responsibility to thoroughly review all aspects of the transaction. If in doubt, a trial run might be in order. This is a small price for a successful outcome.

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Trust — A Two-Way Street

Cont. from page 9

4. Presenting “cookie cutter” solutions.

Most law firms know when they need specialized solutions and accept the fact that they are going to have to pay more for customized services and products. Most lawyers and administrators are more interested in getting a right solution than a cheap solution.

On the other hand, some problems lend themselves to “cookie cutter” solutions. A successful business partner recognizes the difference.

CONCLUSION

A strong relationship between a law firm and a business partner is one in which both the law firm and the business partner learn from one another. One where they treat each other respectfully and fairly. This takes effort on both the administrator’s part and the business partner’s part. Both the administrator and the business partner have to be willing to give to make the relationship work. We all benefit in the long run.

Biography

Nancy Collins is the Director of Administration for Mitchell Williams. Nancy has been a legal administrator for 30+ years and still learns something new every day. Nancy has held various positions at the chapter level. Regionally, she has served as a Region 4 officer, was a member of the Regional Nominating Committee, and helped plan two regional conferences. Nationally, she has participated on two Annual Conference committees and also on the Association Nominating Committee.



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ALA MEANS BUSINESS

To better serve the needs of business partners and help them learn more about the Association, its members, and the various opportunities available to connect with decision makers, ALA offers complimentary subscriptions to ALA Means Business. Register at <http://www.alanet.org/resourceforvendors/vendornews.com>.

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ALA - ESTABLISHING MUTUALLY BENEFICIAL RELATIONSHIPS WITH BUSINESS PARTNERS

ALA is grateful for the support of legal industry consultants, suppliers, and vendors (hereafter “business partners”). **Business partners provide vital services and organizational support to our legal organizations.** In recognition of that, ALA has prepared guidelines and objectives to further enable ALA chapters and members to develop and enhance productive work relationships with its business partners.

ALA requires members to adhere to high ethical standards and establish professional ethics. While business partners are individual entities, practices and actions of business partners may impact or reflect on ALA and its members.

ALA encourages business partners to:

- Commit to open, honest, and ethical interaction.
- Display professional conduct and avoid conflicts.
- Use due diligence and best practices.
- Educate ALA members.
- Comply with rules and regulations.
- Avoid use of ALA logo.

ALA members are encouraged to:

- Be open to new business partners and new ideas.
- Remember that a business partner’s time is valuable, too.
- Be honest about intent.
- Identify key players and decision makers.
- Treat business partners with respect.
- Notify business partners of relevant accounts payable dates.
- Give credit where due.

VALUE IN PARTNERSHIP PROGRAM (VIP)

ALA is pleased to offer an array of resources and services from nationally known companies to ALA members and their employers. Additional information about participating vendors can be found on ALA’s website.

BUSINESS PARTNER RESOURCES

Business partners are invited to review ALA’s Business Partners Resources section of ALA’s website. One of the purposes of the section is to enhance working relationships and communication between business partners and ALA members. Business partner support is paramount to viability of ALA.

LEGAL MARKETPLACE

ALA’s Legal Marketplace is a venue where business partners may purchase a vendor listing in its directory. The directory allows ALA members to quickly find a nationwide list of vendors for specific products. Additional information about Legal Marketplace can be found on ALA’s website at <http://www.alanet.org>.

Question of the Month

Question:

I'd like to update my firm's Internet Usage Policy to include language addressing the use of social media tools in the law firm environment. Do you have any sample policies that are applicable to the legal industry, or something that can be tailored to fit a law firm?

Answer:

There are many Web-based resources for social media policy language, as well as thorough discussions of the issues involved in regulating social media in a business setting. Interestingly, while earlier material offered fairly strong suggestions that access to social media be prohibited at work, more recent pieces tend to take the opposite viewpoint – that access be permitted as a way to encourage collaboration. In any event, don't forget that such access must be governed by the needs of the business.

As mentioned in some of the resources provided here, review the firm's electronic communications/acceptable use policy, confidentiality policy, and any other potentially relevant policies; these may need to be updated to cover social media use, even if you develop a policy specifically to address such networks.

This Social Media Governance page links to dozens of corporate policies from both the public and private sector. IBM, Harvard Law School and Yahoo are among the entities represented. Website: <http://www.compliancebuilding.com/about/publications/social-media-policies>.

The Social Media Policies Database from ComplianceBuilding.com offers links to many policy examples; there is some overlap with the preceding site.

An article from the November 4, 2008, edition of HRHero.com, posted by a Canadian law firm, discusses social networking sites in the workplace.

A posting on <http://computersafety.wordpress.com/2008/12/13/ban-facebook-and-myspace-from-work> addresses security issues and recommends that certain social media sites be banned (or at least closely regulated).

Jaffe Associates offers a [template](http://www.jaffepr.com/about-us/industry-insight/white-papers/social-media-policy-procedures-and-social-network-policy-proc) at <http://www.jaffepr.com/about-us/industry-insight/white-papers/social-media-policy-procedures-and-social-network-policy-proc> for social media policies, with a checklist of factors a firm should take into account when developing its own policy.

The Ohio Employer's Law Blog has suggestions on [what to consider](#) when drafting a social media policy. See <http://www.ohioemployerlawblog.com/2009/06/drafting-social-networking-policy-7.html>.

LLRX.com, the Law Library Resource Xchange, posted the article "[Five Things Lawyers Should Know About Social Media](#)."

A [blog posting](#) from employment law firm Gordillo & Gordillo LLC outlines what should go into a social media policy. See <http://www.eeoattorney.com/blog/does-your-employee-handbook-have-a-social-media-policy-for-web-20>.

The blog New York Business Law has this entry on the [legal reasons](#) to have a social media policy. See <http://nylawblog.com/2009/06/legal-reasons-why-your-company-should-have-a-social-networking-policy>.

An article posted on CIO Insight, "Facebook, Twitter, and the Law: What Every CIO Should Know About Social Media," is a good discussion of some of the [legal risks](#) associated with employee use of social media. See <http://www.ciointer.com/c/a/IT-Management/Facebook-Twitter-and-the-Law-What-Every-CIO-Should-Know-About-Social-Media-136035>.

The American Bar Association published the [book](#) *Social Media for Lawyers: The Next Frontier*. This title is not on developing policies to control appropriate use, but is designed as guidance for lawyers wishing to incorporate social media into their practices.

The [ALA Management Encyclopedia](#)SM has a number of articles on technology in the legal industry.

Cont. on next page

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Question of the Month

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For guidance on one type of social media, see the material under the heading, “A Blogging Code of Conduct” in the article “Blogs: Simple + Connected + Reminded = Revolution,” by Andy Havens. The *Encyclopedia* is available at no charge to all current ALA members.

Legal Management, ALA’s educational journal, offers several relevant articles available in the online archives: “Just Being Social” (March/April 2011), “Social Media: Why Your Firm Should Join” (September/October 2010), and “Law Firms and Social Media” (August 2009).

Your fellow administrators can be excellent sources of practical information. You can post your question to ALA’s online member discussion forums to ask your peers for any ideas or samples they can share, and you can search for discussions on specific topics. These groups can be a great way to learn how other firms handle the same management issues your own firm is facing.

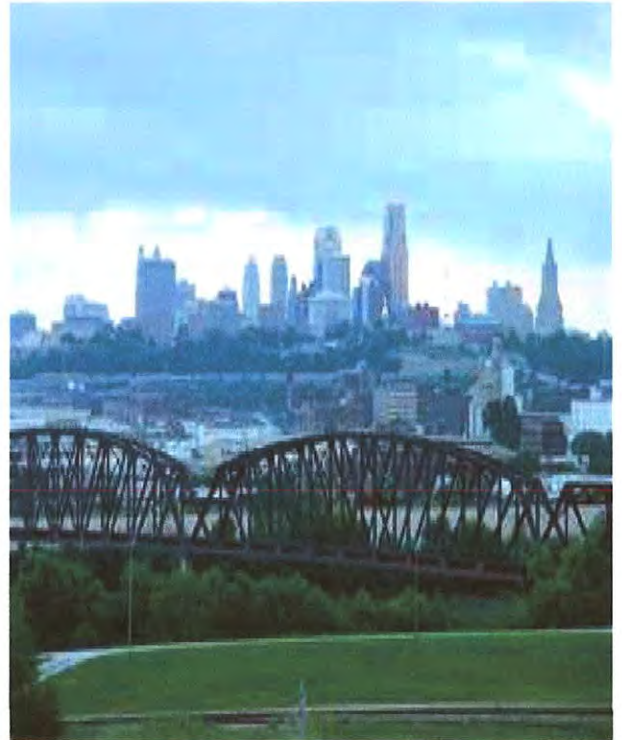
Special Note: ALA members have free access to the ALA Reference Desk. Send any question on legal management to infocentral@alanel.org. Staff will conduct personal research on each question.

The ALA Editors’ response in this study is not intended as legal advice. Readers are encouraged to seek appropriate legal and other professional advice.

Visit the Question of the Month Archives on ALA’s website to

MARK YOUR CALENDAR

**ALA Regions 3 & 4
Conference & Expo
September 15–17, 2011
InterContinental Kansas City
at the Plaza
Kansas City, Missouri**



**CONGRATULATIONS TO THE FOLLOWING SCHOLARSHIP WINNERS
TO THE REGIONAL CONFERENCE FOR REGIONS 3 & 4
SEPTEMBER 15-17, 2011, IN KANSAS CITY, MISSOURI:**

**PAULA ANDERSON, MARY CONEY, CATHY DILLE,
ANGELIA HADDEN, CAROLYN OWEN, AND DIANE SMITH**

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Innovative insightful informative



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Member Profile

Carol Minor



Except for a brief period spent as a child in Southern California, I grew up in the Mississippi River Delta in Southeast Arkansas. I began a career in the hospitality industry in 1973 at the Little Rock Convention and Visitors Bureau. After five (5) years with LRCVB, I went to work at the Sheraton Little Rock (now the Holiday Inn Presidential). For the next 15 years, I shuffled between Arkansas, Louisiana, and Texas, mainly to help open new hotels or to fill open positions in hotels owned by a management company in Lake Charles, Louisiana. I left the hotel business briefly and assisted in the opening of Hank's Fine Furniture's first store in Shreveport, Louisiana.

In 1993, I returned to Little Rock as Controller of the Camelot Hotel (now the DoubleTree). This wasn't as much of a career decision as it was that I was ready to come home.

Shortly after returning to Little Rock, I was hired as the Administrator of Horne, Hollingsworth & Parker, P.A., and, thus, began a new journey into the field of legal administration. I was with HHP for almost nine years and another year with Dover Dixon Horne PLLC after the two firms merged. Since 2005, I have been the office manager of Lax, Vaughan, Fortson, Jones & Rowe, P.A. I have found my home until retirement (and that could be a very long time)!!!

As the office manager of a small firm, I wear a lot of hats, as we all do in this field. Anything that has to do with the management of the firm and does not have to do with the practice of law is my responsibility. The attorneys and staff would say that I get the job done calmly, quietly, and with minimal drama.

I support and enjoy working with the Arkansas Food Bank in its effort to feed the hungry of Arkansas. This organization was the recipient of our chapter's CCW efforts in 2010. Everyone enjoyed packaging sweet potatoes!!


My 38-year-old son, Scott, is my favorite person in the whole world and my best friend. We share a lot of the same interests, and I love spending time with him and the rest of my family and friends. I am loyal to my friends and many of the friendships that I maintain are more than 40 years old. Country and western dancing is a pastime that I enjoy.

My idea of a perfect vacation is going anywhere or doing anything that I haven't done before. I always enjoy a good road trip where it is the journey, not the destination, that is important. A vacation that I truly enjoyed was an Alaskan cruise.

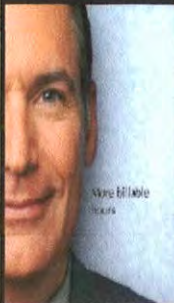


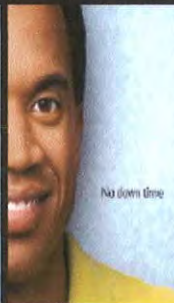
I attended my first ALA meeting before spending the first day on the job as a legal administrator and knew right away that the Association and this group of professionals were going to be vital to my career. The educational opportunities are immeasurable and have proved to be very beneficial. The friendships that I have formed both locally and nationally are some of the more special and lasting that I have.

I am currently the Treasurer of our chapter for the fifth or sixth time (not all consecutively - in case all of you accountants are gasping). I have served as the chapter President and Secretary, as well as chaired and/or served on several committees locally. I have also served on the Regional Nominating Committee.

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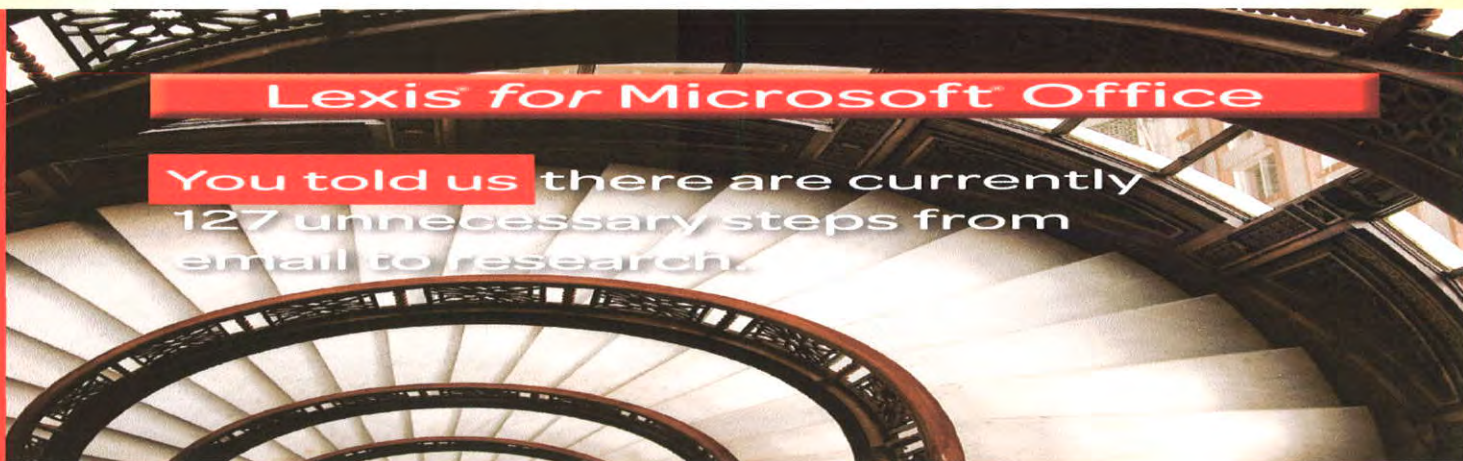
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The Extraordinary Managing Partner: Reaching the Pinnacle of Law Firm Management



Essential reading for anyone who is serving as a managing partner in a law firm or simply interested in acquiring additional understanding of what is involved in law firm management. The third in the Extraordinary Series, this book is based on research obtained from managing partners and their teams, and provides - from a variety of knowledgeable perspectives - what it takes to move beyond doing "very well" to being a highly effective and extraordinary law firm management leader.



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Arkansas Chapter

Celebrating 30 Years
1981 - 2011

The Arkansas Chapter of the Association of Legal Administrators (ALA) is celebrating its 30th birthday this year. Be sure to look for the opportunity to help us celebrate this milestone on the attached registration form.

ALA is proud to continue the Business Partner sponsorships and renewal of the sponsorship levels below.

Platinum - One @ \$1,500

Silver - Unlimited @ \$500

Gold - Two @ \$1,000

Friends & Supporters - Unlimited @ \$200

Becoming an ALA Business Partner gives you a variety of opportunities to increase the visibility of your organization's services to key decision makers within the Little Rock metropolitan-area (includes Pine Bluff) and state (Jonesboro and Fayetteville) law firms, both large and small.

ALA was founded to provide the professional legal administrators in Arkansas with support and educational opportunities. Our mission is to "promote and enhance the competence and professionalism of legal administrators and all members of the management team." The support that we receive from organizations such as yours allows us to achieve our mission and to sponsor education opportunities for our members.

A sponsorship registration form is attached. **With this registration form, you also have the option to sponsor the 30th anniversary event.** Please complete the registration form by selecting the sponsorship level you prefer, any **additional sponsorship** for the 30th anniversary event, and mail it with payment to the address provided on the registration form.

If you are a current business partner sponsor, you may renew your commitment for 2011-2012, or move to the next level before August 15, 2011. After August 15, all commitments will be considered on a first-come, first-served basis. Checks made payable to ALA must be received prior to August 30; otherwise, the level will again become available to all potential partners. (At this time, platinum and gold sponsorships have expressed an intention to renew, so only silver, friends & supporters, and 30th anniversary sponsorships are available.)

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Your connection
to knowledge, resources and networking



***ALA Registration Form:
(Business Partner Sponsor) & (30th Anniversary Event):***

Name: _____

Company: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Fax: _____

E-mail: _____

Website: _____

<i>Business Partner Sponsorship Level Check One:</i>	
<input type="checkbox"/>	Platinum - \$1,500 (one available) (Includes two tickets – 30 th Anniversary Event)
<input type="checkbox"/>	Gold - \$1,000 (two available) (Includes one ticket – 30 th Anniversary Event)
<input type="checkbox"/>	Silver - \$500 (unlimited)
<input type="checkbox"/>	Friends & Supporters - \$200 (unlimited)

<i>One Time Sponsorship -30th Anniversary Event September 2011</i>	
<input type="checkbox"/>	\$300 (one free ticket) (With the ability to purchase additional tickets)

This is how we want our name to appear on business partner boards and listings: (print clearly below)

Mail Completed Form and Sponsorships to:

Carol Minor
Lax, Vaughan, Fortson, Jones & Rowe, P.A.
11300 Cantrell Road, Suite 201
Little Rock, AR 72212
(501) 376-6565
cminor@laxvaughan.com

*Email responses will hold request until check received. Checks made payable to ALA must be received before August 30, 2011 to finalize sponsorship.
Opportunities are limited and are available on a first-come, first-serve basis!*

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ALA Calendar of Events

August 10.....	Meeting
August 17.....	Webinar Wednesday: Focus on Profitability: Revenue Based Management
Aug. 25	Flynn Technology Seminar: The Effective Use of Technology for Litigation
Sept. 14	Meeting
Sept. 15-17	Regions 3 & 4 Regional Conference, Kansas City, Missouri
Sept. 21	Webinar Wednesday: Ethics in the Wired World
Sept. 29	30th Anniversary Party, Little Rock Club
Oct. 12	Meeting
Oct. 19.....	CCW Event
Oct. 19	Webinar Wednesday: Focus on Profitability: Revenue Based Management
Nov. 9	Meeting
Nov. 1.....	Webinar Wednesday: Your Firm's Risk Insurance Needs: Professional Liability Coverage
Dec. 14	Meeting



Presents 2 Credit CLE w/Lunch from Trio's

Date/Time: August 25, 2011 - 11:00 a.m. - 2:00 p.m.
Location: Trapnall Hall
Cost: \$30

Program Description: The Effective use of Technology for Litigation

Our two hour program will provide you and your trial teams involved in litigation an overview of the benefits involved in using technology from the discovery phase of their case, all the way to the verdict. We will demonstrate how the new technologies can help you better organize your documents when preparing for trial. You will be introduced to and shown how to use trial presentation software. We will also be introducing you to the advanced applications of PowerPoint and the effective uses of these in trial. i.e. Animations, Word Art, Smart Art, movies and sound. The effective use of technology with demonstrative and illustrative evidence will also be discussed.

Education

TEST YOUR KNOWLEDGE IN PREPARATION FOR CLM “CERTIFIED LEGAL MANAGER” EXAM

1. **An asset placed in service today would be most commonly depreciated for U.S. federal tax reporting purposes using which of the following methods?**
 - (a) Alternative Minimum Tax
 - (b) Accelerated Cost Recovery System
 - (c) Double Declining Balance
 - (d) Modified Accelerated Cost Recovery System

2. **According to the Americans with Disabilities Act (ADA), when are medical examinations for potential new hires allowed?**
 - (a) Once a job has been offered, but prior to the commencement of employment
 - (b) Within 30 days of commencement of employment
 - (c) Prior to a position being offered
 - (d) When the employer doubts the applicant’s ability to perform

3. **The term “selection procedure” as used by the Equal Employment Opportunity Commission (EEOC) includes:**
 - (a) Standardized tests only
 - (b) Interviews only
 - (c) Physical examinations only
 - (d) Any procedure used as a basis for selection decisions

4. **What characterizes an effective progressive discipline procedure?**
 - (a) It includes feedback which is provided after several offenses
 - (b) It is intended to improve performance
 - (c) It is a systematic process intended to lead to demotion or termination
 - (d) It provides for informal counseling sessions

ANSWERS TO TEST YOUR KNOWLEDGE:

1. D
2. A
3. D
4. B

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Chapter Memories



Jamie Fugett, an associate at Williams & Anderson, presented a program at our July 13 meeting on time management techniques we could use to help manage stressful workloads and to accomplish critical goals.



Susan Burgess, our newest Chapter member, and Diane Smith, our Newsletter Editor, visit following the July 13 meeting.



Vivian Koettel and Bonnie Vickery listen intently as Jamie Fugett discusses techniques he uses to balance demands on his time and to assure that what must get done gets accomplished.

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HAPPY BIRTHDAY

Julia Strickland - August 2

Vivian Koettle - August 8

Angela Falco - August 12

Terri Dickinson - August 22

Marie Ray - September 1

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ALA'S MISSION

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.

ALA'S GOALS

The Association of Legal Administrators' goals are to:

Develop and deliver programs and products that will provide high-quality, competency-based education to members of the legal management team.

Improve and strengthen the flow of information to and from the members.

Enhance the services and benefits available to members.

Increase the visibility and credibility of the Association of Legal Administrators and its members in the legal community through effective marketing and communications and through partnering efforts with the bar and other law-related associations.

Retain and recruit members from all components of the legal management team.

Maintain the Association's strong economic base.

Increase diversity in the Association, in the legal management community, and in all legal service organizations.

Promote and continue an organizational structure which clearly and effectively allocates the policy and operational roles and responsibilities of volunteers and staff through Governance Policies that ensure that organizational resources are best-used to achieve the Association's Mission and Goals.



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EDITORIAL NOTES

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and Carol Minor

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