

The Legal Link

November 2011



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Association of Legal Administrators



The Legal Link

November 2011

President's Message by Bonnie Vickery



The holiday season has arrived! We are all gearing up for decorating our homes, shopping, and planning holiday meals. On top of all the personal stuff, ALA members are preparing budgets, benefits renewal, and technology upgrades. Whew, I am stressed and exhausted just thinking about it.

If you are an ALA member, you understand all the stress involved with the year-end projects for our firms. The Association of Legal Administrators at www.ala.org provides areas to assist with the stresses we encounter anytime during the year. The most recent resource is a webinar regarding how to deal with your stress. *I can hear you now... "I can deal with the stress!"* This time of the year we forget just how stressed we are and what health complications it may cause in the future.

The "Safe Stress" webinar is scheduled for viewing on November 16, 2011, at 1:00 p.m. (CST). Judith A. Hisson, CLM, will share her tools to help us recognize our stresses before they become a long-term problem. We will learn to identify the role of internal and external expectations in stress and evaluate when we are overloaded and when to ask for help.

ALA offers webinars during the year regarding all areas where we may need assistance. During 2012, webinars are scheduled January through November. As a legal administrator and ALA member, I am looking forward to learning as much as I can about how to deal with the stresses we have, and areas that will benefit my law firm. More information regarding these webinars will follow at our future Chapter meetings.

Arkansas Chapter November Meeting

Where: **The Little Rock Club
Regions Bank Building, 30th Floor
Little Rock, AR 72201**

When: **November 9, 2011**

Lunch: **11:30 a.m.**

Meeting: **12:00 Noon**

Topic: **Regional Meeting Discussion**

Speaker: **All Region 4 Conference
Attendees**

Notes: **Validated Parking
Regions Parking Deck**



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Table of Contents

Officers and Directors	4
Arkansas Chapter	5
Business Partner Recognition	7
Question of the Month.....	8
What Happened in Kansas City.....	11
Member Profile	13
Business Partner Profile	14
Test Your Knowledge.....	16
Job Coaching & Accountability.....	19
CCW Event.....	22
Calendar of Events.....	25
ALA's Mission and Goals and Editorial Notes	27

Editor's Comments

November puts us deep into fall with lots of changes. I know that many of us are deep in budgets, moving, reorganizing, all of which works with the changing of the leaves and, of course, the weather. Our November newsletter is packed with pictures of our CCW event which was held on the 19th of October at the Arkansas Rice Depot. Make sure to read Donna's article about the great time that was had that day. It was obvious that some memories were created during the event as well as some wonderful relationships.

As we all begin to gear up for the upcoming holiday season, take time to sit back and relax as you read the different articles. Business World was our Business Partner Profile this month and Stephanie shares some wonderful events from her life as well as our Member Profile by Cathe Dille. I never knew some of the wonderful things she has done in her life.

Our December ALA Meeting should be a great time, so mark your calendars now to make sure you attend. Dirty Santa. Last year was a scramble to the finish to see what gift was finally in your hands to take home.

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@rsmid.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



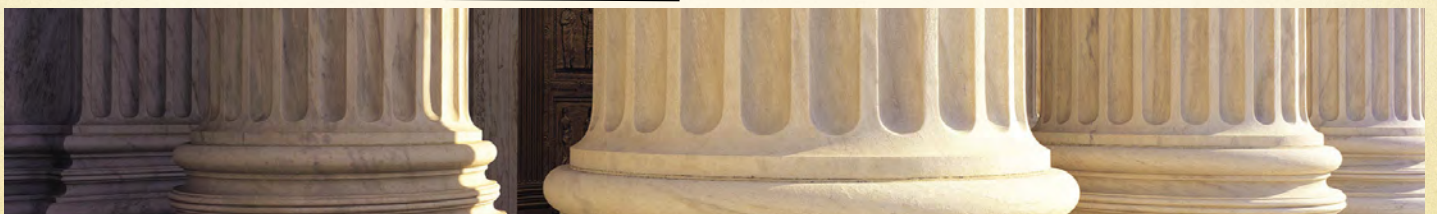
Cathy Dille
Director
Dover Dixon Horne
(501) 375-9151
cdille@ddh-ar.com



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**



Arkansas Chapter

*Standing (L-R): Terri Dickinson, Julia Strickland, Kathy Cagle, Carol Minor, Donna Blacklaw, Pat Campbell, Gina Richburg, Nancy Collins, Bonnie Vickery, Angelia Hadden, Cathy Dille, Angela Falco.
Sitting (L-R): Diane Smith, Carolyn Owen, Bev Eberle, Paula Anderson, Mary Coney.
Missing: Marie Ray, Vivian Koettel, Diana Thomas, Susan Burgess, Kristy Lowery, Barbara Bennett, Sandra Roth, Vickie Garlington, Ellen Simpson.*

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Celebrating **40** YEARS 1971 - 2011

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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.



Question of the Month

Question:

Do you have any information on handling toxic behavior in the workplace or taming employees with serious entitlement/self-importance issues?

Answer:

I hope something in the following resources will help you convince your employee that disrupting the workplace isn't professional behavior. A couple of the items discuss what professional conduct really is; you might be able to use that as a starting point in "re-educating" those with inflated egos.

One thing we noted while searching for resources is that this sort of behavior is sometimes equated with bullying. Whether or not that's the case with your problem employee, you certainly don't want these incidents to rise (or descend) to the bullying level. Depending on the nature of the disruptions, there may be an element of harassment, too. In either situation, some of the material here should help you come up with a plan to address the issue if it's gone that far.

Marsha Petrie Sue has written quite a bit on toxic people; she has spoken at some of our conferences, and has written for our publications. You'll find articles from her in the October/November 2007 issue of [Legal Management](#) and also in the February/March 2007 issue of [ALA News](#). You can also visit her [website](#) for access to her blog postings (sort by topic to find relevant discussions).

This [article](#) posted on Entrepreneur.com points out the effects a toxic employee can have in the workplace and outlines ways to identify and address negative workplace behavior.

The Wisconsin Bar posted this [paper](#) on professional conduct; it's directed toward attorneys, but almost everything here can be applied to administrative staff as well.

The [Workplace Bullying Institute](#) offers excellent material, including suggestions on developing a good harassment/violence/anti-bullying policy. Books and training videos are available here and might be a good addition to your reference shelf.

"[Workplace Bullying: The White Paper](#)" points out how bullying behavior differs from someone displaying difficult behavior. It offers suggestions for an organization on protecting itself against bullying, and creating a respectful workplace.

Workforce Online recently posted a [brief Q&A](#) article on curbing toxic behavior, with links to additional material. Please note that some material from this source requires free registration for access, but we find a lot of useful information here. If you don't have access to SHRM, this is a good site to know about for HR topics.

Behavior such as you mention can sometimes be considered harassment; if it's gotten to that point, you might want to review the *ALA Management Encyclopedia*SM article "[Harassment: An Administrator's Guide to Various Forms and Situations of Harassment](#)," by Marie Kramer.

There seems to be increased focus on this problem in the Canadian workplace because of laws specifically mandating a respectful workplace (broader than U.S. laws barring harassment). An extensive [guide](#) from the Saskatchewan Ministry of Labour Relations and Workplace Safety Occupational Safety and Health Division discusses ways to handle all kinds of harassment and points out specific behaviors that constitute personal harassment. Sample policies and forms are provided.

Several academic entities have incorporated guidance on what constitutes professional conduct into their employee handbooks; if your own firm's handbook doesn't include something similar you may wish to consider adding it.

Continued on Page 9 ...

The Legal Link

Question of the Month

Continued from Page 8

Several academic entities have incorporated guidance on what constitutes professional conduct into their employee handbooks; if your own firm's handbook doesn't include something similar, you may wish to consider adding it. As examples, Portland [OR] Community College offers [Standards for Professional Behavior](#) for employees and MIT Sloan promulgates [Professional Standards: Personal Conduct](#) for all members of the school community.

Finally, you might want to review Google's Code of Conduct, which boils down to "[don't be evil](#)" – yes, that's how it's described on their website. Interestingly, the Code includes a statement that it applies not only to all staff and Board members, but also to contractors and other service providers.

One more suggestion – do consult your firm's EAP [Employee Assistance Program] if that benefit is available to you. The EAP staff should be able to offer guidance on how to handle the "offender" as well as provide counseling directly to the problem employee. They may also conduct office-wide presentations on dealing with such behavior that would help empower other staff to address the behavior as it affects them.

The following articles, books or websites may require you to log in or may require purchase.

The [ALA Management EncyclopediaSM](#) has a number of articles on human resources management topics. The article "Harassment: An Administrator's Guide to Various Forms and Situations of Harassment," by Marie Kramer, provides guidance on handling internal investigations in such circumstances. The *Encyclopedia* is available at no charge to all current ALA members.

[Legal Management](#), ALA's educational journal, offers relevant articles available in the online archives – look for "Take a Bite Out of the Fight" and "Decontaminating Toxic People" (both in the October/November 2007 issue). [ALA News](#) also published a piece that may be helpful, "Targeting Toxic Types" (February/March 2007).

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.



Arkansas Chapter Breaking News



Paula Anderson - Kutak Rock
our newest CLM

Congratulations

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You are awesome!



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What Happened in Kansas City

by
Diane Smith

Everyone knows that what happened in Kansas City, stays in Kansas City, but it wouldn't be any fun if we didn't share some of what happened with the rest of you!

From September 15-17, nine members of the Arkansas Chapter attended the Regional Conference in Kansas City. On Thursday night, we attended the Welcome Reception and enjoyed barbeque and Fried Chicken and a Bottle of Coke (the name of the band). Although a little loud, the band was awesome, and a couple of members (Angela and I) actually returned and closed down the party! Truthfully, the party ended around 10:00 that night.

There were lots of educational opportunities, and, often, it was a difficult choice as to which session to attend. All of the conference sessions were great, and the only complaint would be that due to time constraints, we barely scratched the surface on some of the topics. We were able to bring home handouts, some of which we have already distributed. You will hear about other topics at our meeting this week.

One of the sessions I attended was on Adobe. I was pleased that I learned something in the class that I was able to utilize the first day back at the office when one of our partners asked if I knew how to convert an E-transcript deposition into Adobe without physically rescanning the deposition. I was able to print the deposition to a pdf, so the document could be reviewed via computer rather than having to transport a large transcript.

We also had an opportunity to meet and visit with many business partners and learn what new tools were out there that might be of interest and value to our firms.

On Friday night, our nine Chapter members and Marilyn Miller, Carolyn's sister, went to dinner at The Cheesecake

Factory. We shared stories, laughed a lot, and got to know everyone a little better. We had such a great time that I suspect no one would have believed that we were Legal Administrators! Following that, several of us decided to go to ALA's party back at the hotel and "accidentally" crashed the wrong party, but that's another story we will save for later!

We thoroughly enjoyed Regional Conference and want to thank our Business Partners for their continued support throughout the year. Without that, it would not have been possible for as many of us to have gone to this conference.

What happened in Kansas City—lots of educational and networking opportunities and the opportunity to visit a beautiful city, but, more importantly, it was a chance to share experiences with our Arkansas Chapter members and develop not only our professional relationships, but deeper friendships!

Diane Smith is the Office Manager at Anderson, Murphy & Hopkins, L.L.P. She joined the firm in 1980 when it was established. She handles day-to-day management of the firm, with her primary focus being human resources.

We had such a great time that I suspect no one would have believed that we were Legal Administrators!



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Member Profile - Cathy Dille

I was born in Pittsburgh, Pennsylvania, but left in ten days. My father was an iron ore driller, and we moved continually. We moved our home on the back of a pickup truck (8 ft. x 20 ft. trailer, then 10 ft. x 32 ft., to the last one—10 ft. X 48 ft.) and lived all over the United States including Indian Reservations and mountains where water had to be hauled up to us daily. We finally settled in Southern California where I graduated from high school and went to beauty school.

I married a Marine and moved to Texas where I worked for Uniroyal Tire Company doing unemployment claims and payroll and eventually ended up doing general ledger accounting. After the tire business, I went to a company doing accounting for 27 entities (all on pegboard systems) in the oil and gas royalty and working interest. I then worked for environmental engineers.

I came to Little Rock in October 1995 where I worked for a steel fabricator as its office manager/accountant prior to coming to Dover Dixon Horne PLLC as its accountant and now administrator. With all of these jobs, I have always moved forward, which is the best advice I ever received when I was very young working for Sea Pines Resort, in South Carolina, running a printing machine.

I wear so many hats at Dover Dixon Horne, as it seems I have always done, that I do not have sufficient hat racks. I can be seen with a different hat at any given time and sometimes I have more than one or they are falling off (most of the time). I suspect that everyone would say that I have too many hats and seem to handle all of them. Boy, do I have them fooled. Having so many hats to wear keeps my days interesting and keeps me from zoning out in my accounting all of the time.

The hardest situation I have had as a Legal Administrator has to be dealing with employees that are not doing their job. Terminating someone's livelihood is extremely difficult no matter the situation.

When I leave my current position, hopefully, you will see me greeting at a Wal-Mart in some small town or being on a permanent vacation with sand, sun, water, and libations.

I have two sons, two stepsons, two daughters-in-law, two significant others, six grandsons, one granddaughter, and two somethings on the way in November. The births of all of these children/grandchildren, as well as my marriage to Joe, are by far some of the best times of my life.

ALA has helped me understand and educated me in my role as a Legal Administrator. I would like to thank all ALA members and sponsors for all of their support over the last two years.



Cathy at the 30th Anniversary Celebration!

Business Partner Profile

Stephanie Purifoy - Business World

I grew up in Little Rock, one of three kids (of which one is my twin sister). I obtained a business degree with a concentration in marketing, never thinking I'd be in sales. I took positions in customer service straight out of college and eventually realized that in a salaried position, income wasn't equal to effort. No matter how hard I worked, I was always rewarded the same, so I took that drive and channeled it into sales.

One owner locally owned by CEO, Jerry Carlisle, since 1977, Business World, Inc., makes its focus to "Deliver Uptime, All the Time, Every Time". As an information management company, our mission is to provide total office services including managed IT services, managed print services, and electronic document management to help businesses improve profitability, increase productivity, lower costs, and maintain their competitive edge.

To determine why ALA members should select Business World over our competition, one only needs to go back to our focus and mission. Business World is able to help law firms distribute, archive, and retrieve documents in the most efficient way possible. With our constant dedication to strive for "Uptime, All the Time, Every Time," we are able to increase billable hours by simply providing a more resourceful way to transport, manage, and produce documents.

I begin my career in 1987, when I interviewed with Jerry Carlisle for a sales position with Business World's fax division. Before even signing on, I was stolen by their copier division! Thus began my career in copier/document management

Customer service is a very important part of what I do here at Business World. Building long-term relationships with clients and providing them with up-to-date business technology solutions to their on-going needs are key to the shared success of my clients and our company.

The accomplishments I am most proud of (a/k/a a perfect month) are having a fantastic sales month, making it to every soccer, football, and basketball game, and cooking a meal that everyone at my table eats. Well...almost everyone!

The most requested solution from my clients has been the need to securely scan information and be able to manage it electronically.

I was most scared of the question, "How would my fellow employees describe me?" Dena Chancellor in marketing walked around the office and asked for adjectives to describe me. A few of the responses were: sweet, intelligent, quirky, small, bubbly, thorough, disciplined, kind, meticulous, and gregarious.

The best professional advice I ever received was that "Putting an extra ½ percent of effort into your job can make a huge percentage of difference."



**Continued
on Page 15**

The Legal Link

Business Partner Profile Continued

Stephanie Purifoy - Business World

Continued from Previous 14

The most interesting job I've ever had was volunteering at a daycare at age 11. It was a great life lesson!

What I like best about my career is that it is always changing and presents new challenges. Also, it's fun working with people I've known for over 20 years!

If I weren't in sales, I would be more involved in the arts.

The hardest situation I have had to deal with in my career is completing this interview!!

On a fall night in November, some 17 years ago, I married Phil Purifoy in a wedding ceremony methodically planned around the Razorback game and the Rolling Stone's concert. Unfortunately, I forgot it was opening week of deer season! We now share the task of parenting two examples of our best work, strapping boys ages 12 and 14.

I enjoy photography, hiking, and being in nature. When life gets too hectic, all I have to do is slow down, close my eyes, and breathe it in. I have found peace in the outdoors since I was a child.

I have a soft spot for hunger relief in Arkansas. The Potluck Food Rescue is a very important organization that "alleviates hunger by bridging the gap between excess food and the hungry". I also feel strongly about art in our children's



education and about mental health awareness. It is very sobering to volunteer your time and/or resources to causes for hunger relief and mental health awareness. We should all use our resources to the best of our ability.

I have most enjoyed the sincere welcome I've received from ALA since my move back to Business World, and I am looking forward to what's to come.

It was very informative to be a part of the Arkansas Chapter of ALA's 30 Year Celebration Event! ALA's loyalty to its business partners/sponsors is very impressive. It is refreshing to work together to find innovative ways to accommodate the way you wish to do business. You help us in our continuous effort to make your business, our business.

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. 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

- 3. One of your attorneys has been asked to become a member of a client's board of directors. What should be your main concern?**
 - (a) The attorney may not be skilled to advise the board of directors in the complete scope of legal issues that may arise during board meetings
 - (b) The attorney may be inclined to accept work projects either outside of the scope of the firm's resources and/or with unrealistic deadlines just to satisfy specific members of the board
 - (c) The attorney's actions as a director may not be covered by your firm's professional liability insurance policy
 - (d) The attorney's time may be redirected away from the practice of law to the interests of the corporation for which he or she is a director

ANSWERS TO TEST YOUR KNOWLEDGE:

- 1. d; 2. b; 3. c.**

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**My Managing Partner
just walked into my office
and needs:**

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An attorney
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2012 Schedule

January 18, 2012

Selling Blue Elephants:
Client Marketing, Retention and Loyalty (LI)

February 22, 2012

Employee Handbooks
For Law Firms – Careful, Careful! (HR)**

March 21, 2012

The Art of Active Listening (CM)*

April 18, 2012

The Role of Legal Administrators in
Legal Project Management – Unprecedented
Opportunities & Current Challenges (LI)*

May 16, 2012

Safe Stress! (CM)*

June 20, 2012

Technology Management:
The Good, the Bad and the Ugly (IT)**

July 18, 2012

Change Leadership: A Boot Camp to
Drive Organizational Change (OD)**

August 15, 2012

Records Management:
The Bermuda Triangle (LI)*

September 19, 2012

Of Foxes, Hedgehogs and
Law Firm Profitability (FM)*

October 17, 2012

Marketing on a Shoestring Budget (LI)*

November 14, 2012

(2nd week of November)
Dealing with Substance Abuse
in the Workplace (HR)*

* 60 minutes

** 120 minutes



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Job Coaching and Accountability: Lessons for Dusty

by
Judy Hissong, CLM

Last time around we talked about Trusty and his difficulty in getting to work on time. This issue we are discussing that assistant of yours who is responsible for the coffee. A quick recap:

Ever notice how playing the blame game hits all of us? First, your receptionist, Trusty, shows up late – but it's not his fault: Traffic was terrible. Then you learn the coffee is gone and the big firm deposition is starting in an hour. You talk with your assistant, Dusty, who is in charge of supplies, but it's not her fault; no one told her they used the last bag. You sit back down at your desk and already your morning is making your smile become a frown. You ask yourself, 'How does this keep happening?' This discussion leads you to wonder if you have the right people in the right places, and the number of times you've experienced problems with both the supplies being out and the receptionist desk empty until 20 or 30 minutes after the office opens. Stop. What if the problem is a little closer to home? Whoa. What if you are caught in the position of being nice to everyone, and holding no one accountable?

Let me explain. As an administrator you strive to be liked. You work hard to be perceived as fair, and as nice. And likely you are. That's fantastic. The difficulty is that a majority of the time we stop there. We are loved by all, feared by some, and abused by anyone who can get away with it! Do you know this feeling?

If so, it's time to develop a culture of accountability. And, the easiest way to do that is employing job coaching. It's time to shed the embracing of blame, and pass the responsibility to the firm back into the lap of the employee.

When hiring a new employee, you explain the nuts and bolts of the position for which they are interviewing or are accepting. You offer the very tangible description of the duties and the reporting lines, and now you also begin explaining that accepting this position is accepting a responsibility to the organization, to the firm by which they are being hired. You, as the manager of the business, are holding the accountability around this responsibility. Your employees are not responsible to you; they are responsible to the firm itself. You create the necessary tension for the tightrope that the employee walks between job responsibility and duty to the firm.

Now let's talk about Dusty. Dusty was hired when the floors of the firm were still dirt – she's been around forever. You didn't interview her with your technique of instilling responsibility and accountability in the hiring process. Now you are ready to introduce this concept to remedy a growing accountability issue around supplies.

You've sorted out the coffee crisis, only the most recent of several supply mishaps where you have had conversations about what is supposed to happen, and maybe even held a staff meeting to demand that the staff report to Dusty when the last pencil is pulled from the cabinet. This conversation only bogs down productivity, as you now have the entire staff assisting in Dusty's job. You decide to approach it differently this time, and bring Dusty into your office.

You begin with a curious awareness statement – something like this – "I'm noticing an increasing amount of difficulty in keeping our supplies stocked." It's merely naming what you're seeing, and isn't assessing judgment or putting Dusty on the defensive. Remember, the goal is to improve performance, and defensive behavior only stifles performance or causes complete shutdown. You now move to the open-ended question, again with curiosity, "What solutions do you have to keeping our supplies stocked so that everyone has what they need for their job responsibilities?" Sit and wait for an answer. If the answer is, "I don't know," my favorite response is, "What if you did know?" And wait.

Brainstorm with Dusty as you co-create a solution.

Continued on page 20

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Job Coaching and Accountability

Continued from Page 19

Maybe Dusty suggests that the staff be responsible for reporting to her when the coffee is used up. If so, you might respond with, "Interesting idea. I'm curious, what are the responsibilities of your job?" You might be surprised about the answer to this one. Keep listening. You'll continue this series of questions and brainstorming until you reach the mutual decision that Dusty will have some proactive measures to track supplies. And you will have your mornings to get things done!

In a performance coaching situation, as these two examples personify, you have already identified the outcome before you started the discussion. You have a specific result you wish to achieve, and you want to create open-ended questions that help the employee co-create the solution. An important and valuable commodity in the coaching world is "so that." If you read the question above again, you'll notice that a very powerful shift happens when my question changes to "SO THAT everyone has what they need." When you add the 'so that' to your question, you provide the reason for the answer. You offer the profound and obvious piece of the discussion, which oftentimes is not even in sight of the person you are working with. Give the 'so that' a try for yourself too – you might be surprised how much more you stretch your own skills when you find the end result.

Coaching applies in many other situations. Like the staff or associate meeting when the staff has lots of complaints and

no solutions. Or the associates are rumbling about morale, with no positive comments. Put on your "what" cap and toss out an open-ended question that strikes you curious. Add in a 'so that' to your morale or complaint issues, and quietly listen to the conversation that ensues. I bet you'll be pleasantly surprised at the outcome.

I work with all kinds of clients, watching all kinds of success appear in the lives of those who are willing to open up themselves to the process. I work with groups, teams and individuals using the coaching tools to develop workplace harmony, achieve higher performance, and create the next step in career progression. Asking open-ended questions and listening intently will give you amazing new insights, and a fun new way to work with people. Let me know how it works for you!

Judy Hissong is the Principal of Nesso Strategies. She facilitates offsite retreats for strategic planning, develops and implements policies and procedures for growing firms, and assists in development of personnel through programs including teambuilding and communication training. She is an Accredited Executive Coach working with Managing Partners and Administrators to maximize their potential. Contact her for more information on how she can best partner with you and/or your firm. Judy@nessostrategies.com or 206.329.8034

Even where sleep is concerned, too much is a bad thing. – Homer

Getting the right amount of sleep is an important part of leading a healthy life. Most people don't get enough, but some people get too much which can be just as bad. Getting too much sleep can often cause similar symptoms...feeling irritable, sluggish, and sometimes getting too much sleep can make you even more tired.

You must learn to be still in the midst of activity and to be vibrantly alive in response. Gandhi

Most of us take breathing for granted because it is something we do all of the time. However, it is a crucial element to being alive. Learning to breathe properly takes dedication and patience. You must learn how to be still and relax no matter what is going on around you. It is easiest to learn to breathe correctly by practicing in a quiet place by yourself. Eventually, you will find yourself using proper breathing as a stress management tactic in your everyday life. In order for your body to be ready for action, it is important to fill it with fuel - oxygen.

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2011 - CCW Event



Left to Right: Mary Coney, Angelia Hadden, Carolyn Owens, Terri Dickerson, Bev Eberle, Carol Minor, Nancy Collins, Julia Strickland, Vicky Koettel, Pat Campbell, Donna Blacklaw, Diane Smith, Bonnie Vickery, Paula Anderson and Cathy Dille

On October 19, 2011, the Arkansas Chapter went to the Arkansas Rice Depot in Little Rock for CCW. Fifteen members volunteered in preparing boxes to be sent to food pantries around Arkansas. The firms also participated by having food drives and also gave monetary donations. Through our efforts, we were able to deliver 200 pounds of donated food for seniors and kids.

Joe Rogers gave us a tour of the facility and lots of information on how the Rice Depot furnishes food to seniors, children, and families around the state. He also provided information on how other groups we are affiliated with might be able to assist the Arkansas Rice Bank.

Our jobs included boxing up 117 boxes of bread (5,850 meals), bagging and boxing 12 boxes of frozen rice (600 servings), and bagging seasonings for red beans and rice and hoppin john.

Lots of hard work, laughter, and fun kept us busy all morning. Afterward, part of the crew went to HB's BBQ for lunch. It was a wonderful opportunity to help Arkansas Rice Depot and Arkansas families.

Donna Blacklaw,
CCW Committee Member

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Community Challenge Event - Arkansas Rice Depot

October 19, 2011

Angelia Hadden, Cathy Dille, Carolyn Owens, Diane Smith, Mary Coney, Vivian Koettel's arm & Pat Campbell trying to make a dent in a never ending pallet of rice



Bonnie Vickery and Carol Minor hard at work



Vivian Koettel and Pat Campbell fill bags of rice. Will they ever see the bottom?

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Community Challenge Event - Arkansas Rice Depot



Will you feed a hungry child today?
Your donation can make a difference

Arkansas Rice Depot
Hunger No More



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ALA Calendar of Events

- Nov. 9****Meeting**
- Nov. 2**....**Webinar Wednesday....Your Firm's Risk Insurance Needs: Professional Liability Coverage**
- Dec. 14****Meeting**
- Jan. 18****Webinar Wednesday -- Selling Blue Elephants:Client Marketing Retension and Loyalty**
- Jan. 11****Meeting**
- Feb. 8**.....**Meeting**

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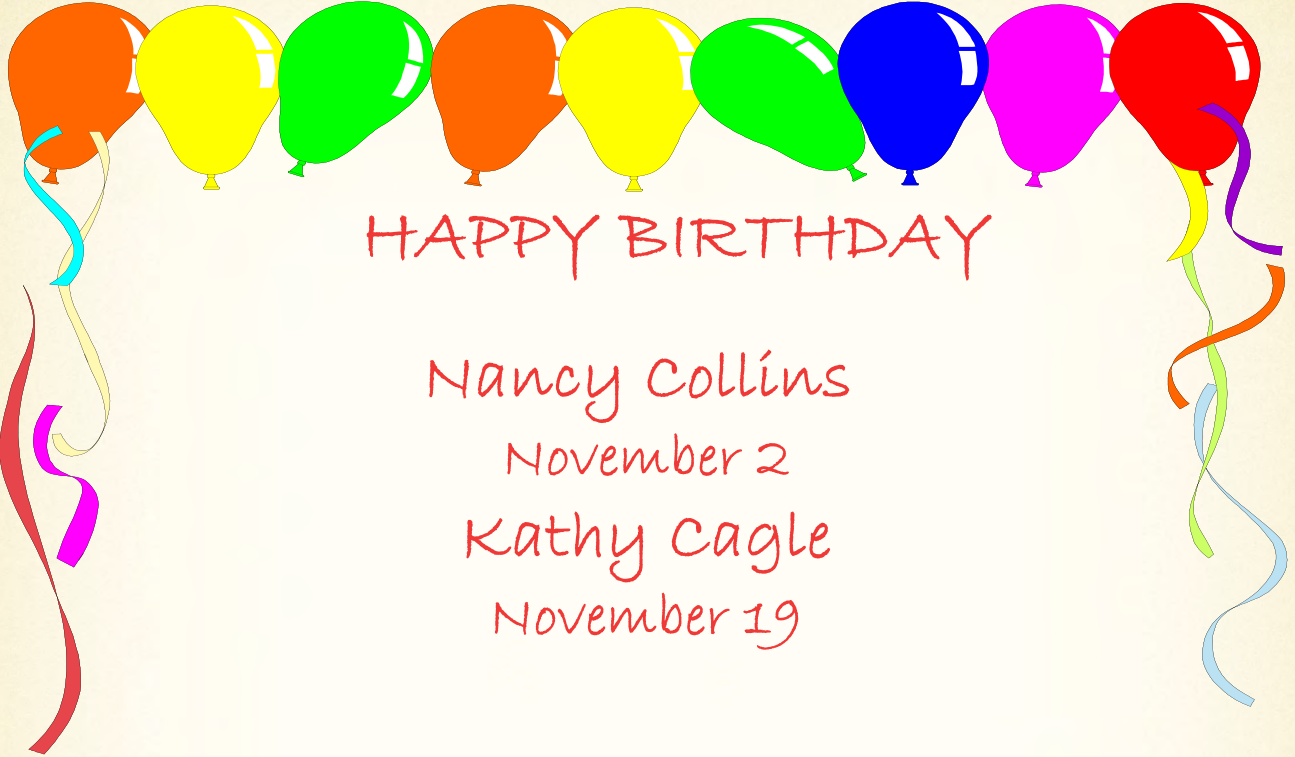
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HAPPY BIRTHDAY

Nancy Collins
November 2
Kathy Cagle
November 19

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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.



EDITORIAL NOTES

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Donna Blacklaw

Editorial Board: Nancy Collins, Julia Strickland,
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