

The Legal Link

December 2011



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Association of Legal Administrators



The Legal Link

December 2011

President's Message *by* Bonnie Vickery



The end of the year is here and we are all working fast and furiously to get it all done and have time for the fun things to do with our friends and family during the holidays. A few things the Arkansas Chapter is working on are the Chapter's website, programs for 2012, and adding up as many points as possible toward the ALA President's Award of Excellence. This is an award that as a chapter member we are all proud to have and receive at the national conference. We are planning for our 2012 chapter president, Terry Dickinson, to have the honor of bringing home the award while she is in Honolulu representing the Arkansas Chapter. To learn more about the President's Award of Excellence contact me at 688-8838 or bvickery@mwlaw.com. We are currently adding up the points for the Arkansas Chapter to qualify for this award and will submit during early January 2012.

During 2012, we are planning several webinars to help educate our chapter members. To name a few of the webinars we start with The Art of Active Listening, one of the favorite programs at the 2011 Annual Conference. A few other webinars that may interest you relate to law firm profitability, dealing with substance abuse, employee handbooks, technology, records management, and marketing on a shoestring budget.

The Arkansas Chapter will learn more about monthly programs and webinars during early January. Until then, we are hopeful you have a joyous holiday season and are planning a prosperous, healthy, and happy new year!

Arkansas Chapter December Meeting

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

When: December 14, 2011

Lunch: 11:30 a.m.

Meeting: 12:00 Noon

Topic: Christmas Party/Gift Exchange
and Roundtable

Speaker: Various

Notes: Validated Parking
Regions Parking Deck

Moderator:



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Editor's Comments

It's been an amazing and exciting year for the Arkansas Chapter. We have shared old memories, many of which were relayed by Nancy Collins as she shared memories of special ALA friends made in the past 30 years. We also made new memories this year while celebrating our 30-year anniversary and during our recent Regional Conference trip in Kansas City! We look forward to many more memorable events and special memories in the upcoming years.

Be sure to read Paula Anderson's article as she talks about why she chose to take the CLM exam. She encourages each of us to take a chance and tackle the CLM exam. Julia Strickland suggests in her article that participating in ALA leadership affords opportunities for growth. Interestingly, Mary said in her biography that service in ALA had helped her mature professionally. None of these ALA members knew what the other had written about, but each of them encouraged us to take opportunities that present themselves. You will most likely learn that you can do a great job, no matter what you tackle!

Finally, check out Garrett Hensley's profile where he shares information about himself and, more importantly, photos of his newest family members.

We wish each and every one of you a memorable and merry Christmas!

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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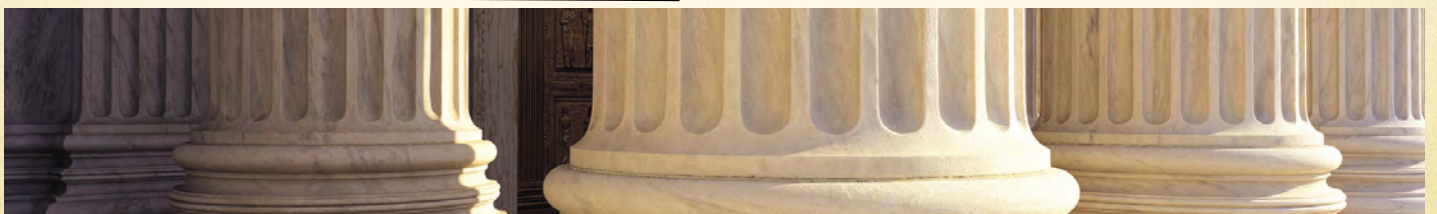
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Arkansas Chapter

**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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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:

I am working on a policy covering how attorneys deal with newspaper or television reports – it could encompass much more. Do you have any samples I can use to get started?

Answer:

We're going to suggest you start with the ALA Management Encyclopedia article, "A Strategic Approach to Crisis Management and Media Relations," by Christine S. Filip – it gives an outline of procedures to follow when dealing with critical events (which are not always negative). Make sure you're logged in for access to this members-only area of the ALA website; the article is posted in the Marketing category.

The article, "Media Policies and Guidelines for Law Firms" doesn't provide actual policy language, but discusses what should be covered and offers suggestions on handling various interview topics. One of the authors, David Freedman, appeared in a number of Web references; apparently, he has acknowledged expertise in this area.

The Media-Policy.org site offers links to policy language from several industries. Nothing here is related to the legal industry, but you may be able to adapt something for use in your firm.

Almost all the actual policies found on the Internet come from public entities, such as academic and government sources, as those entities often distribute their staff handbooks and other materials that way. Law firms, as private entities, rarely make their internal documents available in any public forum, so material from the legal industry can be difficult to come by. Below are several policies from the public sector; you might consider using them as starting points for developing your own firm's policy.

Georgia Perimeter College, "Marketing and Public Relations Policies and Procedures"

City of Woodinville, WA, "Communications: Media Relations Policy"

Community College of Rhode Island, "Media Relations Policy"

University of Georgia, College of Agricultural & Environmental Sciences, "Media Relations Policy"

University of Maryland, School of Architecture, Planning & Preservation, "Media Relations Policy"

University of Mary Washington, "Media Relations Policy." This document includes a link to the school's "Guide to Working with the Media." It appears quite good, and you may be able to adapt some of the material presented here.

Your fellow administrators can be excellent sources of information. You can post your question to the online member discussion forums on the ALA website to ask your peers for any ideas or samples they can share.

Finally, don't forget that your fellow administrators can be excellent sources of information. You can post your question to the online member discussion forums on the ALA website to ask your peers for any ideas or samples they can share. These groups can be a great way to learn how other firms handle the same management issues your own firm is facing.

The ALA Management EncyclopediaSM has a number of articles on marketing in the legal industry. See, for example, "A Strategic Approach to Crisis Management and Media Relations" by Christine S. Filip. The Encyclopedia is available at no charge to all current ALA members.

The ALA Legal Management Resource Center (LMRC) provides links to information from associations, consulting firms, and government agencies, as well as ALA sources on general management. Review the materials in the Law Firm Marketing area of the Document Directory under the heading "Public Relations."

Special Note: ALA members have free access to the ALA Reference Desk. Send any question on legal management to infocentral@alanet.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.

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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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Opportunities by Julia Strickland, CLM

“Be thankful when you don’t know something, for it gives you the opportunity to learn.”

--Unknown

A new year is almost here, which means that placement time is around the corner. ALA members will step into new and challenging positions, some feeling more comfortable than others about the responsibilities ahead of them. Whatever your placement will be in the next year, remember this: you will develop your potential while improving the legal administration profession around us.

There is no greater privilege than having the opportunity to help others in our Chapter. That opportunity might be in a position of leadership within ALA, working on a fundraiser or project, or providing guidance and influence to other members in our organization. Your placement will require that you utilize your strengths and talents and develop your potential; placements, however, also come with a level of uncertainty.

No matter how many times we believe we have made the right decision, we can still feel insecure about our

ability to make the next decision. To be a good decision-maker, we must accept how little we actually know, how rarely we can truly be sure of anything, and we must have the confidence that we will be able to make things right in the end – even if a decision doesn’t work out as intended.

It doesn’t begin with knowing all the answers, but rather with getting comfortable asking questions and tapping available resources.

There is no greater privilege than having the opportunity to help others in our Chapter.

During my presidency a couple of years ago, my resources were members of my Board of Directors, those women who oversee the implementation of the Chapter’s strategic plan. I relied on them for support, and I appreciated their friendship and dedication to carrying out the Chapter’s mission. They taught me a great many things that have made me a

better leader – many of which I would not have learned in any other setting.

So when you are placed in your new position in ALA, remember that it will challenge you, but it will also put you in contact with individuals who will help you realize potential and talents that you might not have yet realized.

* * * *

Julia Strickland is the Business Manager for Cross, Gunter, Witherspoon & Galchus, P.C. (CGWG), where she directs management in the financial and administrative aspects of the firm’s legal services and coordinates the law firm’s three offices statewide. Julia holds certifications as a certified public accountant (CPA), certified management accountant (CMA), and certified legal manager (CLM). She is also a member of several associations that complement these designations, including the Association of Legal Administrators.

As an active member of the community, Julia has been involved in the Junior League of Little Rock for eight years, where she served as its President. Julia was recognized for her contributions and involvement by being honored as one of Arkansas Business’ Forty under Forty in 2009.



Member Profile - Mary Coney

My early childhood was spent in rural Jefferson County, Arkansas. There were long hot summers spent swimming in the irrigation canals, swinging by tree limbs, and other things that only boys are supposed to do. In the eighth grade, my mother noticed that boys were coming to the house, and they weren't coming to see my younger brother. She decided that it was time for a new environment, so we moved to Little Rock where I attended East Side Junior High School and graduated in June 1962 from Little Rock Central High School. I guess that was a good move because I didn't start dating until I was 17 and then quite by accident. I guess you could say I was a late bloomer.

In the fall of 1962, I attended Capital City Business College and prepared myself to be a secretary. In November of 1962, I married my high school love, and he went off to the Navy. We had our son, David, in June of 1963. My sweetheart mustered out of the Navy in the fall of 1964, and we became a real family. My husband worked at what used to be Union National Bank as a printer, and I became a waitress at McLellan's five and dime. My husband was killed in an accident.

I moved home to live with Mama and got a job as a secretary with a chemical distribution company. I started dating James Coney. James and I had gone to East Side and Central, but never really noticed each other until a chance meeting. We dated for a year, and in September of 1969, he moved to Ohio because there was no work in Arkansas for a carpenter during those days. There were plenty of jobs in Ohio for carpenters.

Around the first of December of 1969, he called me one night and said, "I want you and David to come up here, but we'll have to get married because Aunt Bev won't put up with any of that funny stuff." So, on the 19th of December, 1969, David and I drove to Elyria, Ohio, to Jame's aunt's house, arriving on a Sunday afternoon.

The next day, he and I went to get our marriage license. His aunt knew the judge, so she called and got the license issued that day. On the way home, we stopped at the mayor's office, and he married us.

I found a job at the Loraine County Community College as an accounting clerk--me, who my high school would not even let take algebra because I was too dumb. I did a good job and got promoted. Then, in the summer of 1970, James decided he wanted to go home, so he and David left to come back to Arkansas, leaving me to ship everything home and close our apartment.

When I got to North Little Rock, I found us an apartment, and we moved in. James was working as a carpenter, and I found a job at what used to be National Old Line Insurance Company. My career at National Old Line lasted until the spring of 1974 when I went to work for a construction company as a secretary/accountant. After about five years, I was promoted to Assistant Construction Manager, where I bid the jobs, ordered material, hired sub-contractors and, generally, oversaw the construction site. I learned how to build service stations, install the 10,000 gallon underground fuel tanks, pipe the system to the fuel pumps, install the overhead canopies, and everything else needed to get the station pumping gasoline. The only thing I did not like was I was not allowed to go out on the jobs that were out of town because I was a woman, and there was nothing but men at the sites, and the men's wives would have been upset if I was there. This was my dream job, and I stayed there for 14 years until the company was sold, and the new owner wanted his own people in the company.

Cont. on next page



Member Profile Cont'd.

Mary Coney

Cont. from page 12

After I left there, I had my first brush with the legal profession. I went to work for an attorney who also owned a liquor store, storage facility, a mobile home park, Western Sizzlin, and a hamburger joint. I helped him with his legal work and was full-charge bookkeeper for the other businesses, doing payroll, tax deposits, W-2 forms, collecting rents, and making bank deposits. I learned a lot there. That took up four years of my life.

Then, I worked as an accountant at the M. M. Cohn store where I made friends with a lady who left after I had been there about two years and went to work for the State. Okay, here we go now; pay close attention. My friend convinced me I should apply for the vacant legal secretary position in the Legal Division of the Insurance Department. Well, I did apply, and I have been here since November 28, 1988. I have never left the legal Division, but I have held several different jobs including legal secretary, investigator, assistant supervisor of the Division, and now back to investigator. If I thought I was in love with the construction business, I was wrong. I love what I am doing, and I think that is what keeps me from retiring.

I think the attorneys and staff here would describe me as punctual, ready to take on any project, a good supervisor, dependable, and a nice person. The hardest thing I've ever had to do is fire someone. Right now, if I had to choose a profession, I think I would go back to the construction business where I would quickly starve to death because building right now is almost at a standstill.

I lost my son in 1997 in a single vehicle wreck, and I lost my husband on January 9, 2005, my birthday. I'm still mad at him about that, but with the help of my pastor and my extended family, I was able to make a life for myself.

The ALA members, especially Bev, are a tremendous help to me. Bev is my hero. She has been through so much, but she is always cheerful. The more I am around my ALA family, the more I love them. This last trip to Kansas City was a pleasant surprise to me. I found that they too have lives outside of work and love to laugh and be with family and friends.

My perfect vacation was the summer of 2008 when my nephew paid my way to Hawaii for three weeks. The whole family went, and we had the Billa Bong house on the North Shore. Some days we would meet friends at Turtle Cove and play with the turtles when they came up in the late afternoon. I have a bottle of Hawaiian sand on my night stand. There is a saying over there that if you ever come to Hawaii, you will come back some day, and I plan on going back when I retire.

The most memorable moment in my life was my high school graduation night. This was especially memorable for my whole family because I was the first one to ever graduate from high school. They were really proud of me.

My fondest memories are the summers. Every summer, we went to Lake Ouachita every weekend and camped out. The first year I must have drunk Lake Ouachita dry before I learned how to water ski. To me, the most wonderful feeling is to glide across the water on skies. Of course, I had lots of good spills, too.

My church is very important to me, and I've been appointed to pastor the singles group. I've done some public speaking to other women's church groups. My helpers and I run the sound and video room where we play music, videos, and broadcast the words to songs and bible scriptures on the screens at the front of the church. These jobs are very fulfilling.

Cont. on next page

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Member Profile Mary Coney Continued

Cont. from page. 13

I can truthfully say that all the ladies and (Paul) have greatly influenced me by their professionalism and the fact that all the ladies are truly ladies inside and out. Then, here I come straight off the farm. Oh me, no telling what they thought of me the first time I attended a meeting there. I just showed up one day, and I don't think they really knew what to make of me. Haha.

It is truly a blessing for me because I have been able to hold so many positions in our Chapter. I was secretary for two years running and had one term as member of the Board and Nominating Committee. I also served a year as President Elect, President, and Immediate Past President. I have also served on the National Nomination Committee two times. I think that having the honor of serving in those ALA positions helped me mature professionally. When I make snafu's, I think, oh what would the ladies at ALA think?

Anyway, I'm looking forward to retiring, someday, maybe.

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Mary Coney and Marilyn Miller pose for a picture at our 30th Anniversary Celebration Party. Bill Hughan of IVIZE is visiting in the background.

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CLM: Not the End, but the Beginning

by

Paula Anderson, CLM

I heard someone say recently that nerds are the new cool kids. If that is the case, then I have finally found my place in this universe! I like taking tests. I like studying. Researching is my favorite hobby. I really enjoy the entire process. Waiting for the results, well, that is an entirely different story.

For me, taking a test that isn't required, is just another step on my path to trying to be the best I can be. When I was coaching soccer, I went to class and obtained my coaching license, even though it wasn't needed for the age I coached. When I was a paralegal, I obtained my Certified Paralegal certificate and then my Certified Real Estate Paralegal certificate. When I decided to become a wildlife rehabilitator, I obtained certification through the Arkansas Game and Fish Commission.

What do all of these certificates have in common? Clearly, 8 year old kids, raccoons, and attorneys are very similar creatures! Rather than just being a soccer mom who filled a spot no one else wanted, I could explain better the developmental teachings I wanted to instill in the team. Rather than just working with wildlife, I have become a resource for other rehabilitators who need help. Being a certified paralegal gave me some credibility in a world that really doesn't understand what paralegals do. I have tried to figure out the "rather than just" scenario for managing a law firm, and I have come to the realization that the CLM doesn't really fit the same analysis as other tests I have taken or other certifications I have earned.

For me, this test was for my benefit alone. Hey – I love the kudos and e-mails I got from so many people, but after my five minutes of fame (LOL!), the world keeps turning. We all go back to our jobs. We all face the same challenges. So why take the test? Because I can say I did it. Pass or fail, I went for it. For me.

Interestingly enough, there were very tangible results of the process BEFORE I even took the exam. I identified a wage and hour problem that was being handled incorrectly in all of our offices. An attorney called to ask me a computer question for some language she

putting into a contract for website services, and I was able to answer intelligently because of an on-line session I had recently studied. I remembered a kernel of some piece of information about engagement letters and was able to ask a logical question. I even got to practice using some of my newly-learned accounting words with our CFO. I was completely surprised by the amount of information I learned in preparation for the test.

In writing this article, I was hoping for it to be the billboard enticing you to take the exam. I really do believe in the process. However, it is a journey you have to take on your own. If you do decide to take the exam, maybe you will let me encourage you along the way, just like Julia did for me. She will tell you she didn't do anything, but she did more than she can ever understand.

This is just the beginning. What mountains shall we conquer in 2012 guys?!?!?



Paula Anderson is the Office Manager for Kutak Rock LLP, a national law firm with 16 offices, where she manages the Little Rock and Fayetteville offices. Paula has a bachelor's degree in Business Administration and is a Certified Legal Manager. She is a member of the Association of Legal Administrators and Arkansas Association of Legal Administrators.

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Business Partner Profile

Garrett Hensley of IKON, a Ricoh Company

I am originally from Casper, Wyoming, and I am the older of two children. My parents worked in computer programming during its infancy, and we moved around a lot. We moved a total of 13 times prior to landing in Maumelle, Arkansas, in the early 90's. We fell in love with Arkansas and have been living here ever since. Although I was not born here, I consider myself an Arkansan. My business background is in retail sales. During high school and college, I worked for several different local retail outlets doing mostly customer service roles and management. Most recently, I worked for a small golf retail chain in purchasing and accounts receivable. I learned a lot during this time about the importance of providing excellent customer service and truly listening to people and what their needs are.

Locally, we started out as a multi-vendor office equipment dealer called City Business Machines. In the early 2000s, we were purchased by IKON Office Solutions, and our focus shifted from output devices to document management strategies. In October of 2008, IKON became a wholly owned subsidiary of the office equipment manufacturer, Ricoh Corp. With this merger we were able to combine the industry leading technology of Ricoh with the service and document management expertise of IKON. Our mission statement is, "We are committed to providing excellence to improve the quality of living." What makes our company unique is our expertise in the legal industry. My division, Ricoh Legal, is dedicated solely to the legal industry. Our expertise comes from over 25 years of experience. We have the best support people, processes, and knowledge base in the country when it comes to legal, and that experience is shown by our partnership with the top firms in the country. (We currently have solutions in place with 96 of the AM Law 100 firms). We are able to leverage these relationships in the form of our legal advisory board. This group of

legal professionals advises us on go-to market strategies, hot button issues, and recommended vendors to partner with. My contact information is as follows:

Cell: 501-804-1246

Email: garrett.hensley@ricoh-usa.com

Oddly enough, I began my career on the golf course. I played golf frequently with Greg Norris who was the sales manager for IKON. We were talking one day about what he did, and IKON sounded like a great company. I liked the idea of working for a professional type corporation, and my dad always told me either healthcare or technology were the fields to be in. I was never studious enough to go to medical school, so technology it was!



Garrett with one of his twins!

The Legal Link

Business Partner Profile - Con't.

Garrett Hensley of IKON, a Ricoh Company

My main responsibilities are helping law firms across the state assess their business processes and determine ways they can optimize, grow, and save money.

We have a charity golf tournament in the works with the Arkansas Hospice foundation. We hope to have the event sometime in mid-2012. It is an important initiative for IKON/Ricoh to give back to the communities we live and work in.

Areas of focus that we are seeing right now are eDiscovery, managed print services, disaster recovery and backup, IT support, and Voice over IP.

I asked my co-workers to describe me, and some of the comments were genuine, funny, a good listener, professional, and tall (lol).

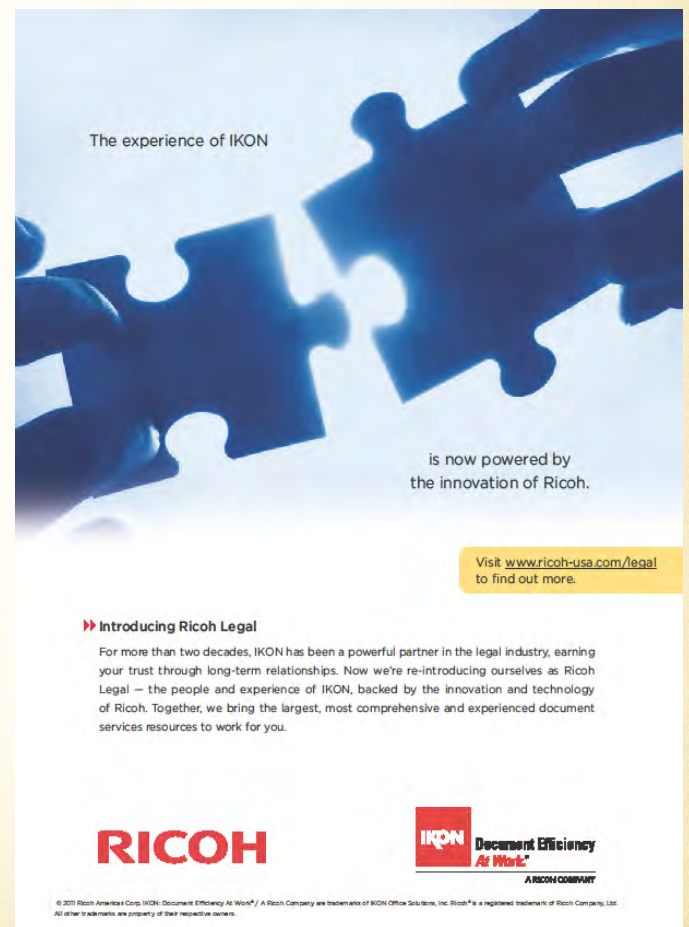
The best professional advice I ever received was from my dad, and it was, "Don't put off till tomorrow what you can do today." This was usually accompanied with directions to do something around the house.

This by far is the most interesting job I have ever had. I have always been a techy, so working in a technology field around so many smart people is really fun. If I weren't a legal account executive, I would like to be a golf club representative or engineer for a golf company.

I have been married for five years to my wife, Sabra Hensley. On Halloween of this year, we had twins: a boy named Bryce David and a girl named Lillian Amelia. They are sweet little babies and are a complete handful. I didn't know it was possible to function on this little sleep. The rest of the family consists of our Boston terrier, Peach, and our "Taco" terrier, Nacho. I guess we were hungry when we named our pets!

The hardest situation I have had to deal with in my career was going back to work after my twins were born. They are so amazing, and I just wanted to hold them all day.

I love to do anything outside that involves a sport. Whether it is golf, tennis, hunting, basketball, football, baseball, or whatever, I love to compete and play sports. Now that the kids are here, my plan is to coach every sport they want to try. My wife and I are also active members at Fellowship Bible Church.



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The Legal Link

Business Partner Profile - Con't.

Garrett Hensley of IKON, a Ricoh Company

Other than our church, the other charitable entities that I feel very strongly about are the Susan G. Komen foundation and the American Heart Association. In July of 2010, I was diagnosed with Dilated Cardiomyopathy, which is a hereditary heart condition that affected my late father and several other family members of mine. This condition is very similar to the "athlete's heart" condition that affected Garrett Uekman and several seemingly healthy individuals. I was very lucky and discovered my condition while it was still manageable, and my prognosis is good. My goal is to one day help raise awareness of this condition and, hopefully, see a screening process developed that would reduce or eliminate the tragic loss of life in our young people.

The thing I look forward to the most with my involvement in ALA is meeting everyone and learning about our local legal industry. Every time I meet with a firm, I learn new things about how firms run, what motivates them,

and how they are successful. I am a very analytical person, and I love to learn new things.

I can't believe the warm welcome we have received, and how fast word spread that we were new business partners. I have not seen that kind of response in any other local organization.

Thank you so much for the opportunity to share about myself and my company. I am very excited to be an ALA business partner, and I look forward to meeting with everyone.

I apologize if I ramble on about my twins and start showing pictures when we meet; it is just that proud first time parent thing :)



Bryce David



Lillian Amelia

Education

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

1. **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.

2. **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.

3. **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. (a)
2. (d)
3. (b)

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



Information on
"green" office
practices

Sample
telecommuting
policies

An attorney
withdrawal
checklist

Where do you begin? Put your ALA membership to work for you!

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ALA Calendar of Events

December 14, 2011

Meeting

January 18, 2012

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

In today's challenging legal environment, every firm recognizes the value of client recruitment, retention, and loyalty. Join this program to learn to scientifically evaluate all client contact opportunities and experiences.

January 11, 2012

Meeting

February 22, 2012

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

We don't need no stinking handbook! Yes . . . we do. In today's litigious environment, employee handbooks are essential for all employers. Join this session to discuss the important dos and don'ts in drafting a handbook for your law firm without creating employee contracts.

March 14, 2011

Meeting

March 21, 2012

The Art of Active Listening (CM)

Listening makes up more than half of the communication process, and to be successful, you must know what to listen for. Learn to manage upset people, and improve cooperation and understanding in your workplace simply through improving your own active listening skills.

April 11, 2012

Meeting

April 18, 2012

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

In most law firms, lawyers – and legal administrators – know how to manage a case. Legal Project Management (LPM) is becoming an essential tool in today's economically challenging legal landscape – a tool that can, among other things, help you estimate how long different tasks should take based on historical benchmarks and then calculate a combined time estimate for the entire case.

May 9, 2012

Meeting

May 16, 2012

Safe Stress! (CM)

You are evaluating a new billing system, working under a tight deadline for an attorney, a good employee quits, and suddenly the road you drive every day closes for construction. How does an administrator handle all of the stress? Discover tools to identify the factors that cause stress and effective coping mechanisms.

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Chapter Memories



Cathy Dille, Diane Smith, Paula Anderson, Angelia Hadden, Carolyn Owen, and Marilyn Miller appear ready for the next adventure.



Cathy Dille and Mary Coney attended the Region 4 meeting.



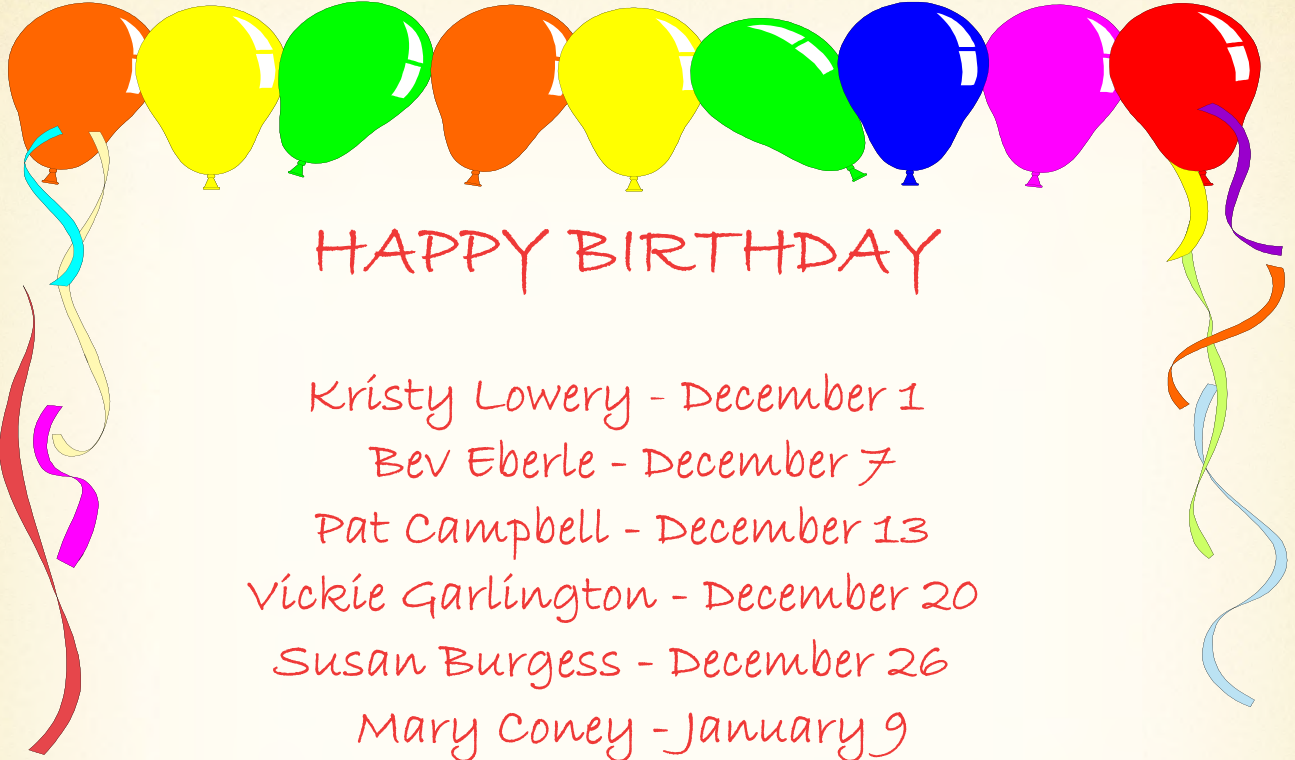
Mary Coney, Diane Smith, Susan Burgess, Paula Anderson, Angelia Hadden, and Cathy Dille enjoyed visiting at the Welcome Reception.



Diane Smith, Carolyn Owen, Angelia Hadden, Paula Anderson, and Cathy Dille posing with one of the Business Partners.

Regional Conference - Kansas City -

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HAPPY BIRTHDAY

Kristy Lowery - December 1

Bev Eberle - December 7

Pat Campbell - December 13

Vickie Garlington - December 20

Susan Burgess - December 26

Mary Coney - January 9

Bushman Court Reporting



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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

Co-Editors: Diane Smith and Marie Ray

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Donna Blacklaw

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and Carol Minor

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.

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