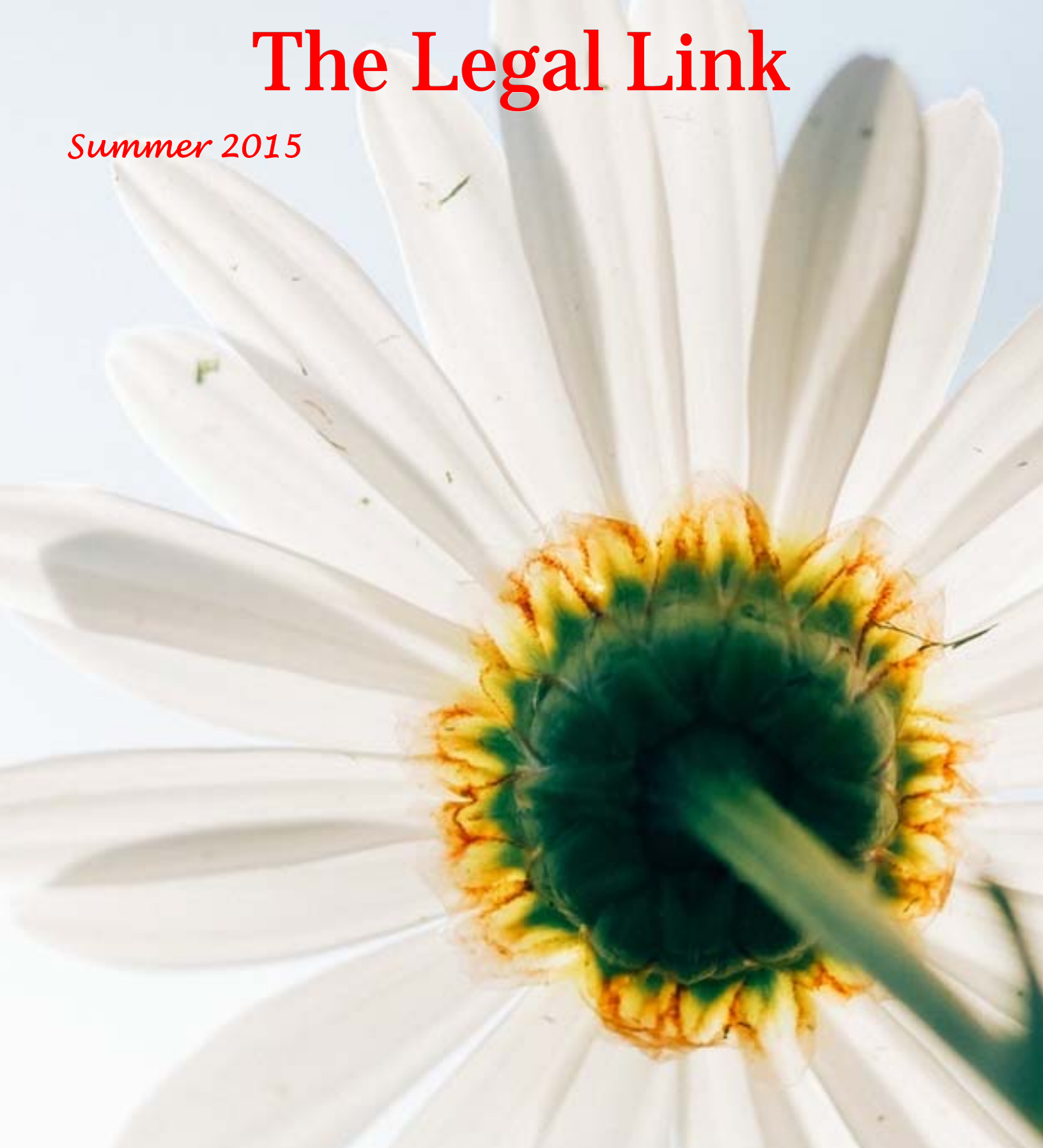


The Legal Link

Summer 2015



Published by the Arkansas Chapter of the Association of Legal Administrators



Arkansas
Chapter

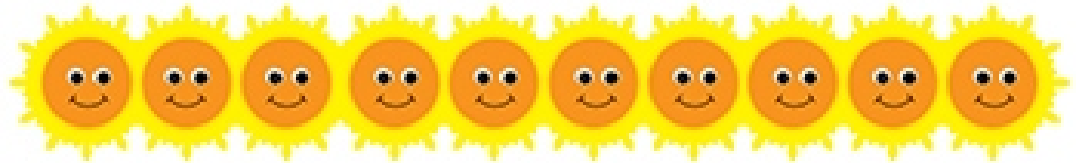


Thanks to our Diamond Level Sponsor, Standard Business Systems!

The Legal Link

MISSION STATEMENT

- 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.



President's Message

Baby, it's **HOT** outside! Summer has definitely arrived and will hang around for the next couple months, I'm certain. Hopefully, Jeannie Billingsley and I can find some relief when we travel next week to Grand Rapids, Michigan. We will be attending the Chapter Leadership Institute at the Amway Grand Plaza Hotel July 23rd through the 25th. We look forward to networking with other chapter leaders and learning new and exciting ways to strengthen our leadership roles in ALA.

Also, there will be a New Brand Name Recommendation Webcast which you can stream live on Friday, July 24th from 11:00-12:15 Central standard time.

Jeannie and I look forward to reporting back new and exciting changes for ALA upon our return. In the meantime, try to stay cool!



*Arkansas Chapter
President Vivian
Koettel*

Inside this issue:

Member Profile	4-5
Officers and Committees	8-9
Business Partner Spotlight	11-13
Digital Dictation	14-16
Calendar of Events	20-22
Throw that Fish!	27-29
Email Etiquette in the Workplace	31-32

ALA
Association of Legal Administrators
2015
PRESIDENTS'
Award of Excellence



Document Hardware & Software Solutions

Deborah Coop, Account Representative

501/690-3793

deborah.coop@standardbusiness.com



Leading Innovation has its rewards.

TOSHIBA
Leading Innovation >>>



At Toshiba, everything we do is fueled by one core idea: "Leading Innovation." But we don't just say it. We live it. Our commitment to quality, reliability and innovation continues to set us apart in the technology industry earning us top honors from respected organizations like BERTL, BLI, Better Buys for Business and Business Technology Association. See the other side of this flyer for a full list of awards. To learn more, visit business.toshiba.com



TOSHIBA
BUSINESS SOLUTIONS

While you're busy watching pennies, who's watching your priceless data?

No matter what you're busy doing, hackers are busy trying to get your information. Learn how we can ensure all your data and documents are safe and secure.

Learn more at copiers.toshiba.com/tbs



TOSHIBA
Leading Innovation >>>

DocuWare

LEXMARK

xerox



FUJITSU



Member Spotlight: Julia Strickland

Tell us about your background, where you grew up and then transition into your career. I was born in Murray, KY (Go Racers!) before moving to Northwest Arkansas. I graduated from Springdale High then attended the U of A (Go Hogs!) where I earned a BSBA in Accounting. My first “real” job with the accounting firm of KPMG brought me to Little Rock.

Tell us about your family. My husband, Reese, is from LA, that is Lower Arkansas, and works for Frank Fletcher Companies as the Controller for their auto dealerships. My 15-year old daughter, Katie, attends Mount St. Mary’s Academy and spends five days a week in dance classes, primarily in pointe shoes. The other two kids attend Christ the King Catholic School. My son, Will, becomes a teenager this summer and likes football and baseball, but would probably cut off a leg to get an extra hour on the Xbox. And lastly, Erin, my 10-year old daughter, lives for soccer, and according to her, she’s the only 4th grader in Little Rock without a cell phone. She is a princess and tom-boy rolled into one.

How did you begin your career in the legal field? One of the Directors in my firm, Donna Galchus, has a daughter who worked with me at PeopleWorks. When that company dissolved, she recommended me for the vacant Business Manager position at CGWG.

What are your main responsibilities? I direct, administer, and coordinate the business operations of my law firm from HR to IT to accounting.

How would your attorneys and staff describe you? This answer changes depending on their mood.

What is the best professional advice you ever received? Never underestimate the duties you are asked to do, however small or large.

What is the most interesting job you ever had? Drive-thru Attendant at Bud’s Family Style Chicken. All day long, I was stuck in a small room with large windows overlooking the drive-thru lane. Whenever possible, I would sneak portions from the food on display (tapioca pudding was my favorite) before the next car drove up. I’d also hand out extra pieces of chicken to customers who were my friends. After hours, I got to pull chicken meat off the bones, which I loathed, to make the chicken salad. This job was interesting in that I learned a lot about a work environment and the politics that come along with it.

What do you like best about being a legal administrator? Honestly, I’m not sure. I’m an accountant who sees black and white; an attorney sees gray. We mix together like oil and water.

Continued to next page...



Member Profile (cont.)

If you weren't a legal administrator, what would you do? I've given a lot of thought to this question as other opportunities have come and gone through the years, but the amount of flexibility offered would greatly influence any choice I made.

What is the hardest situation you have had to deal with in your career? Every involuntary termination of an employee's employment is just as hard as the next, regardless of the reason.

What are your outside activities? Managing my kids' schedules, running, managing my kids' schedules, reading, and managing my kids' schedules.

What do you enjoy most about your affiliation with ALA? The people of the Arkansas chapter of the ALA. Hands down.

How has ALA benefitted you? The ALA has opened up networks with business partners and colleagues to help me in my job.

My friends describe me as... I'm not sure. I've never asked.

Someone I really admire is... Blessed Mary Theresa (Caroline Gerhardinger).

My favorite quote is... "Who you become is infinitely more important than what you do or what you have." -Becca Faith Brado

My favorite book is... The Book Thief

My favorite musical artist is... Depends on my mood...

What is a word you dislike? fickin' and fixin' as in, "I'm fickin' to go to the store."

A sound or noise I love is... the sounds of nature at dusk.

A sound or noise I hate is... an alarm clock.

My favorite trivia fact is... I know how to grow and cure tobacco.

Outside of my family, my most treasured belonging is... My relationship with God.



Business of Law
eLearning Center

*Your anytime, anywhere,
business of law eLearning solution.*

REGISTER TODAY: alanet.org/elearning





Congratulations
to
DIANE SMITH



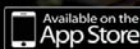
on achieving
PLATINUM
PRESIDENT'S
AWARD!!

We are so
proud of you!

PRWEB MOBILE
exhibits and transcripts
shouldn't be that heavy.



Secure mobile access to
transcripts, exhibits,
video and more.



**PROFESSIONAL
REPORTERS**

www.proreporters.com

**Fayetteville, AR
Little Rock, AR**

800.376.1006

Enhanced ALA Compensation and Benefits Survey

Your advantage for competing in the business of law



PARTICIPATE + SAVE!

ALA member participants receive the best rate.

- Benchmark your firm's salary and benefits against the survey's results.
- Exclusive feature: Survey participants get access to personalized dashboard for data comparisons.
- Gain unique, in-depth industry data.
- Access survey sample details:
 - More positions
 - Staffing ratios and office best practices
 - Geographic salary comparison benefits



2015 survey participation now open.

Check your in-box for details.



Arkansas
Chapter

ARKANSAS CHAPTER

OFFICERS AND DIRECTORS

APRIL 2015 - MARCH 2016



President
President's Award of Excellence
Vivian Koettel
Williams & Anderson, PLC
(501) 396-8486
vkoettel@williamsanderson.com



President-Elect
Michelle Tyree
The Brad Hendricks Law Firm
(501) 221-0444
mtyree@bradhendricks.com



Vice-President
Jeannie Billingsley
Friday, Eldredge & Clark, LLP
(501) 370-1528
jbillingsley@fridayfirm.com



Treasurer
Julia Strickland
Cross, Gunter, Witherspoon & Galchus
(501) 371-9999
jstrickland@cgwg.com



Secretary
Diana Thomas
Mitchell Williams
(501) 370-4207
dthomas@mwlaw.com



Immediate Past President
President's Award of Excellence
Diane Smith
Anderson, Murphy & Hopkins, L.L.P.
(501) 210-3631
smith@amhfirm.com



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



Director
Bonnie Vickery
Mitchell Williams
(501) 688-8838
bvickery@mwlaw.com



ALA National President
Paula K. Barnes
Burr & Forman, LLP
(615) 724-3220
pbarnes@burr.com



Region 4 Director
James Cornell
Graves, Dougherty, Hearon & Moody, P.C.
(512) 480-5600
jcornell@gdgm.com



**ARKANSAS CHAPTER
STANDING COMMITTEE CHAIRS
APRIL 2015 - MARCH 2016**



Arkansas Bar Liason/Mentor Program

Carolyn Owen
Gill Ragon Owen, P.A.
(501)801-3854
Carolyn@gill-law.com



Community Connection

Dede Govia
Wright, Lindsey, & Jennings
(501) 212-1219
dgovia@wlj.com



Accountant/Auditor/Hospitality/Roster/Bylaws/Standing Rules

Kathy Cagle
Munson, Rowlett, Moore & Boone, P.A.
(501) 370-4604
kathy.cagle@mrmblaw.com



Membership/Scholarship/Newsletter Co-editor

Diane Smith
Anderson, Murphy & Hopkins, L.L.P.
(501) 210-3631
smith@amhfirm.com



Diversity

Bonnie Vickery
Mitchell Williams
(501) 688-8838
bvickery@mvlaw.com



Regional Council Representative

Vivian Koettel
Williams & Anderson, PLC
(501) 396-8486
vkoettel@williamsanderson.com



Newsletter Co-editor/Photographer

Michelle Tyree
The Brad Hendricks Law Firm
(501) 221-0444
mtyree@bradhendricks.com



Newsletter Co-editor

Debbie Guss
McMullan & Brown
(501) 376-9119
dguss@mlf-firm.com



Programs/Education

Jeannie Billingsley
Friday, Eldredge & Clark, LLP
(501) 370-1528
jbillingsley@fridayfirm.com



Webmaster

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



Business Partner Relations, Sponsorships

Greg McKee
Friday, Eldredge & Clark, LLP
(501) 370-3367
gmckee@fridayfirm.com



Chapter Challenge Program

Nancy Collins
Mitchell Williams
(501) 688-8847
ncollins@mvlaw.com



Arkansas
Chapter

2015-2016 BUSINESS PARTNERS

DIAMOND PARTNER

Standard Business Systems, Inc.

PLATINUM PARTNER

Business World, Inc.

GOLD PARTNERS

DataPath Administrative Services, Inc.

Voice Products, Inc.

SILVER PARTNERS

PC Assistance, Inc.

BancorpSouth Insurance

Consulting Ideas & Solutions

Modus

Professional Reporters

XMC, Inc.

FRIENDS AND SUPPORTERS

LawMed Insurance Group, Inc.

Bushman's Court Reporting

THANK YOU to our Business Partners for their Support!

Silver Sponsorships and Friend & Supporter Sponsorship opportunities are available.

Please contact Greg McKee at gmckee@fridayfirm.com for more information on how your company can benefit from partnering with our chapter.



Find it in
LEGAL MARKETPLACE

EXCLUSIVE ONLINE SUPPLIER DIRECTORY
FOR LEGAL MANAGEMENT PROFESSIONALS



Business Partner Spotlight: Tom Peeke

Tell us about your background, where you grew up and then transition into your career. I grew up on an island, Grosse Ile, Michigan. Located between Canada and the U.S. I moved to Kansas City as a result of the recession. I started my career in telecommunications, including owning my own business. I made a career decision to transition to healthcare in 2000.

How did you begin your career? A friend's father hired me for a sales position to represent the Midwest territory in the plastics industry. I learned a lot in the "school of hard knocks."

Give us some background history about your company. Voice Products, Inc. was founded in June of 1990 by Dean Tullis and Stuart Peters. They have over 50 years of combined experience in the industry. Mr. Tullis started with the Dictaphone Corporation in 1980. He was one of their top branch managers from 1983-1988. Mr. Tullis has served on several charity boards and committees over the last 22 years and has been involved in hundreds of hospital and clinic installations. Throughout the years, Mr. Tullis has spoken at several state healthcare and legal conferences and has had several articles published. In 1990, Mr. Tullis and Mr. Peters purchased the Lanier Worldwide Dealership, now known as Voice Products, Inc. Voice Products, Inc. celebrated its 25th year in 2015. Mr. Tullis is the President and CEO, and Mr. Peters is the Vice-President and CFO. Mr. Peters has sold 911 PSAP Voice Logging Systems for over 22 years. He also serves on the NICE Dealer Advisory Board (DAC-Dealer Advisory Council). He personally has been involved in hundreds of recorder installations. Mr. Peters earned The Wichita Business Journal "40 Under 40" award in 2000 which recognized both his business and civic accomplishments. He is a graduate of Kansas State University. Voice Products, Inc. was recognized with the Wichita Business Journal Best in Business Award for the last seven years as one of the Top 15 Businesses in Wichita in 2008, 2009, 2010, 2011, 2012, 2013, and 2014; several of these companies are International.

What your company's mission is? Our mission at Voice Products is to always exceed customer expectations with an emphasis on total customer satisfaction. We offer our customers qualified personnel for sales, product training, timely service, and software support as part of our continuing commitment to service. In all customer relations, Voice Products, Inc. will uphold the fundamental values of integrity, professionalism, and responsibility.

What makes your company unique? When you call, you always talk to a live person, not voice mail, and 95% of the time, you can speak with a technician or trainer right then. We're also the only company that provide loaner equipment should yours fail. We also offer free consulting on very unique solutions that offer free software upgrades, so you won't be obsoleted and have to keep purchasing new software over and over.

Continued to next page...



Business Partner Spotlight: Tom Peeke

Why should ALA members select your company over your Competition? Besides our local sales and service, we match the internet, but we also provide installation, configuration training, and products you can't buy on the internet.

Provide your contact information. Voice Products has been in business for 25 years. Our mission is to be the best, and our service is the best! We are the largest dictation company in the entire Midwest. What makes us unique is we answer the phone live 24/7 and offer unique products that are not offered on the internet or by other dealers and back it up with support...it's not talk. ALA should consider us because we have been involved in clinics, hospitals, law firms, police departments, and courthouses, and we most likely have the premier 911 equipment in your town. This means we handle "Mission Critical" equipment for very serious industries; and we keep very happy clients; and our clients are our partners.

You can reach me at:
316-293-6798 (cell)
1-800-466-1152 (Office)
tpeeke@voiceproducts.com

What are your main responsibilities? I oversee territories in Kansas, Missouri, and Arkansas. I travel to Arkansas at least once a month. I am responsible for setting high goals and maintaining an annual quota.

Tell us about the work accomplishment of which you are most proud. I started a telecommunications business from 1990-2000. My company sold telecommunications systems, data cabling, and sound equipment throughout the United States and other countries. Representing large franchised companies.

What trends or areas of focus do you see that are important to your clients? The Digital world! Most recently speech recognition and the ability to use Smart Phones for dictation.

How would your employees/staff describe you? I am driven in a good way. I am very enthusiastic about my product and have high energy representing our company. Before I leave for Arkansas, I am told (by our CEO) to slow down...still have a little of that Michigan still in me!

What is the best professional advice you ever received? The Harder you work, the luckier you get. That came from a CEO of a major company in Detroit.

What is the most interesting job you ever had? Running my own business.

What do you like best about your career? I'm in sales because I like people. I enjoy engaging in conversation and education.

Continued to next page...

Business Partner Spotlight: Tom Peeke

If you weren't a salesman, what would you do? I'd be an agent for a musician or actor, or still running the business I had.

What is the hardest situation you have had to deal with in your career? Corporate politics.

Tell us about your family or your personal life. I came from a family of 6 boys, no girls, and a lot of fun and memories. I have a wife (married for 35 years) and 3 children; they are my best friends.

What are your outside activities? We enjoy time out of the house: Fire pits, Sunday night family dinners, meeting our kids at the plaza for dinner, and evening walks with my wife and our dog.

Are there charitable entities with which you are involved or about which you feel strongly? I work at a food pantry for the homeless, and I tutor reading for a young boy at an inner city school once a week. Love it!

What do you enjoy most about your affiliation with ALA? I like the people involved. I would like to develop more relationships with more of the members. Our company will make your attorneys and you more productive.

How has your involvement in ALA benefitted you/your company? We have done some business and would like to do more.

My friends describe me as...engaging and happy.

Someone I really admire is... Einstein, and not necessarily for his theory.

My favorite quote is... "The truest test of love has nothing to do with appearances, and though I admire your outward beauty, I love, as God does, for yourself alone" quote from Yeats for my wife.

My favorite book is... Ageless Body, Timeless Mind by Deepak Chopra.

My favorite musical artist is... Steven Wilson and any of his bands and, of course, the serious side of The Beatles.

What is your favorite word? Optimism.

What is a word you dislike? Pessimism.

A sound or noise I love is... The ocean.

A sound or noise I hate is... Loud background music at a nice restaurant.

My favorite trivia fact is... I can name the year the Chicago Cubs won the World Series.

What to Look for When Considering Digital Dictation



By: Dean Tullis, President/CEO of VoiceProducts, Inc.

What to Look for When Considering Digital Dictation

By: Dean Tullis, President/CEO of VoiceProducts, Inc.

We all realize that many attorneys are creatures of habit when it comes to their dictation equipment usage. Several things have changed since you've purchased your last cassette dictation unit. It used to be true that all brands worked together as long as they utilized the same cassette size, i.e.: micro, standard, or mini. Today, this is NOT the case! Making sure you have compatibility throughout your firm is a key component for work distribution and efficiency. Some brands offer ways to migrate from one brand to another but not necessarily every brand offers this.

Another consideration is to look at all the various tools available for your attorneys and the way that they work. There are more dictation options than just a hand-held digital recorder. One option may be a microphone plugged into their PC if they work at their desk, or perhaps, a smart phone application if they travel, so they don't have to physically dock their digital hand-held recorder to send their work to their assistant.

Many firms also want to incorporate Speech Recognition for their attorneys. They can use it to send emails, fill in blanks in a form, or have their assistant use it on the back end, which will help spend 30% less time transcribing by only editing mistakes. As you will see, digital also appears to be less money than cassette units. Don't be fooled! What they don't tell you is that in a few years when you upgrade your PC or your network hardware, incompatibility issues will arise. This can also be true if you upgrade your network or your PC software.

You will most likely have to repurchase most dictation software again and go through the hassle of reinstalling on each PC and re-training each staff member. This can also be true if you have to purchase a new portable recorder and your transcription player is a few years old.

There are also products not available through the internet, such as, products that offer free upgrades for the life of the product, so you don't have to keep re-purchasing. Also not found on the internet is concurrent software licensing, which is the way you currently purchase all of your other software. Why purchase a license for everyone in the firm, when you could purchase it for only the number of people who are actually using it at the same time.

So in conclusion, the goal should be: Find a local Company!

- A company that can offer a free trial of its dictation software before you buy it.
- Get some free consultation specific to your firm and work flow.
- Go with a company that can install and train should you require it.
- A company that charges the same prices as the internet.

Continued to next page...

Digital Dictation (cont.)

- A company that can offer on-site help in the future, after the sale.
- And a company that offers loaner equipment if you need it.

If you find a company that can do all of this on a local level, why try to figure it out on your own and hope you're getting the right solution.

Mr. Tullis has been in the dictation business for 35 years. He has spoken at many ALA events and state and National forums regarding dictation and speech recognition. In 1990 he founded Voice Products Inc., which today, is the largest dictation reseller in the US.

For more information please call 800-466-1152 or log into our website at www.voiceproducts.com.

Business Partner Spotlight: Tom Peeke

Outside of my family, my most treasured belonging is... My books and my music.

My favorite daydream or fantasy is... It has to have a mountain, lake, or ocean in it.

My favorite movies are... Godfather, Deer Hunter, Papillion, and Diner (reminds me of my diner days in Michigan with friends) or anything with Errol Flynn.

VOICE PRODUCTS INC.

Voice Technologies for Your Business

The Largest Dictation Distributer in the Mid-West

We Match Internet Pricing!

On all makes and models of
Transcription/Dictation and Speech Recognition

Free SpeechLive Trial for 30 days

- Free Local Sales Consulting
- Local Sales and Service
- Speech Recognition Integration
- Installation of all Hardware/Software
- Training
- Free Loaners
- LIVE Support
- Works with Olympus



PHILIPS



800-466-1152

www.voiceproducts.com



Finding the right
legal management job
can be this easy.


All You Need Is ALA's Job Bank.

Job seekers - looking for a job?
Employers - looking for top talent?
Then look no further than ALA's Job Bank!

- *Post or browse ads and resumes.*
- *Target the most qualified candidates.*
- *Save time with one-stop sourcing!*


Simplify your search at the Job Bank!

Your connection
to knowledge, resources and networking




**Search & Retrieve
Legal Documents
In Seconds.**

Ask Me About




XMC
CELEBRATING **20**
YEARS



Platinum
Authorized Sales Agent


Xerox® is a trademark of Xerox
corporation in the United States

Marty Moreno
Business Process Improvement Specialist
501.228.8900 • xmcinc.com




The Right Decision

We've been doing business with PC Assistance since 1996 and we implemented IT Assurance in the fall of 2008. Thanks to IT Assurance, a problem in my backup system was discovered and corrected before a potentially disastrous crash. You can't put a value on the issues that have already been remedied through IT Assurance, and you can't put a value on the peace of mind that comes with knowing that PC Assistance is monitoring our system remotely at all times.



It is clear I made the right decision.

Brad Hendricks



Contact Ted Clouser to find out how IT Assurance can be the right decision for your business.

501.907.4722 www.pcasistance.com

MEETING TOPICS

August

**CLI Recap from Vivian Koettel
and Jeannie Billingsley**

September

**Lance McLearn
from Thomson Reuters
on eDiscovery**

October

Business of Law Recap

ATTENTION

Do you have something to say? Voice your opinions! Record your thoughts and weigh in on the issues that matter to you.

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
mtyree@bradhendricks.com.





Large Firm Principal Administrators **RETREAT**

August 6-8, 2015
The Broadmoor, Colorado Springs, CO



This exclusive three-day retreat can help you become a stronger leader within your organization and embark on a path of personal leadership success, with the unique challenges of the large law firm in mind.

- ◆ Strengthen your network.
- ◆ Enhance your skills.
- ◆ Apply best practices to real problems.
- ◆ Gain new insights from esteemed faculty.

Check your eligibility and **REGISTER NOW.**
alanet.org/lfaretreat

August 2015

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2 Julia's Birthday	3	4	5	6 Large Firm Principal Administrators Retreat	7 Large Firm Principal Administrators Retreat	8 Large Firm Principal Administrators Retreat Vivian's Birthday
9	10	11	12 Business Meeting Angela's Birthday	13	14	15
16	17	18	19	20	21 Terri's Birthday	22
23	24	25	26	27	28	29
30	31					

September 2015

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 Marie's Birthday	2	3 Debbie's Birthday	4	5
6	7 Kim's Birthday	8	9 Business Meeting	10 Business of Law Conference New Orleans	11 Business of Law Conference New Orleans	12 Business of Law Conference New Orleans
13 Diane's Birthday	14	15	16 Essential Competencies for Legal Administrators	17 Essential Competencies for Legal Administrators	18 Essential Competencies for Legal Administra- tors	19
20	21	22 Michelle's Birthday	23	24	25	26
27	28	29	30			

October 2015

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1 Business of Law Conference — East	2 Business of Law Conference — East	3 Business of Law Conference — East
4	5	6	7	8 Intellectual Property Conference for Legal Professionals	9 Intellectual Property Conference for Legal Professionals	10
11 Diana's Birthday	12 Carol's Birthday	13	14 Business Meeting	15	16	17
18	19 Managing Partners/ Executive Directors Forum	20 Managing Partners/ Executive Directors Forum	21	22 Business of Law Conference — West	23 Business of Law Conference — West	24 Business of Law Conference — West
25	26	27	28	29	30	31

PLEASE WELCOME!



Michelle Stewart

Kutak Rock LLP

Joined May 5, 2015



Xann Henry

Rainwater, Holt, & Sexton

Joined May 8, 2015

We are so happy you joined our small, but mighty group!



The success of any business relies upon its ability to match the **right opportunities** with the **right resources** and most importantly, the **right people.**

The right resources: professional liability coverage | risk management | claims analysis and advocacy | life, employee benefits, and continuity plans

The right people: Alfred L. Williams SVP/Risk Consultant | Ken Estes SVP/Risk Consultant | Bill Birch SVP/Risk Consultant | Brendan Monaghan, JD/AMP | Jeremy Cox, VP | James Clark, AMP | Michelle Duncan, Professional Unit Team Lead



BancorpSouth
Insurance Services, Inc.

BUSINESS | EMPLOYEE BENEFITS | SURETY | PERSONAL

Jonesboro (870)972-5281 • Little Rock (501)664-7705 •
Rogers (479)271-0725 • www.bsisi.com

BancorpSouth Insurance Services, Inc. is a wholly owned subsidiary of BancorpSouth Bank. Insurance products are • Not a deposit • Not FDIC insured • Not insured by any federal government agency • Not guaranteed by the bank • May go down in value. Services provided by BancorpSouth Insurance Services, Inc. are supplemental to the insurance carrier and your legal counsel.



LawMed Insurance Group, Inc.

Ron Weltmann (512)470-5347



501-372-5115

2015



MARK YOUR CALENDARS

Plan your education and networking.

JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
SUN MON TUE WED THU FRI SAT 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	SUN MON TUE WED THU FRI SAT 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28	SUN MON TUE WED THU FRI SAT 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	SUN MON TUE WED THU FRI SAT 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	SUN MON TUE WED THU FRI SAT 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	SUN MON TUE WED THU FRI SAT 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30
JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
SUN MON TUE WED THU FRI SAT 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	SUN MON TUE WED THU FRI SAT 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	SUN MON TUE WED THU FRI SAT 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	SUN MON TUE WED THU FRI SAT 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	SUN MON TUE WED THU FRI SAT 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	SUN MON TUE WED THU FRI SAT 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

PLAN YOUR EDUCATION FOR 2015

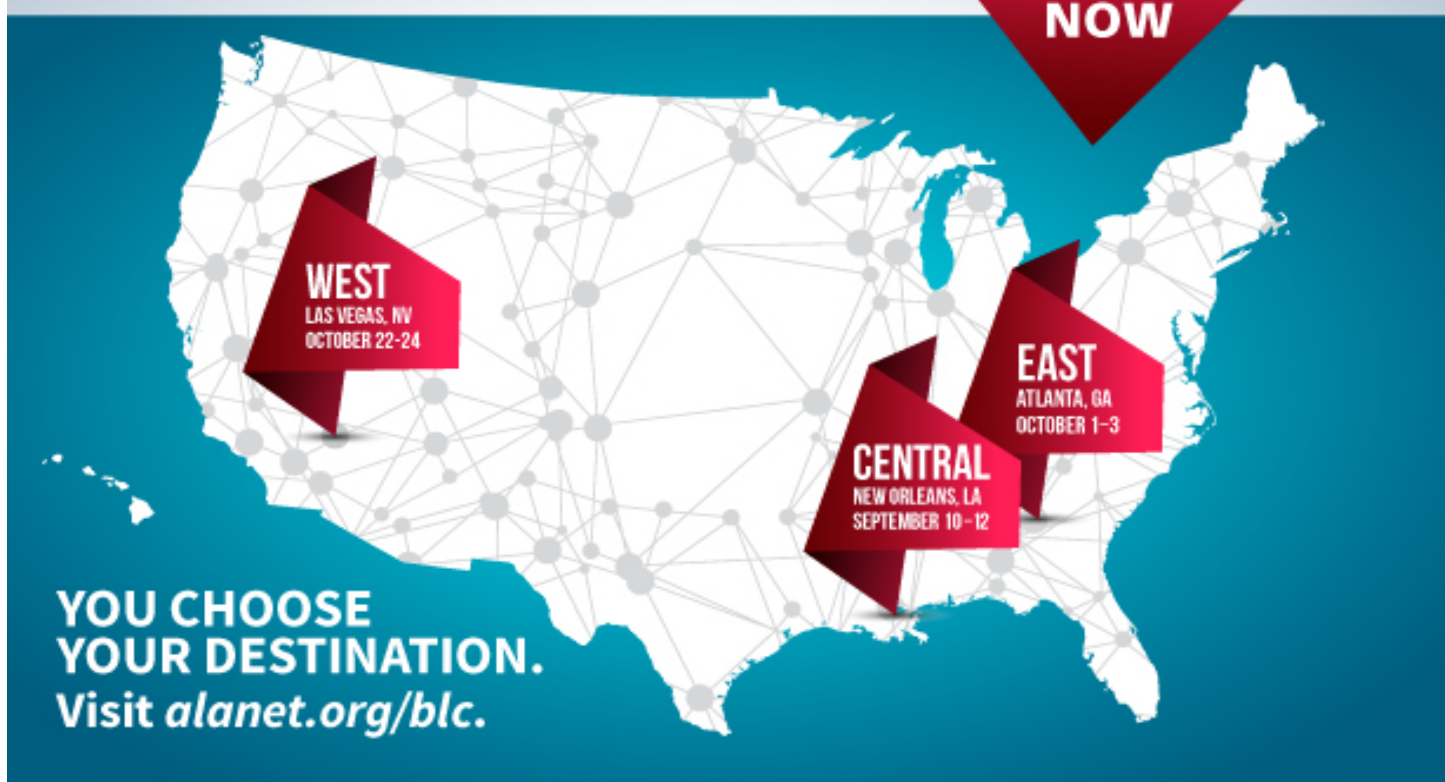
- > **NEW!** Managing Partner/Executive Director Forum, February 23-24, Orlando, FL
- > **NEW!** Finance Conference for the Legal C-Suite, May 17, Nashville, TN
- > 2015 Annual Conference & Exposition, May 17-20, Nashville, TN
- > Chapter Leadership Institute, July 23-25, Grand Rapids, MI
- > Large Firm Principal Administrators Retreat, August 6-8, Colorado Springs, CO
- > Business of Law Conference – Central, September 10-12, New Orleans, LA
- > Essential Competencies for Legal Administrators, September 16-18, Chicago, IL
- > Business of Law Conference – East, October 1-3, Atlanta, GA
- > IP Conference for Legal Professionals, October 8-9, Washington, DC area
- > Business of Law Conference – West, October 22-24, Las Vegas, NV
- > Corporate Law Department Symposium, TBD

alanet.org/events



**BUSINESS OF LAW
CONFERENCES**

**REGISTER
NOW**



WEST
LAS VEGAS, NV
OCTOBER 22-24

CENTRAL
NEW ORLEANS, LA
SEPTEMBER 10-12

EAST
ATLANTA, GA
OCTOBER 1-3

**YOU CHOOSE
YOUR DESTINATION.**
Visit alanet.org/blc.

EVOLVING THE BUSINESS OF LAW

Don't miss **the premier event** for legal management professionals!

Each conference location will deliver the same high-caliber curriculum for legal administrators, managers, and functional specialists. Build your skills or earn certification credits with the following courses:

- ▶ Managing a Crisis and Dealing with the Media
- ▶ Pricing in Today's Legal Market
- ▶ Fostering Creativity and Innovation Agility
- ▶ Technology Trends Driving Change
- ▶ Harassment Prevention and Diversity
- ▶ How to Cultivate Employee Accountability
- ▶ ... and more!



MARIANNA BORRELLI
Director of Operations
Sherin and Lodgen LLP

“The ALA Business of Law Conference was an amazing experience. The selection of venues allowed chapter members to network with different vendors and members across the country. This was a great format!”

CLMSM

Certified Legal Manager

"Becoming a Certified Legal Manager transformed my career while exposing me to resources I didn't know I had. It has given me a steadfast conviction in my skills as a manager and credibility as a leader within my profession. As a CLM, I know that I have what it takes to handle the day-to-day operations of my firm and can respond to any challenge that finds its way to my desk."

The ALA Certified Legal Manager (CLM)SM program has been helping legal managers chart their courses to personal satisfaction and professional success for more than 15 years. Find out how CLM is right for you at www.alanet.org/clm.



www.alanet.org/clm



Camaraderie. Leadership. Motivation.
Barvie Koplow, CLM

MODUSTM

MODUS DISCOVERY INTELLIGENCE

REDISCOVER WHAT REALLY MATTERS

CIS | CONSULTING IDEAS & SOLUTIONS, PLLC

Specializing in Time & Billing, Practice Management &



Busy Office



Phone Ringing



On the Run



Mobile Access Anywhere

JUST RELEASED!!

YOUR SOLUTION



NEW FEATURE

Click Here for Info!

Mobile access anywhere you can connect to the Internet!

133 Barbara Drive - Edmond, OK 73013
Office (405) 844-0122 - Cell (405) 863-7937

www.consultingis.net

Tabs3 PracticeMaster

Reliable Software. Trusted Service.

THROW THAT FISH!



By: Paul Perdue

THROW THAT FISH!

Pike Place Market in Seattle is best known for its fresh seafood, excellent dining, and, most importantly, fish throwing. If you're not familiar with it, I suggest a quick YouTube search, so you can get the visual of the large fish being launched from one person to another. Focusing on just one person, you'll see a combination of focus and fun. You will see the instantaneous change of focus from catching a fish to throwing the fish. At any given time, the fish is not in the same person's hands for more than one second.

By: Paul Perdue

Looking inside most workplace environments, we do not see this level of efficiency, and we do not see this velocity of movement. If tasks were fish, how many times do you catch a fish and simply put it on a list to do later? How many times do you look at the fish after you caught it to decide whether or not it is time to throw it? In order to throw it, you must complete it, delegate it, discard it, or act-and-pass on it.

Can you complete it? When a fish is launched your way it likely comes via an email, a telephone call, or some other piece of correspondence. The first option is to simply complete it the moment you understand what is being asked of you. If it had your attention when it came in, then your attention is already focused on the item. Are you able to complete it in a minute or two and be done with it instead of changing your focus to something else? If so, choose this option and throw the fish.

Can you delegate it? Is the fish that was launched your way not your fish? It may not be. Recognize this and redirect the fish to the proper person. How do you know if it is your fish? Ask yourself if you are the best person to catch and complete this fish. If not, pass to the person who is the best. For many of you this may require taking a hard look at many of the things that you believe are for you, but actually are best handled by somebody else. Throw the fish.

Can you discard it? Does that fish need to be caught? If not, get out of the way and let it hit the garbage can behind you. Do not give it two seconds of thought and get ready for the next fish. This includes much of the garbage you waste time on every day. Your goal is not to accumulate fish, your goal is to never have any fish in your hands by constantly throwing what you catch in the proper direction.

Can you act-and-pass it? Many of the tasks we accumulate require many people to build on an idea, add an opinion, or give feedback. For these, you add what you add, pass to another person with a question or statement, and throw the fish back to where it came with your addition. Then, the other party adds what they need to add and throws it back. However, while the fish is out of your hands, you're free to catch other fish until the one you threw comes back to you.



Continued to next page...

THROW THAT FISH (cont.)

When the fish is out of your hands, that means it should also be out of your mind. This is the key to being able to work on many fish simultaneously because you're never thinking of anything beyond the fish in your hands. However, the total volume of fish circulating in your universe may be a large number. You have a singular focus because you know there is nothing you can do with a fish that is not presently in your hands.

For the fish that is presently in your hands, you give it your maximum attention in a short burst. This is total present moment awareness combined with accelerated movement. The end result is a tightly woven string of simultaneous events moving swiftly through the assembly line of your mind. What is the payoff? No more stinky fish rotting on your to-do list and no more need to stress out about all of the fish left to complete for the day.

Only. This. Moment.

Only. This. Fish.

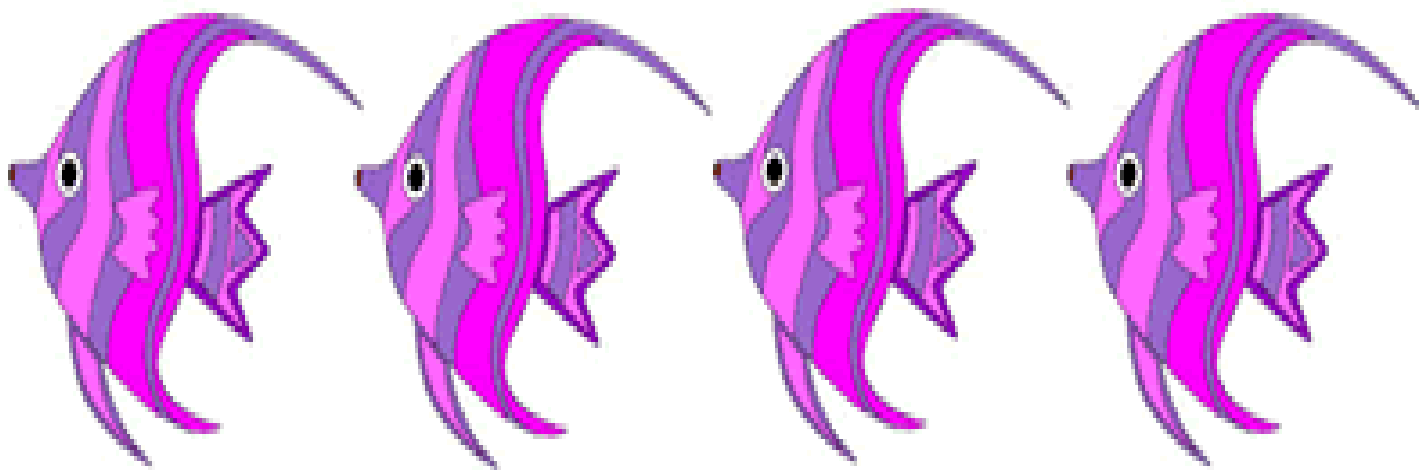
Paul Purdue is a principal at [Attorney Computer Systems](#). He's a self-proclaimed "infrastructure nerd." Check out Paul's growing library of legal technology articles and videos on Attorney Computer Systems' web site.

Contact Paul:

(800) 475-8104

paul.purdue@attorneycomputersystems.com

www.attorneycomputersystems.com



Business World

New Ideas. New Solutions.

Multifunctional Copiers &

Printers

Managed IT Services

Postage & Folders

Collaborate/Digital Signage/
Projectors

Wide Format Printers & MFP's

Document Management

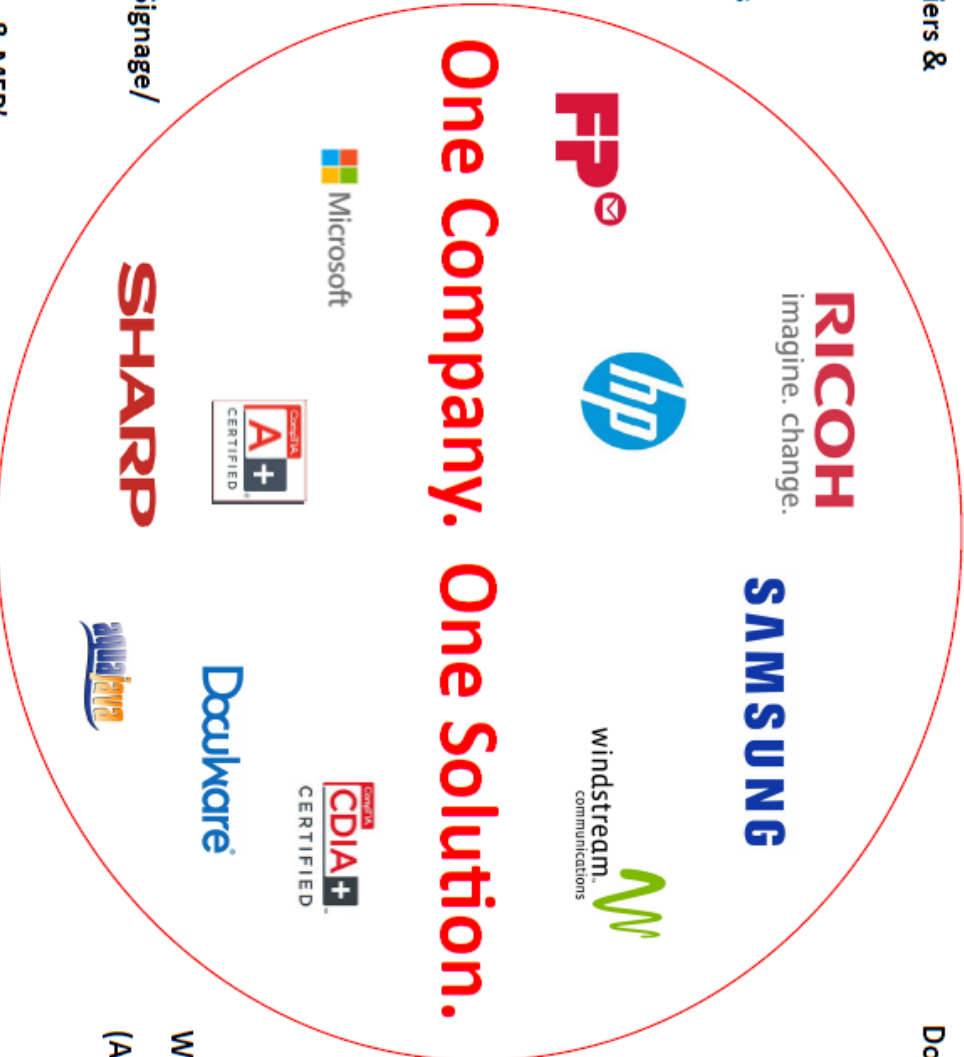
Mobility/Tablets

Advanced
Communications

Disaster Recovery

Water & Coffee Services
(Aqualava)

Client Services



One Company. One Solution.

Contact: Ben Holfield (501) 399-3345

920 S. Spring Street/Little Rock, AR 72201

www.businessworld-usa.com

Email Etiquette in the Workplace

Email has become what seems to be our primary way of communicating in the business world. It is a more convenient and less intrusive way of communicating these days. Email can also serve as a way to document previous communications or attempts of communication with others. I found some basic email etiquette practices from various articles and would like to share a few things to keep in mind.

By Rodney Nicholson

1. Assume There is No Privacy When Using Company Email and Resources

Corporate email is the property of our employers. The best rule to follow is to keep email communications strictly professional. Many companies have policies stating that the use of their resources (i.e., computer equipment, technology, email communication, etc.) should be used for business purposes only. From your employer's point of view, there should be no expectation of privacy when it comes to email.

2. Subject Should Be Clear and to the Point

The subject line of the email should be relevant and clearly state why you are writing the email. Having a well thought-out subject line can sometimes determine if the recipient will open the email. The subject line can also be thought of as the first impression the recipient has when receiving the email. Remember, we never get a second chance to make a first impression.

3. Address Recipients in the Appropriate Fields (TO: / CC: / BCC:)

The TO: field should include the person or persons who are directly being addressed in the email. These would be the people you would expect a response from if your email does, indeed, require a response.

The CC: field should be used for those people who are not directly addressed, but need to be kept on the same page. Think of this use as a way to let these people know as an FYI.

The BCC: field should be used when e-mailing a group of people who do not personally know each other. This is primarily a privacy issue. Do not publish others' email addresses without their consent. Doing so can cause their email addresses to be unintentionally forwarded across the internet which, in turn, opens up their email addresses for potential spammers.

4. Use Proper Spelling, Grammar and Punctuation

Almost all email programs have spell check, so be sure to use it. Take time to read through your email before sending, so any spelling or grammatical errors can be corrected. Spell checkers catch only words that are actually misspelled. For example: from and form are both words. Spell checker cannot interpret the context in which a word is being used; it simply knows whether a word is spelled correctly.

Continued to next page...

Email Etiquette in the Workplace

Do not make the mistake of TYPING IN ALL CAPITAL LETTERS. This is interpreted as shouting. Also, do not type in all lower case, as this can be interpreted as a sign of laziness. Keep in mind that you should apply the same rules when drafting an email as you would if you typed a letter on company letterhead and sent it out via postal mail.

5. Read Receipts

Use caution when requesting a read receipt. Your email program should not default to request a read receipt for every email sent. Some people simply view this as irritating, while others feel it is an invasion of their privacy. Depending upon how recipients' email is configured, they can permanently turn off sending a read receipt by simply selecting 'never send one when prompted', and also selecting 'don't ask me this again'. Limit requesting a read receipt for those emails that are truly necessary to have confirmation that they have been read.

6. Using "Reply All"

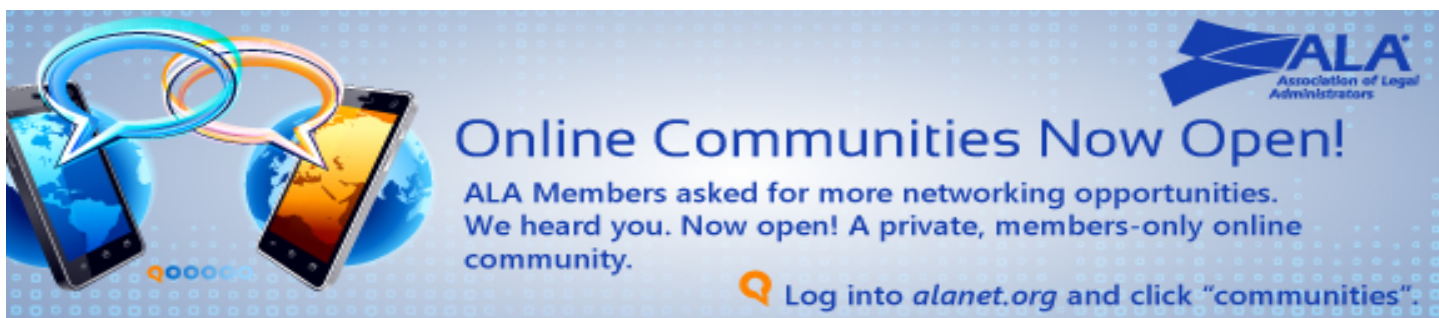
Replying to "All" should be used only when you feel confident that "All" need to know your response or they need to be aware of the contents of your response. You should not use "Reply All" if you do not know "All." If you are unsure whether to use "Reply All," simply reply to only the sender.

From the sender's perspective, to help circumvent unnecessary "Reply All" messages, list your recipients in the BCC: field instead of the TO: or CC: fields. By using this method, if someone uses "Reply All", you will be the only one who receives the response.

7. Include Signature Block

Be sure to include your contact information in your signature block. If the recipient chooses contact by means other than responding to your email, your information is readily available. Also, many companies, especially law firms, make it mandatory to use some type of email disclaimer / confidentiality statement at the bottom of the signature block.

It is a good practice to not forward jokes, virus hoaxes, chain mail, or any other unprofessional types of email to coworkers. Be sure to also leave animated emoticons (dancing smiley faces, etc.) out of all professional emails.



The advertisement features a blue background with a pattern of small white dots. On the left, there are two smartphones, one showing a globe and the other showing a globe with a speech bubble. The ALA logo is in the top right corner. The main text reads: "Online Communities Now Open! ALA Members asked for more networking opportunities. We heard you. Now open! A private, members-only online community." At the bottom right, there is a call to action: "Log into alanet.org and click 'communities'".

ALA
Association of Legal Administrators

Online Communities Now Open!

ALA Members asked for more networking opportunities.
We heard you. Now open! A private, members-only online community.

Log into alanet.org and click "communities"



Saving Employers Time and Money

Benefit Administration, Payroll and HR Services, Retirement Services

Cafeteria Plans

Flexible Spending Accounts

Health Savings Accounts

Health Reimbursement Arrangements

COBRA/HIPAA

Transit and Parking

Retirement

Payroll/HR

Employee Education
and Enrollment

Participant Debit Card



877-685-0655 | benefits@datapathadmin.com | datapathadmin.com

EDITORIAL POLICY

Editors

Michelle Tyree, Debbie Guss, Diane Smith

Photographer

Michelle Tyree

Editorial Board

Angela Falco, Diane Smith, Julia Strickland, Bonnie Vickery

This newsletter is published quarterly by the Arkansas Chapter of the Association of Legal Administrators for the education and benefit of its members. Opinions expressed in articles and advertisements contained herein are strictly those of the contributors and advertisers and do not necessarily reflect the opinions of the Arkansas Chapter or its members. Reprinting of any portion of this newsletter by any means, including photocopying, recording or any information storage and retrieval system, is prohibited without permission of the Editor and Authors.