

# The Legal Link

Winter 2018



**Thanks to our Diamond Level Sponsor, Standard Business Systems!**



**Arkansas**  
Chapter



Published by the Arkansas Chapter of the Association of Legal Administrators

**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.

**Inside this issue:**

Member Spotlight	4-5
Happy Retirement Bonnie	7
Business Partners Event & Sponsorship Form	8-9
Curbing Conflict	11-13
Why You Should Become an ALA Member	14-16
2017-2018 Officers, Directors & Committee Chairs	19-20
Diversity & Inclusion	22
2017 Christmas Party Photo	25
Calendar	28-30

## President's Message

Although my career in human resources management has taken me away from the legal industry, I want you, as members of the AR Chapter of ALA, and our associated business sponsors, to know the extent of your positive impact on me. As I've mentioned in previous newsletters, working in a law firm was a new venture for me these past five years; it was a fantastic experience, and I'm grateful for the opportunity to have met and worked with so many wonderful people.

My experience, however, would not have been nearly as good without ALA and each of you. The knowledge you shared and the support you provided was invaluable; you have left an indelible mark on me! And, even though I am not officially part of ALA any more, I view the organization with pride and consider myself extremely fortunate to have established strong bonds and lasting friendships.

I'll miss working with you on a regular basis, but I'm thankful ALA brought us together. . . . This is not farewell!

*Jeannie Billingsley*







**TOSHIBA**  
BUSINESS SOLUTIONS

**TOSHIBA**  
Leading Innovation >>>

Leading Innovation has its rewards.



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](http://business.toshiba.com)



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/tbe](http://copiers.toshiba.com/tbe)



©2012 Toshiba Business Solutions, Inc. All rights reserved.

## Member Spotlight: Connie Straw

### **Tell us about your background, where you grew up and then transition into your career.**

For the most part, I grew up in the far northwest Chicago suburbs. I studied broadcast journalism at Columbia College in Chicago and then completed my Bachelor's degree in communications/media studies at Judson University in Elgin, IL. It just so happened that I worked my way through college as a legal assistant and also took paralegal courses at a local college. After graduation, I doubled back and took the last few courses I needed to complete an Associate's degree in paralegal studies. For the first eight years of my career, I worked in marketing and PR. In 2001, I decided to switch gears and return to the legal field. Seven years later, I found myself in law office management.

### **Tell us about your family.**

My husband, Shane, is a Little Rock native. His mother, Valdean, has been in the legal field in Little Rock for over 30 years – I wouldn't be surprised if some of our members know her personally. Shane and I live in North Little Rock with our two boys, Devon (12) and Dylan (10). Both boys attend eStem and LOVE it. My parents are also transplants from the Chicago area and live just a few blocks from us. It's wonderful that our boys get to grow up with their grandparents nearby and involved.

### **What are your main responsibilities at Trammell Piazza Law Firm PLLC?**

TPLF is a small firm, so we all wear a lot of different hats. Some of my hats involve firm-wide projects, and some are more paralegal in nature pertaining to specific cases we are working out of our Little Rock office.

### **How would your attorneys and staff describe you?**

Crazy Connie!

### **What is the best professional advice you ever received?**

Years ago while working in a marketing position, my supervisor told me I shouldn't close the door to my office. In her sweetest Southern drawl, she informed me that keeping my door closed would never serve me well. At the time, I didn't realize the importance of it. I mean, it's my office and my door, I'll close it if I want to, right? Later when I got into management, the importance became crystal clear. These days, I very rarely close my door...unless I'm attending one of ALA's fabulous webinars. ;-)

### **What is the most interesting job you ever had?**

Like a lot of members, I've had some really interesting legal jobs that make for fantastic stories; however, I have to say that my *most* interesting job was when I was the marketing director for a Harley-Davidson dealership during the time the owner was building and opening a massive new shop in Scottsdale, AZ. It's hard for me to even describe what a crazy, exciting, demanding, fun, exhausting job that was. It left a mark on my very soul.

### **If you weren't a legal administrator, what would you do?**

I've joked for years that one day I'm going to leave the madness behind and go wash dogs. So there's always that.



## Member Spotlight Contd.: Connie Straw

### **What is the hardest situation you have had to deal with in your career?**

I would say that closing a major branch office of a national law firm was by far the hardest situation I have had to deal with in my career. From being involved in laying off the amazing staff to liquidating *everything* in a 10,000 square foot office in a matter of weeks, the whole process was something that still gives me nightmares.

### **What are your outside activities?**

Our family loves to go camping! And I love to sit for hours and fish. It is so therapeutic.

**What do you enjoy most about your affiliation with ALA?** I am so thankful for the amazing connections we make through ALA. When I'm giving someone the pitch on the benefits of membership, I am truly sincere when I say that the networking and comradery is invaluable. Being able to tap into the expertise and resources that lies within our members is a tremendous benefit for me personally.

### **My friends describe me as...**

I can only imagine how my friends must describe me. I'll go with "entertaining". Not sure if that's good or bad, though.

### **Someone I really admire is...**

Anyone who brings me more wine.

### **My favorite book is...**

Stephen King's Desperation

### **My favorite musical artist is...**

This is so hard to narrow down! If I base it on who I would pay big bucks to see up close in concert, that would be Metallica. Although, I've really had this thing for the Foo Fighters lately.

### **A sound or noise I love is...**

My boys both have this hysterical belly laugh when they genuinely crack each other up. That's the best sound in the world. It offsets the irritating sound of their otherwise constant bickering.

### **A sound or noise I hate is...**

I cannot STAND the sound of someone chewing with their mouth open. Can I get an Amen?!

### **My favorite daydream or fantasy is...**

Winning the lottery, of course.

### **My favorite movies are...**

There are just so many awesome movies I love to watch over and over. Poltergeist and Jaws are two of my classic favorites. Suicide Squad has become one of my more recent favorites.



**ALA** *Annual*

# CONFERENCE & EXPO

*Navigate Our Future Together*

**GAYLORD NATIONAL RESORT & CONVENTION CENTER**

**MAY 3–6, 2018 | National Harbor, Maryland**



**A L A R I S**



# HAPPY RETIREMENT, BONNIE VICKERY!

**Congratulations on  
18 Years of  
Membership in  
ALA's  
Arkansas Chapter**



**We will  
miss you!**



When I first started ALA, about four months into my membership, Bonnie emailed asking if I could be the Chapters' Newsletter Editor. As a new member, I mentally looked around at the caliber of the other members and was immediately terrified. As an editor, you strive to educate and entertain. How could I possibly educate the other members who are so accomplished and knowledgeable? I was the one that needed them to teach me! After that moment of self-doubt, I gathered up all of my courage from the corners of my brain and accepted. As you guys now know, I have no problem with volunteering and asking for help when I need it, but that doesn't mean I don't have moments of insecurity. I think a Goliath size portion of the courage though came from the confidence that Bonnie had in me to ask in the first place. For that, Bonnie, I thank you. We miss your fellowship in our group, the knowledge and experience you brought, that wonderful sense of humor, and that infectious laugh. Enjoy your retirement! You deserve it.—Michelle Tyree

# Thank You Business Partners



**2017 Networking  
After Hours  
Business Partner  
Event**

**November 15, 2017  
@ the Loft**



Pictured on the Left  
(from left to right):

Michelle Stewart, President  
-Elect  
Jeannie Billingsley, Presi-  
dent  
DeAnna Lopez, Regional







Arkansas Chapter

2018 ALA Business Partner Registration Form

Business Partner Name
Contact Name
Address
City, State, Zip Code
Phone Fax
Email Address

2018 Business Partner Sponsorships

I would like to sign up for or renew my Business Partner Sponsorship (January 1, 2018 through December 31, 2018)

- Diamond Sponsor (call for availability) \$2,000
Platinum Sponsor (call for availability) \$1,500
Gold Sponsor (call for availability) \$1,000
Silver Sponsor \$500
Friend and Supporter \$200

\$

TOTAL AMOUNT DUE (Make check payable to the Association of Legal Administrators)

\$

Please return this form with your check before March 20, 2018 to:

Selina Wood
Treasurer
PPGMR Law, PLLC
P.O. Box 251618
Little Rock, AR 72225-1618
(501) 603-9000
selina@ppgmrlaw.com

# ALA's 2017 Compensation and Benefits Survey



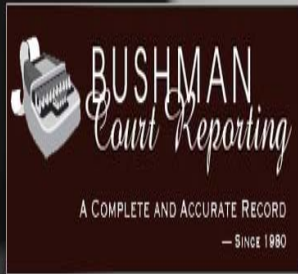
[alanet.org/compsurvey](http://alanet.org/compsurvey)  
Order your report today!

## BUSHMAN

COURT REPORTING,  
LEGAL VIDEO & VIDEOCONFERENCE

*Arkansas' Oldest and Largest Court Reporting Firm*

[www.BushmanReporting.com](http://www.BushmanReporting.com)



501-372-5115

## Search & Retrieve Legal Documents In Seconds.

Ask Me About



# XMG

CELEBRATING 20 YEARS

xerox  
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](http://xmcinc.com)



LawMed Insurance Group, Inc.  
Ron Weltmann • (512)470-5347



## The Right De-



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

501.907.4722 [www.pcasistance.com](http://www.pcasistance.com)

# CURBING CONFLICT (CONT.)

To stop the abuse before it gets out of hand, Schwinn says suggests meeting with that person and saying you're not going to tolerate that behavior.

## USE MEDIATION TACTICS

If it's you and a colleague having issues, Rynowecer suggests handling it directly. "The best way to handle conflict is to resolve it directly with the person with whom you have conflict," says Rynowecer. "This often requires a person to remove their emotions and listen to what others are saying whether you agree or not. The goal is to find the underlying cause so you can resolve the conflict."

If you are dealing with one-on-one conflict on your own or you bring in a mediation consultant, you can utilize mediation tactics to ensure everyone is being heard. Armacost recommends engaging with the person with whom you're in conflict, and not to walk away.

"Don't try to bully or coerce the person into taking your position, and don't do a power play," she says. "Try to take the first step in solving the problem. You can make an apology, even if it's only to say you did not intend to have the negative impact you did. That can go a long way. Don't exploit the other person's risk taking. If they say they are sorry, don't exploit it," Armacost adds.

## ADDRESS THE SIGNS OF TOXICITY

A toxic environment is subjective based on every law firm. "[Generally,] most people agree toxicity arises when negative talk creeps into regular and ongoing conversations, when people are dismissive of each other, and when there are no nonwork related conversations between colleagues," says Rynowecer.

Once you recognize that interactions at your firm are unhealthy and people are not treating each other with respect, you can use a few strategies to reverse it.

"You have to create a culture where people feel comfortable coming forward and saying, 'That's not OK, and I will not be treated like that,'" says Schwinn. "You create it by investing time in your employees, having meetings with them, and doing things that foster getting along with one another."

Modification starts at the top, according to Rynowecer. "Changes in behavior by leadership is one of the few ways to change toxic behavior. This models nontoxic behavior and the rest of the firm will follow suit. In addition, leadership can coach toxic people to eliminate these behaviors or part ways if these toxic people are damaging the workforce."

Beyond displaying the behavior you want your employees to have, you can also do team-building exercises to turn things around. "[Exercises] cannot be centered around fun activities that ignore the 2,000-pound elephant in the room," says Armacost. "An effective one needs to focus on resolving conflicts by understanding each person better."



# CURBING CONFLICT:

Conflict is inevitable in any office. Here's how you can effectively manage it.

Attorneys are used to fighting for their clients in the courtroom. But sometimes that conflict spills out into the firm, creating a toxic environment that can have a destructive impact on every partner and support staff member. By: **Kylie Ora Lobell**, Freelance Writer

“Whether a partner is talking down to associates, or paralegals are gossiping about their colleagues, conflict can occur on any level. It is up to everyone at the firm to stop it before it spreads. Otherwise, it may end up hurting the firm's client relationships and bottom line.

## **COMMON CONFLICTS**

“What we've heard from participants about law firms is conflicts arise because trust and communication breaks down,” says Rebecca Armacost, Director of the Mediation Training Institute (MTI) at Eckerd College, which provides consulting in workplace conflict mediation and management. “The most common approach is confrontation or avoidance in law firms, and they tend to be used most often by paraprofessionals and lawyers. If someone is more confrontational and another person is likely to avoid, the problem will continue to fester.”

In her time at MTI, Armacost has also noticed that law firms have issues because there are a lot of egos involved. “The egos, coercing and bullying is not just common from partners,” she says. “Some are from office staff and administrative [employees]. It can happen with two admin professionals. It's based on relationships and personality style.”

Michael Rynowecer, President and Founder of BTI Consulting Group, has seen firms have differences over, “agreeing on who receives origination credit for new clients, the amount of time required to complete a task, not being responsive to partner requests, and not being responsive to other partner's client requests.”

If you are currently experiencing any type of damaging interpersonal behavior at your firm, here are some ways to resolve it so you can get back on track.

## **DON'T LET PEOPLE GET AWAY WITH IT**

Christina Harris Schwinn, Partner at Pavese Law Firm, says that often, an individual who performs well is also a menace. “[He or she] gets away with it if [he or she] is a top earner. The law firm should recognize that you cannot allow your top performers to be abusive to employees or anybody else.”

# CURBING CONFLICT (CONT.)

To do this, you can use a Conflict Dynamics Profile to assess how each person acts toward conflict. Armacost says it would teach employees how to respond constructively to conflict, how to adapt their own stances, and how to talk openly and honestly about behaviors that are constructive and destructive.

## WHO SHOULD HANDLE CONFLICT?

Employees need to be able to solve conflicts on their own before they reach human resources or partners. Otherwise, Armacost says, they would squander influence over the decision that is reached. “It’ll be a lose-lose situation rather than a compromise or something where they both got a little of what they wanted.”

If the issue does reach the top of the firm, Rynowecer says mediation and giving power to the people involved is effective. “Management is best suited to handle conflicts because they have the authority to act. The best managers will have the people involved resolve the conflict between themselves or bring in a neutral party to mediate as they counsel each person to listen and accept the other.”

### *About the Author:*

**Kylie Ora Lobell** is a freelance writer living in Los Angeles. She covers legal issues, blogs about content marketing, and reports on Jewish topics. She’s been published in Tablet Magazine, NewsCred, The Jewish Journal of Los Angeles and CMO.com.

[kylieoralobell@gmail.com](mailto:kylieoralobell@gmail.com) \* [twitter.com/kylieoralobell](https://twitter.com/kylieoralobell) \* [www.linkedin.com/in/kylieoralobell](http://www.linkedin.com/in/kylieoralobell)

“Copyright ©2016 Association of Legal Administrators. All Rights Reserved. [www.alanet.org](http://www.alanet.org).”



“The most common approach is confrontation or avoidance in law firms, and they tend to be used most often by paraprofessionals and lawyers. If someone is more confrontational and another person is likely to avoid, the problem will continue to fester.”

## Why Should You Become an ALA Member?



### *Elevating the* **Legal Management Profession**

ENGAGING EXPERIENCES

INDUSTRY INTELLIGENCE

ESSENTIAL TOOLS

A VIBRANT COMMUNITY

[alanet.org](http://alanet.org)

### *Be a Leader*

ALA is the undisputed leader in the business of law, focused on the delivery of cutting-edge management and leadership products and services to the global legal community.

ALA identifies and provides solutions to the most critical strategic and operational challenges you face today while preparing you for the opportunities of tomorrow – so you can better lead your firm or organization to success.

---

*"As a 20-year member of ALA, I can honestly say ALA was my lifeline as the firm grew from a very small 10-person firm to the current 135-person firm. I still rely on ALA to meet my needs for information. It is the first source I turn to."*

Brenda A. Majewski  
Director of Operations, Kohn Law Firm S.C.

---

*Diversity is strongly supported and encouraged in the profession and in ALA membership, as championed by the Diversity and Inclusion Committee at the national and local levels. Learn more at [alanet.org/about/diversity](http://alanet.org/about/diversity).*





## Why Should You Become an ALA Member? (contd.)

**Can't make it to Little Rock  
for the monthly meeting?**

**No problem. You can join us  
by teleconference or video  
conference. Being engaged  
and knowing what is going**



### The Value of ALA Membership



- ✔ Network with colleagues
- ✔ Increase leadership skills
- ✔ Gain knowledge
- ✔ Enjoy great experiences
- ✔ Demonstrate mastery
- ✔ Solve daily challenges

## Why Should You Become an ALA Member? (contd.)

### The Power of Membership

#### *Plug into ALA's Networking, Knowledge and Resources*

ALA focuses on delivering innovative networking opportunities, on-demand education and resource tools, and expert guidance to benefit all members.

#### NETWORKING

- ALA Online Communities
- Annual Conference & Expo
- Regional Legal Management Conferences
- Large Firm Principal Administrators Retreat
- Specialty Conferences for IP, HR, and Finance specialists

#### KNOWLEDGE

- eLearning Center
- Certified Legal Manager (CLM)<sup>®</sup> program
- Annual Compensation and Benefits Survey
- *Legal Management* digital magazine
- *Legal Management Talk* podcasts
- *BOLD Bites* weekly e-newsletter and monthly print newsletter
- Monthly specialty and general topic webinars
- Online Reference Library

#### RESOURCES

- Career Center and Job Bank
- Online Member Directory and Chapter Search Tool
- Mobile apps for ALA events and education
- Value in Partnership (VIP)<sup>™</sup> program, with exclusive discounts for members through our business partners
- *Legal Management Annual Guide* print edition
- Peer Consultants for personalized, complimentary support

#### Certified Legal Manager (CLM)<sup>®</sup> Certification Program

Professional Recognition. Personal Pride.  
ALA's CLM credential demonstrates your mastery of the 65 competencies needed to excel as a legal manager. It earns you the recognition you deserve. ALA is the only place you can earn your CLM designation!

Find more information and application materials at [alanet.org/clm](http://alanet.org/clm).

Visit [alanet.org](http://alanet.org) today.




Online Communities



## ALA Secure: Your Cybersecurity Community



To help address the need for increased training and information-sharing about cybersecurity, ALA is pleased to launch a new shared interest group on the Online Community called ALA Secure.

-  Private and members-only, for confidentiality
-  Features threat alerts, resources and best practices
-  Converse with both experts and peers about their real-world experiences

Help guard your firm against fraud and cybercrime.  
Log in now: [communities.alanet.org](http://communities.alanet.org)



# RENEW YOUR 2018 ALA MEMBERSHIP TODAY!



## Get Your 60 Seconds of Fame!

Enter the annual video contest to tell everyone why you value ALA membership.

Enter by April 16! [alanet.org/60-seconds](http://alanet.org/60-seconds)



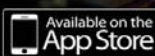
Log in to  
[community.alanet.org](http://community.alanet.org)

# PRWEB MOBILE

exhibits and transcripts shouldn't be that heavy.



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



PROFESSIONAL REPORTERS

[www.proreporters.com](http://www.proreporters.com)

Fayetteville, AR  
Little Rock, AR

800.376.1006

## BigHand Speech Recognition

Automatically turn your voice into text and create whole documents without having to type.

*"BigHand has reduced the time assistants spend on creating documents by 50%, and in some cases up to 75%"*



BigHand

Angelina Manganaro | [www.bighand.com](http://www.bighand.com)

Regional Sales Manager

Tel: (412) 638-0762

Email: [Angelina.Manganaro@BigHand.com](mailto:Angelina.Manganaro@BigHand.com)



**Arkansas**  
Chapter

**ARKANSAS CHAPTER**

**OFFICERS AND DIRECTORS**

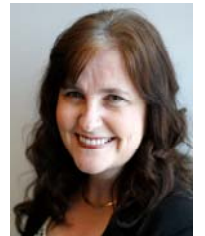
**APRIL 2017 - MARCH 2018**



**President**  
**President's Award of Excellence**  
Jeannie Billingsley  
Friday, Eldredge & Clark, LLP  
(501) 370-1528  
jbillingsley@fridayfirm.com



**President-Elect**  
**President's Award of Excellence**  
Michelle Stewart  
Kutak Rock, LLP  
(501) 975-3144  
Michelle.Stewart@kutakrock.com



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



**Treasurer**  
Selina Wood  
PPGMR Law, PLLC  
(501) 603-9000  
selina@ppgmrlaw.com



**Secretary**  
Connie Straw  
Trammell Piazza Law Firm, PLLC  
(501) 371-9903  
connie@trammellpiazza.com



**Immediate Past President**  
**President's Award of Excellence**  
Michelle Tyree  
The Brad Hendricks Law Firm  
(501) 221-0444  
mtyree@bradhendricks.com



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



**Director**  
Julia Strickland  
Cross, Gunter, Witherspoon &  
Galchus, P.C.  
(501) 371-9999  
jstrickland@cgwg.com



**ALA National President**  
Gary T. Swisher, CLM  
Clark Partington  
(850) 208-7053  
gswisher@clarkpartington.com



**Region 4 Director**  
James Cornell  
Graves, Dougherty, Hearon & Moody, P.C.  
(918) 582-1173  
jcornell@gdhm.com





**ARKANSAS CHAPTER  
STANDING COMMITTEE CHAIRS**



**Business Partner Relations & Sponsorships Co-Chair**

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



**Newsletter Photographer/  
Business Partner Relations & Sponsorships Co-Chair**

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



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

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



**Mentor Program/Community Connection**

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



**Programs/Education**

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



**Membership/Co-Webmaster**

Connie Straw  
Trammell Piazza Law Firm, PLLC  
(501) 371-9903  
connie@trammellpiazza.com



**Newsletter Editor/Diversity**

Michelle Stewart  
Kutak Rock, LLP  
(501) 975-3144  
Michelle.Stewart@kutakrock.com



**Scholarship**

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



**Co-Webmaster**

Marie Ray  
Eichenbaum Liles, P.A.  
(501) 376-4531  
mray@elhlaw.com



**Regional Council Representative**

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





**Arkansas**  
Chapter

## **2017 BUSINESS PARTNERS**

---

### **DIAMOND PARTNER**

Standard Business Systems, Inc.

### **PLATINUM PARTNER**

Business World, Inc.

### **GOLD PARTNERS**

BancorpSouth Insurance Services, Inc.

Midwest Litigation Services

### **SILVER PARTNERS**

BigHand, Inc.

Bushman Court Reporting

DataMax

Pivot Legal Services

Professional Reporters

Voice Products

XMC, Inc.

### **FRIENDS AND SUPPORTERS**

LawMed Insurance Group, Inc.

PC Assistance, Inc.

**THANK YOU to our Business Partners for their Support!**

Silver Sponsorships and Friend & Supporter Sponsorship opportunities are available.

Please contact an ALA member for more information.

---



## Diversity and Inclusion Scorecard for Law Office Administrators

### A Roadmap for Change

One of the essential skills of leadership is the ability to create an environment in which everyone who wants to succeed has the opportunity to do so. And in today's environment, businesses that fail to actively promote and develop cultural competence and work to advance the principles of diversity and inclusion risk undermining the health and success of the organization itself. Clients and vendors demand it, and attracting top talent requires it. Beyond race, gender and physical ability, the promise of diversity and inclusion encompasses a much broader and more complex vision of acceptance and appreciation of the differences between us on so many levels, including cultural, socio-economic, political beliefs, sexual orientation, and more.

To realize your organization's diversity and inclusion goals as well as the Association's broader goal of creating a more diverse and inclusive profession, the ALA Committee on Diversity and Inclusion has identified best practices for law office administrators and placed them into seven categories: 1) formal firm leadership; 2) firm culture; 3) firm policies and workplace inclusion; 4) professional development; 5) organizational diversity and inclusion competency; 6) community involvement; and 7) supplier diversity. In each of these areas, administrators have the ability to find and eliminate organizational barriers that limit opportunities to succeed.

Review each best practice within each category, and identify those your law firm currently performs, as well as those that still can be pursued. Examples are provided, where available, for each best practice to show how it can be incorporated into the firm's operations.

Additional questions, comments and feedback on the Scoreboard should be directed to [diversity@alanet.org](mailto:diversity@alanet.org).

Get the **Scorecard for Law Firm Administrators** at [www.alanet.org/about/diversity/scorecard-for-law-office-administrators](http://www.alanet.org/about/diversity/scorecard-for-law-office-administrators).



## ALA'S EDUCATION A Great Value to Fit Your Schedule

No matter what legal management specialty area applies to you, ALA offers online education live and on-demand at very affordable prices.



### Webinars

ALA is offering 32 webinars this year, including two monthly webinars on general topics and eight specialty webinars. Each 60-minute session is available both live and on-demand.

[alanet.org/webinars](http://alanet.org/webinars)



### eLearning

Take part in ALA's six-week instructor-led online courses. Classes meet live each week for an hour and are on-demand later at your convenience.

[alanet.org/elearning](http://alanet.org/elearning)



### Podcasts

*Legal Management Talk* is the official podcast of ALA. Episodes are available through [alanet.org/podcast](http://alanet.org/podcast) and syndicated through iTunes. No subscription required!

[alanet.org/podcast](http://alanet.org/podcast)



### Conferences On-Demand

ALA recorded three of the most highly anticipated sessions from its 2017 Annual Conference & Expo. Available now!

[alanet.org/recordings](http://alanet.org/recordings)



Thank You  
**BancorpSouth**  
**Insurance**  
**Services, Inc.**  
for your continued  
**GOLD LEVEL**  
Business Partner  
Sponsorship!

**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

- Free Speech Live 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](http://www.voiceproducts.com)

Since 1990



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/AWP | Jeremy Cox, VP | James Clark, AWP | 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.bvsi.com](http://www.bvsi.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.

Practical technology tools that will help your legal practice cut costs, streamline and automate workflows, and free up time **to pursue more billable hours.**



Little Rock • Hot Springs • Texas



or scan...



Visit the internet at:  
**[hubs.ly/H03L0Z20](http://hubs.ly/H03L0Z20)**  
to download our  
**FREE eBook!**

[www.datamaxarkansas.com](http://www.datamaxarkansas.com) | 800.482.5772

# Arkansas Chapter's 2017 Christmas Party

Dugan's Pub

December 13, 2017



Front Row (left to right): Carolyn Owen, Julia Strickland, Michelle Tyree, Jeannie Billingsley, Tonya Wallace  
Back Row (left to right): Connie Straw, Anna Wakeling, ?, ?, Diane Smith, Carol Minor, Selina Wood

# World Class Litigation Support

EDISCOVERY, HOSTED REVIEW,  
DOCUMENT MANAGEMENT, SCANNING,  
COPYING AND PRINTING SERVICES

400 W. CAPITOL AVE., SUITE 101B | LITTLE ROCK, AR 72201 | 501.376.8000

4058 NORTH COLLEGE AVE., SUITE 104 | FAYETTEVILLE, AR 72703 | 479.621.2079



[www.pivotallegalservices.com](http://www.pivotallegalservices.com)



## ALA's Legal Marketplace

*Get an edge on finding solutions and resources.*



Solutions Series  
Webcasts



Business Partner  
Profiles



Integrated  
Search

[legalmarketplace.alanet.org](http://legalmarketplace.alanet.org)





SAVE  
THE DATE



# 2018 *Annual* CONFERENCE & EXPO

**Thursday, May 3-Sunday, May 6**

Gaylord National Resort & Convention  
Center, National Harbor, MD

*Celebrating Diversity,  
Embracing Opportunities,  
Overcoming Challenges*

**#ALACONF18**  
[alanet.org/conf18](http://alanet.org/conf18)

# February 2018

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				<b>1</b> <u>ALA Webinar (2:00 pm):</u> Social Media, Digital Marketing Mechanics and More	<b>2</b>	<b>3</b>
<b>4</b>	<b>5</b>  Early Bird Rate Deadline for Annual Conference & Expo	<b>6</b>	<b>7</b>	<b>8</b> <u>ALA Webinar (2:00 pm):</u> How to Move your Entire Firm to the Cloud	<b>9</b>	<b>10</b>
<b>11</b>	<b>12</b>	<b>13</b>  <u>ALA Webinar (2:00 pm):</u> ADA and ADAAA Training for Human Resources	<b>14</b> <b>Valentine's Day</b>  <b>Business Meeting</b>  <u>ALA Webinar (2:00 pm):</u> Has Your Company Bridged the Gap Between Human Values and Ethics? Does it Matter?	<b>15</b>	<b>16</b>	<b>17</b>
<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>
<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>			

# March 2018

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				<b>1</b> <u>ALA Webinar</u> (2:00 pm): Trello: Increase Your Productivity Overnight	<b>2</b>  <b>Association                      Leadership                      Institute -                      Rosemont,</b>	<b>3</b>
<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b> <u>ALA Webinar</u> (2:00 pm): The Financial Re- porting Checklists Every Firm Should Be Doing	<b>9</b>	<b>10</b>
<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>  <b>Business Meeting</b>  <u>ALA Webinar (2:00                      pm):</u> Time Entry to Cash Receipts: 8 Steps to Increase Revenue & Partner Profits	<b>15</b>	<b>16</b>	<b>17</b>  <b>St. Patrick's                      Day</b>
<b>18</b>	<b>19</b>	<b>20</b> <u>ALA Webinar</u> (2:00 pm): Diversity & Inclusion: 60 Tips in 60 Minutes	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>
<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>	<b>31</b>



# April 2018

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4 Arkansas SHRM HR Conference & Expo— Hot Springs, AR	5 Arkansas SHRM HR Conference & Expo— Hot Springs, AR  <u>ALA Webinar (2:00 pm):</u> Advanced 401(k) Plan-	6 Arkansas SHRM HR Conference & Expo—Hot Springs, AR	7
8	9	10	11 <b>Business Meeting</b>	12 <u>ALA Webinar (2:00 pm):</u> Impacting Financial Performance: Key Per- formance Indicators	13	14
15	16	17	18 <u>ALA Webinar (2:00 pm):</u> Proving Cybersecurity Due Diligence For Your Firm	19	20	21
22	23	24	25	26	27	28
29	30					



## Is Technology Holding Your Firm Back, or Moving it Forward?

### Do You Depend on Technology?

Your expertise is what makes you, you. And the ability to act quickly on that expertise is what makes you successful.

The managers and technicians at Business World understand you and your clients rely on your office technology to solve problems efficiently.

If that technology fails, the problems multiply fast. Lose the worry and let Business World manage your office equipment, document and managed I.T. needs.

Make no mistake, Business World is a lot more than copiers. With our DocuWare program, Business World can create custom, efficient document and I.T. workflows for any firm, large or small. Without these workflows, you could be wasting time and leaving money on the table.

Don't fall behind the competition. Contact Business World today, and get moving!

# Business World

**Moving Technology Forward**

866-981-1230

[www.businessworld-usa.com](http://www.businessworld-usa.com)

**SHARP RICOH KYOCERA**  
imagine. change.

# Get to know the Arkansas Chapter of ALA.

Like us on Facebook at

<https://www.facebook.com/arkansasala/>



## 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, regional, or Business of Law conference. Business partners get more exposure before the legal community.

Email articles to: [\*\*\*mtyree@bradhendricks.com\*\*\*](mailto:mtyree@bradhendricks.com)



### EDITORIAL POLICY

Editor	Michelle Tyree
Photographer	Michelle Tyree

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.