

## FROM YOUR CHAPTER PRESIDENT,

**Julia Strickland...**



*Skyline view of Little Rock, Arkansas*

## A Winning Game Plan

Football is one of the reasons why autumn is my favorite time of the year. I love the sport and immerse myself in as many games as I can. (And when the Arkansas Razorback Homecoming game was moved to 6:00 pm on Halloween night, my children feared the extent of their trick-or-treating would be to the concession stands around the stadium.) I particularly love football because it provides a perfect blend of strategy and execution. The better team doesn't always win, but it's a guarantee that the team with the combination of the best strategy and the best execution of that strategy will win.

It's no different for our roles in the Arkansas Chapter of ALA. Our strategies may or may not be complicated, but they are well-thought-out and have been executed successfully by you, our dedicated members. Just look at what you've accomplished this year: Membership has increased 15%. The Vendor Seminar in August welcomed 25 vendors and resulted in \$5,600 for chapter scholarships. The Community Challenge/Poor Man's Lunch, Silent Auction and Bake Sale raised \$3,500 in support of Hope Lodge. And our monthly educational sessions continue to provide meaningful knowledge and resources that we can use to improve our law firms. We're successfully implementing our strategy, and we're having a positive impact on the profession and the community.

That's what I call a winning game plan.

Julia

### *ALA Arkansas Chapter-November Meeting*

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

**When: November 11, 2009**

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

**Meeting: 12:00 Noon**

**Topic: Digital Dictation**

**Speaker: Panel Discussion**



*Note: Validated parking in the Regions Bank Building parking deck.*

### ALA Mission Statement

The Association of Legal Administrators' mission is to improve the quality of management in legal services organizations; promote and enhance the competence and professionalism of legal administrators and all members of the management team; and represent professional legal management and managers to the legal community and to the community at large.

## CCW WEEKEND

What a wonderful experience it is to give back to the community as we did on October 22nd with our Poor Man's Luncheon, silent auction and bake sale. The ALA stands for many things, primarily education, networking and community service. The proceeds of our project this year went to HOPE LODGE which is being built by the 20th Century Club. Hope Lodge is a home away from home for patients who come to Little Rock for cancer treatment. A total of \$3,453.00 was our donation. WAY TO GO ALA!!!! Our members contributed a total of 87 hours toward this event. Many thanks to Donna Blacklaw for her time and energy. Ameripride Linen and Apparel Services, Inc., U.S. Foods were vendor contributors and Regions Property Management provided the rooms free of charge. Plus some of the vendors provided baked goods WE MAY BE SMALL BUT WE ARE MIGHTY. Yes!



Yum, Yum, Yum – some of the delicious baked goods



Bev always does such a great job with the Silent Auction items



One, two, three – ready to serve



Vendor support – we're very thankful for all you do.



Even though he's no longer in the ALA, Paul still supports us. Thanks Paul.



**April 2008– March 2009**

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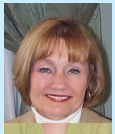
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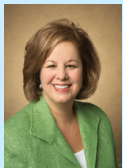
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**The Arkansas Chapter of the Association of Legal Administrators  
appreciates the support of our vendor sponsors.**

Silver Partnership opportunities are still available.

Please contact Bonnie Vickery at [bvickery@mwsqw.com](mailto:bvickery@mwsqw.com) for more information on how

## COME JOIN US!

*Membership in Association of Legal Administrators offers opportunities for:*

*\*Knowledge sharing and networking opportunities (locally, regionally,  
nationally and internationally)*

*\*Professional recognition*

*\*Chapter and leadership support (substantive educational tools, idea exchanges  
and workshops to educate chapter leaders)*

*\*And a whole host of resources and opportunities for professional development*

*For more information, read more [about ALA](#) or contact Angelia Hadden at  
[ahadden@fec.net](mailto:ahadden@fec.net).*



We value your comments/suggestions and even your submissions! This is your newsletter! If you would like to make a suggestion that would enhance the newsletter or would be willing to write an article for the newsletter, please e-mail Mary Coney, Newsletter Editor at [mary.coney@arkansas.gov](mailto:mary.coney@arkansas.gov). The Legal Link editorial team consists of Pat Campbell and Julia Strickland. Clip art located in this newsletter is furnished by [www.fotosearch.com](http://www.fotosearch.com).

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*Mark Your Calendars!*  
**Annual Conference  
 &  
 Exposition**

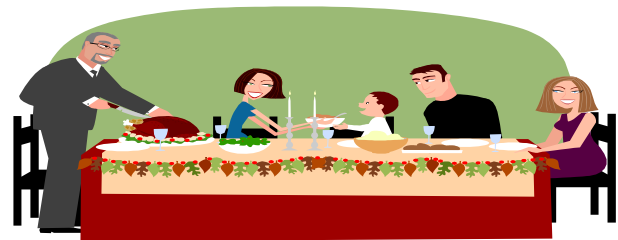
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 TO  
 EVERYONE**

Here's hoping your  
 Thanksgiving is all you  
 Want it to be. I hope you  
 will have a special time with  
 family and friends. See you  
 on the flip side good  
 buddies.



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*Thanks for the opportunity  
 to be a part of ALA!*

**Deborah Coop**

**ALA GOLD MEMBER**

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## WEBINARS

### [How to Successfully Manage Sensitive, Frustrating or Hostile Conversations](#)

Content Provided by Kiplinger Washington Editors  
Tuesday, December 1, 2009

It seems tough conversations happen on the job daily – whether it's delivering a poor-performance review, working with demanding stakeholders, giving constructive feedback to a coworker, denying a co-worker's request or disagreeing with someone – difficult conversations are never easy and are unpleasant. The key is to address unpleasant conversations quickly, openly and appropriately without triggering defensiveness.

Join us for Kiplinger's latest 90-minute interactive audio conference on December 1, 2009. [Purchase a site license](#) for \$189 and open up your office or conference room and share this information to help you and your co-workers gain fresh insight into an age-old problem and come away with a step-by-step road map to help you conduct challenging conversations successfully. Best of all, you'll learn proven, effective techniques to produce the results you seek while at the same time minimizing negative reactions from co-workers. Registration includes one telephone connection at one location, one master set of handouts (with permission to make additional copies for the participants at your location).

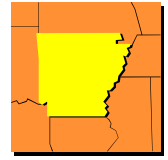
[Learn more and register online.](#)

*Certified Legal Manager<sup>SM</sup> Credit:* 1.5 hours of credit in the category of Communication Skills for those seeking to fulfill the CLM application. For more information about CLM, visit [www.alanet.org/clm](http://www.alanet.org/clm).



## WHAT'S NEW???

### From Around the State...



The Arkansas Chapter announces its 2009-10 Board of Directors:

<b>President:</b>	<b>Julia Strickland</b>
<b>President-Elect:</b>	<b>Bev Eberle</b>
<b>Vice President:</b>	<b>Nancy Collins</b>
<b>Treasurer:</b>	<b>Carol Minor</b>
<b>Secretary:</b>	<b>Bonnie Vickery</b>
<b>Director:</b>	<b>Kathy Cagle</b>
<b>Director:</b>	<b>Gina Richburg</b>

The following members will serve as Chairs of committees:

<b>Advertising:</b>	<b>Bonnie Vickery</b>
<b>Bar Liaison:</b>	<b>Carolyn Owen</b>
<b>Benefits/Compensation:</b>	<b>Bonnie Vickery</b>
<b>Community:</b>	<b>Mary Coney/Donna Blacklaw</b>
<b>Education:</b>	<b>Nancy Collins</b>
<b>Fundraising:</b>	<b>Bev Eberle</b>
<b>Membership:</b>	<b>Angelia Hadden</b>
<b>Newsletter:</b>	<b>Mary Coney</b>
<b>Roster/Hospitality:</b>	<b>Kathy Cagle</b>
<b>Vendor Relations:</b>	<b>Gina Richburg/Kathy Cagle</b>
<b>Webmaster:</b>	<b>Paul Soulsby</b>

Check out our state's ALA website anytime at [www.arkansasala.com](http://www.arkansasala.com)!

November 2  
Nancy Collins

November 19  
Kathy Cagle



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BIRTHDAY**

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DEPOSITIONS TO TRIAL NOTEBOOKS...AND THEY GET IT  
RIGHT EVERY TIME..." RAMONA BOYCE, PARALEGAL*



**HEY, HEY, HEY**

**LOOK WHAT WE DID**

**SILVER FOR 2009**

**THANK YOU TO EVERYONE  
FOR MAKING 2009 SUCH A  
BANNER YEAR FOR THE  
ARKANSAS ALA CHAPTER.**



**SMALL BUT MIGHTY!**





LARRY G. SMITH

ALA  
ANNOUNCES  
NEW  
EXECUTIVE  
DIRECTOR

ALA President Susan French Koran, Director of Administration at Oklahoma based Fellers Snider Blankenship Bailey & Tippens, P.C., expressed her confidence in Mr. Smith's ability to lead the Association. "Larry's experience, knowledge and familiarity with the legal industry and legal management profession as well as his strong financial background make him the right person at the right time for the ALA," Koran said. "The Board of Directors voted unanimously to select Larry as ALA's next Executive Director. We are enthusiastic about Larry taking the helm of ALA and look forward to his vision helping shape the future of the Association."

Reprinted by permission of Steven Carasso.

*WELCOME  
NEW MEMBER*

*ELLEN SIMPSON  
Heath Law Firm  
esimpson@heathlawfirm.com*

**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.



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1. An employee selection procedure which has been "validated" has been shown to be:
  - a. acceptable to job applicants.
  - b. free from adverse impact.
  - c. job related.
  - d. economical to use.
  
2. How can firm leaders minimize long-term conflicts?
  - a. By encouraging employees to focus on their own work.
  - b. By avoiding recognition of individual contributions.
  - c. By keeping the billable hour expectations even for all lawyers.
  - d. By discussing common goals with each other.
  
3. According to the standard contract form published by the American Institute of Architects (AIA), in order for a contractor to be paid for the work, the contractor must:
  - a. submit an application for payment that is certified by the architect.
  - b. complete all the work first.
  - c. provide a copy of the building permit.
  - d. be bonded and have proof of builder's insurance.

Answers:

- c
- d
- a







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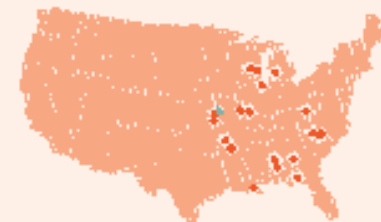
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