

# The Legal Pad

2011-2012, Issue 2

July—August 2011

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## ALA At Your Service



For legal management professionals, continuing education, *i.e.*, ongoing professional development, is a must. To assume differently would be to chart a course toward career disaster. The Association of Legal Administrators, at all levels, is the premier tool for every legal manager's belt. Providing training, seminars, periodicals, books, conferences, relationships with vendors who have earned the title 'business partners,' speakers and colleagues, ALA reaches out to each of us to point us toward success.



President,  
Karen Griggs

**CLM** At the Association luncheon in Orlando, ALA President, Karen Griggs, inquired of attendees if they have a personal readiness plan. She said, "Many of us have survived the economic downturn but remain uneasy about the future. What better time than NOW to invest in yourself by preparing for the Certified Legal Manager (CLM) exam. To assist you in your preparation for the exam, you may be interested in the "CLM in a Flash!" cards (information at <http://www.alanet.org/clm/default.aspx>) or you might want to check out the Cyber Chapter's new online study group" [http://cyberala.org/Topic.aspx?wiki\\_id=207](http://cyberala.org/Topic.aspx?wiki_id=207).

**Periodicals & Conference Education** In Executive Director Larry Smith's article in the May/June 2011 edition of *Legal Management*, he cites annual conference speaker Dan Heath's book *Switch: How to Change Things When Change is Hard*, saying: In order to make change easier—for yourself and those around you—you must strive to simultaneously provide clear direction, engage people's emotions and shape or reshape the environment in which they are engaged.



Larry Smith



Dan Heath

Almost every attempt to introduce change includes facing obstacles in the form of institutional processes, systems and even stubborn individuals. Yet many of these hurdles can be overcome through an approach of seeking to understand the motivations behind them. It is challenging for an individual to succeed as a lone change agent. Rather, it is essential to develop a team of other key players among the lawyers, management and staff to identify, support, implement and sustain necessary change. Each must understand the

See 'Development' at pg 6

**Your connection**

to knowledge, resources and networking

## Calendar of Events

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<b>July 13</b>	<b>11:30-1:00</b>	<b>ALA Tulsa Chapter Board Meeting</b>
<b>July 15-17</b>		<b>Chapter Leadership Institute, Las Vegas, NV</b>
<i>July 20</i>	<i>1:00-2:00</i>	<i>Finance for the Non-Financial Administrator (ALA Webinar)</i>
<b>July 21</b>	<b>11:30-1:00</b>	<b>ALA Tulsa Chapter Meeting</b> <i>Did I Say That? - Susan French</i>
<hr/>		
<b>August 10</b>	<b>11:30-1:00</b>	<b>ALA Tulsa Chapter Board Meeting</b>
<b>August 12</b>		<b>ALA Tulsa Annual Member Retreat</b>
<i>August 17</i>	<i>1:00-2:00</i>	<i>ALA Webinar—Focus on Profitability Revenue Based Management</i>
<b>August 18</b>	<b>11:30-1:00</b>	<b>ALA Tulsa Chapter Meeting</b> <i>The Inside Scoop on Healthcare</i>
<hr/>		
<b>September 14</b>	<b>11:30-1:00</b>	<b>ALA Tulsa Chapter Board Meeting</b>
<b>September 15-17</b>		<b>Region 3-4 Conference, Kansas City, MO,</b> <i>Intercontinental Kansas City at the Plaza</i>
<b>September 15</b>		<b>NO LOCAL CHAPTER MEETING</b> <i><u>We hope everyone will be in KC!!</u></i>
<i>September 21</i>	<i>1:00-2:00</i>	<i>ALA Webinar—Ethics in a Wired World</i>
<hr/>		
<b>October 3-7</b>		<b>Professional Legal Management Week</b>
<b>October 7-9</b>		<b>Community Challenge Weekend</b>
<b>October 12</b>	<b>11:30-1:00</b>	<b>ALA Tulsa Chapter Board Meeting</b>
<i>October 19</i>	<i>1:00-2:00</i>	<i>ALA Webinar—Your Firm's Risk Insurance Needs</i>
<b>October 20</b>	<b>11:30-1:00</b>	<b>ALA Tulsa Chapter Meeting</b> <i>Plan NOW to Retire THEN, Don Jackson, CFP(r), CIMA®</i> <i>Senior Vice President UBS Financial Services</i>
<hr/>		
<b>November 9</b>	<b>11:30-1:00</b>	<b>ALA Tulsa Chapter Board Meeting</b>
<i>November 16</i>	<i>1:00-2:00</i>	<i>ALA Webinar—Safe Stress</i>
<b>November 17</b>	<b>11:30-1:00</b>	<b>ALA Tulsa Chapter Meeting</b> <i>How to Reduce Your Firm's Risk</i> <i>of Incurring a Professional Liability Claim, Sally Field</i>

### *A Look Ahead*

<i>April 23-26, 2012</i>	<i>ALA Annual Conference Hilton Hawaiian Village, Honolulu, HI</i>
<i>April 15-18, 2013</i>	<i>ALA Annual Conference Gaylord National Resort National Harbor, MD</i>
<i>May 19-22, 2014</i>	<i>ALA Annual Conference Metro Toronto Convention Centre, Toronto, Canada</i>

## *Build Rather Than Bust Trust*

by Dr. Alan Zimmerman

*"For it is mutual trust, even more than mutual interest that holds human associations together." H.L. Mencken*

To BUILD rather than BUST the trust in your personal and professional relationships, as a bare minimum, you must follow these four rules.

### **1. Assume a learning posture rather than one of certainty.**

Those who come across as too "certain" or seem to "know it all" turn us off ... because intuitively, we know that no one can know everything.

As professionals we've been taught to be confident and sure of ourselves. But there's a difference between being confident (which can build trust) and overly certain (which can bust it). Oscar Wilde described the overly certain person: *"He has no enemies but he is intensely disliked by his friends."*

### **2. Show mutual respect rather than superiority.**

There are a thousand ways to express trust and thereby build trust. One simple way is to LISTEN when someone is talking. Instead of waiting for your turn to talk or looking around for someone else, LISTEN. Giving your total attention to the other person affirms their worth and shows your respect.

That takes TIME. And with today's fast-paced, out-of-balance lifestyles, people are reluctant to take the time and really listen.

### **3. Be open minded rather than closed minded.**

If you're open minded, you're open to several ideas and options before you make up your mind. You not only come across as more thoughtful, reasonable, and intelligent, you are. You don't jump to conclusions. You withhold judgment until comprehension is complete.

Take a chance. Like people first, ask questions later.

### **4. Show empathy and care rather than distance and self-centeredness.**

One of the best ways to build trust is to realize IT'S NOT ALL ABOUT ME. In fact, the more you seem to

care about and fully understand another person, the more trust you will build.

Trust is built on empathy and caring ... when it's ALL ABOUT THEM instead of being ALL ABOUT ME.

To make sure you fall into that camp, in the business world you might ask yourself a few questions. Do you take the time to ask questions and listen to what the other person is thinking, feeling, and saying ... and even to what s/he is not saying? Or do you rush in to tell him about yourself?

Trust will go further and do more to build your personal and professional relationships than almost anything else.

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Sincere thanks to our **ALA Tulsa Business Partners** who generously sponsored our 2011 Expo in March, and who continue to participate with us in other ways. As it is appropriate for your firm or organization, would you please consider doing business with these companies.



***Hats off to these business partners!***

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## Region 4 Council Meeting, Orlando, Florida May 22, 2011

Significant highlights of the meeting are as follows:

Outgoing officers, Mark Lott, Sabine Curto and Jim Hoffmeister were recognized and thanked for their service. It was evident that Jim's service was particularly appreciated and that relationships are strong among the group. They'll miss him!

Prior meeting's minutes were approved; and officers described their duties of service for the coming year. Andrea Everage, Shari Doidge and Steve Dempsey are the new players.

Steve Dempsey highlighted the (New) *Chapter Performance Objectives* (which will be included in a not-too-distant issue of *The Legal Pad*).



*Some Regional Council Representatives*

Teresa Douglas discussed the role of regional council representative. If our board

cares to, that can be an item of discussion within the Tulsa group.

Regional Director, Toni Beasley, and Shari Doidge explained focus chapter assignments of the RMT and the timeline for chapter leaders.

Andrea encouraged chapters to use the *Presidents' Awards of Excellence* guidelines as a planning tool for chapter programming. For several years, ALA Tulsa has been a role model in that regard.

The Council approved the selection of Stephen Wolf from New Orleans, LA, to be the 2011 RNC (Regional Nominating Committee) chair. ALA Tulsa needs to select an RNC representative for service during the Fall of 2011.

Sabine Curto shared news from the ALA Board including:

>Susan French has been named chair of the newly established International Relations Committee to be

made up of herself, Patti Groff, Rita Ali, Barb Foley and Sabine Curto.

>Jane Mundell, ALA staff, has been reassigned to be the Business Partner Relations Manager and she will be reevaluating to assure the revenue stream is maintained and benefits for BPs remain strong.

>ALA Board is reviewing the VIP program.

>ALA's membership directory is now available online; member resources segment will be in print.

>FALA debuted at Conference the third *Extraordinary* book, authored by John J. Michalik, *Esq.*

>PLMW week will be October 3-7, 2011, and the ALA Board is discussing de-emphasizing the "week" concept of that initiative.

>2011 will be the 13<sup>th</sup> year for CCW which will be October 7-9, 2011. Discussion is open as to the idea of moving away from the "weekend" concept for this initiative. Input is welcome.

Upcoming events were highlighted including CLI, which was emphasized by Jim Hoffmeister who summed it up by saying it's like boot camp for chapter leaders, or a cheerleading camp. It's intense!

Region 3-4 Conference in September, 2011, was rousingly touted with a visit by the Region 3 Council members, group singing of *Kansas City*, and viewing of a DVD about the City. The conference planning is well under way and already promises strong education and networking.

Finally, the Regional scholarship prize drawings were held. The scholarship consists of conference registration and a \$200 travel stipend to the Kansas City conference and is to be awarded by the winning chapters to a first-time attendee from that chapter's membership. The winners were the Houston Chapter and ALA TULSA!!!!

*Judy Anderson,  
Regional Council Representative*

*'Development' Cont'd from pg 1*

vision, benefits and obstacles, and the clear plan for implementing each new idea and then spread that knowledge to others.

**Chapter Programs** At ALA Tulsa's July Chapter Meeting July 17, Susan French, ALA Past President and Tulsa dual chapter member, provided training on public speaking. Her presentation, *Did I Say That?* was instructional as well as transformational for those who take to heart the tips she shared. (You may read the entirety of her handout material soon at ALA Tulsa's website at <http://www.alatulsa.org/2009/02/02/member-article-archive/>.)

Tip No. 1: Know your Audience

Tip No. 2: Be Prepared

Tip No. 3: Relax (settle in)

Tip No. 4: The Magic of Three (audiences can typically remember only three points)

Tip No. 5: Non-verbal Gestures (what are your hands doing?)

Tip No. 6: Movement (move your eyes and your self)

Tip No. 7: Voice (project, vary your tone, pause)

Tip No. 8: Closing (& Opening) (they may be the most powerful segments of your presentation)

Tip No. 9: Have a Backup Plan (think about what could go wrong, and have a Plan B for it)

Tip No. 10: What Not To Do



Not only did Susan articulate the tips, she demonstrated them and shared anecdotes from her own substantial public speaking experiences. And she reminded us that "public speaking" includes presentations to staff, management or executive committee, church or other small groups, as well as to more formal audiences.

If any of us had dared to sit a tad smugly (*did I say that??*) in her audience thinking, "I got it!" "No big deal.", we let that go in a heartbeat when Susan invited us to stand up and practice. At that moment, we were reminded it's in the doing that you truly improve. So do yourself a favor, read the provided handout material and then pick your favorite audience (it may be yourself in the mirror) and present a persuasive discussion. That preparation may create in you an improved skill that will serve you well in the near future.

**Conferences**

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See 'Development' at pg 7



*'Development' Cont'd from pg 6*



**REGIONS 3 AND 4  
CONFERENCE & EXPO**

## Connect at the Regions 3 & 4 Conference & Expo!

Gain the knowledge, resources and networking vital to face any challenge at your law firm or in your legal department at the Regions 3 & 4 Conference & Expo, September 15-17, 2011, at the InterContinental Kansas City at the Plaza in Kansas City, MO.

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**Your connection**  
to knowledge, resources and networking



The Region 3-4 Conference in Kansas City in September will bring yet another selection of educational sessions and opportunities to learn from speakers and Exposition business partners. Plan now to make this short trip. You won't be sorry!! With a conference scholarship won by ALA Tulsa at the Orlando Region 4 Council Meeting, the Tulsa Board of Directors was able to select Cheri Kempthorne, as a first-timer for a regional conference, to receive that scholarship. Cheri is already packing her bags for Kansas City!!!

**Retreat** ALA Tulsa's annual member Retreat is scheduled for August 12 at the downtown Hyatt Hotel. Our speaker for the evening will be Keith Kochner, an international speaker and trainer of trainers, who is headquartered in Tulsa. Kochner has a proven track record of consistently helping businesses and individuals accelerate their success, exponentially! He is one of today's most "in demand" speakers AND HE'S SPEAKING AT OUR RETREAT! Plan now to attend!!

Chapter president Anne Turner has issued an invitation, welcoming all members in good standing of the Tulsa Chapter of ALA to join us for this 2011 member retreat. The Friday, August 12th event will include massages with champagne & chocolate covered strawberries!! followed by dinner, drinks, education and fabulous entertainment.

Your board of directors will meet from 12 to 3. At 3:00 the massages begin and all members plus their guests are welcome to sign up. At 5:00 we'll meet for drinks and networking; with dinner, our speaker and ALA IDOL. More information will follow. Please contact Anne Turner immediately advising of your attendance intentions, [aturner@barrowgrimm.com](mailto:aturner@barrowgrimm.com) or (918) 584-1600.

Your self-funded overnight stay could cap off this extraordinary afternoon/evening. The Hyatt is offering a special rate of \$89.00 for those who choose to make a night of it. *You really will not want to miss this event!*

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&  
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**ALA MISSION STATEMENT**

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

ALA also provides the *Legal Management Resource Center* (LMRC), <http://thesource.alanet.org>, an online resource answering legal management questions.

To learn more about ALA, visit [www.alanet.org](http://www.alanet.org).

**P.S. The President Says....**

You guys make me proud to be a member of Tulsa ALA. I was so intimidated about taking on the responsibility of being president but every single time anything needs to be done, someone offers to help. You all have made it easy and fun.

The latest example is the upcoming retreat. I had served on last year's retreat committee; we had many meetings and had everything done by this time. This year I didn't have a clue about when or where we would hold the event. I asked for input and got a conference room full of people offering ideas and assistance. (*Maybe it was the wine!*) In short order, we had a real idea of what kind of retreat we wanted and a great suggestion for a location.

You guys always come through for me. And I hope as this year goes along, you'll be able to say the same about me. If your office is anything like mine, there are challenges, disappointments and frustrations many times. But our members understand that and I really appreciate them. They offer us valuable help, even if it's only a safe place to vent. If you are not taking full advantage of your membership, I would encourage you to come to one of our monthly luncheons soon. We miss the members who haven't been with us and we want the chance to welcome you back.

I promised you when I took office that I would give you opportunities to help. We

*Anne Turner<sup>CLM</sup>*



have a number of events coming up in the next few months. If you would like to help with the August 12th retreat, please let me know. Also, we're starting to plan our CCW weekend event. That will be in October and will consist of some form of community service. It may well be a Saturday morning working on a *Habitat for Humanity* project. I'm looking forward to having a lot of our members participating in whatever the event is. And finally, Region 4 needs committee members on the Regional Nominating Committee (RNC). The commitment is minimal: make a few phone calls; attendance at Regional Conference, and attendance and participation in the RNC Committee meeting for two hours on Thursday, September 15, 2011. ALA pays one night's lodging. Anyone interested should send an email to Toni Beasley at [TBeasley@andrewskurth.com](mailto:TBeasley@andrewskurth.com). It is an honor to serve!

So please get involved, stay involved and/or let us know how we can help you be more involved.

*It will all be more fun  
if you're with us!!*

