GLA ALA REPRESENTS AT CLI!

LEADERSHIP EXCHANGE
SUMMER 2017

GLA ALA CELEBRATES 45 YEARS!

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LEADERSHIP EXCHANGE is a publication of the Greater Los Angeles Association of Legal Administrators (GLA ALA). Its purpose is to provide information and resources for the education and benefit of those involved in management within the legal industry. Our readership includes legal administrators, law office and corporate legal department managers, managing partners, and others interested in law firm management.

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Businesses in the legal profession must adhere to high ethical standards to maintain public trust. The ALA Code of Professional Ethics sets forth guidelines and standards for the ethical administration of legal practices. All members of GLA ALA are required to adhere to these standards. To read the Code in its entirety, please visit http://www.alanet.org/about/ethics.pdf.

Please direct any questions or concerns to the Editor at mender@srtklaw.com. Thank you.
Thank you to the GLA ALA 2017 Business Partner Metal Sponsors

Thank you 2017 metal sponsors for all you have given to our chapter in 2017!
From left, Kameron Stout, Ron Avenida, Michelle Campbell, Dave Roberts, Ashli Lopp, Pres. Carolyn Smallwood, Ken Sweet, and Mike Powers celebrate GLA ALA’s 45th celebration one balmy evening at the Santa Monica Jonathan Club.
Moving to LA to be closer to my family in January of 2006 was quite the culture shock after being behind the “Orange curtain” for so many years, and the Greater Los Angeles chapter (“GLA ALA”) was so huge it seemed impenetrable, but I went to its Employment Law Forum (“ELF”) at the Beverly Hills Hotel that year anyway. By attending just that one ELF event, I happened to sit next to someone whose referral got me my first Administrator job in LA. It was in that office suite where I met a dear friend who is now GLA ALA’s Treasurer: the incredibly kind and credentialed, Kameron Stout -- the first person I remember reaching out to tell me I actually inspired her. Wow. Thank you! I’m so touched. ALA and chapter membership is more than continuing education and business networking; it’s about building relationships whose touch can last a lifetime.

A couple of years after joining GLA ALA, I remember walking up to Jean Jewell, CLM at a chapter lunch and reiterating that I had marked on a couple of annual membership surveys I could volunteer to assist the chapter, but nobody had contacted me yet. Jean quickly responded with something like “I can solve that problem!” Enter Julia Round, CLM: my inspiration to take and pass the CLM exam and volunteer for the GLA ALA board. From Justice Jog volunteer to Magazine, 40th Anniversary and Website Teams; from SFV Section to ELF Chairs to the leadership gauntlet of Education Chair to Vice President, President-Elect and now President; I made GLA ALA my primary volunteer activity and in the process, met some of the most brilliant and creative leaders in the legal industry whose knowledge and best practices I am helping to pass on to others.

I’m so fortunate to have been entrusted by GLA ALA to maintain the award-winning standards of my predecessors while innovating lots of chapter processes along the way like SurveyMonkey, Webex, scheduled Email blasts, the Maureen Varnes, CLM Scholarship Program, Business Partner Sponsorship Subscriptions, Quickbooks Online invoicing and comparative financials. I have always been inspired by engineers, inventors, scientists and architects who find better, faster, cheaper ways to do most anything; that passion and curiosity I share with so many GLA ALA peers has come in quite handy in this profession over the years. I aspire to inspire others, to pay forward as a #PERRENIAL for the #NEXTGEN, to pay tribute to all those who have inspired me to volunteer, learn and lead.

Thank you to GLA ALA and its past presidents who’ve inspired, taught, lead and challenged me over the years including: Marcia Wasserman for teaching me Managing Partners need training too; Frank Gould for reinforcing details matter; Michael Palmer for being the best Financials Conference speaker I’ve ever heard; Erica Tamblyn for my first introduction to International Law Practice Management; Jim Van Dusen, CLM for affirming ‘just take the CLM exam!’; Janet Shaw, CLM, PHR-ca for being my beloved SFV homie; Luci Hamilton for teaching me improvisation is a job requirement; Wendy Sweet, CLM for the outstanding Multi-office Section Roundtable; Michelle Lifman, SPHR for your patience re the Job Bank; Maureen Varnes, CLM for modeling kindness and generosity; Mary McDonnell for teaching how to advocate for a promotion, raise and a title; Jean Jewell, CLM for caring about words as much as I do; Lydia Tavera for proving small firm, do-everything Administrators can be GLA ALA Presidents too; Terri Oppelt, CLM, SPHR for being the hardest working, can-do anything and most crafty VOTY ever; Elaine van Rensburg for maintaining calm under name change pressure dot com; and last but not least, Manjit Ender, CLM, SPHR-ca, SHRM-SCP for being the best role model I’ve had for the past “x” years on the board – it’s been my pleasure to follow in your footsteps and I plan to make you proud!

“YOUR LEGACY IS EVERY LIFE YOU TOUCH.”
—OPRAH
Congratulations to GLA ALA as it celebrates its 45th birthday this year! GLA ALA has taken on many forms throughout the years in order to become the force it is today: a legal leader in the Los Angeles legal community and beyond. This issue’s theme is “45 Years of Networking.” Enjoy the upcoming pages full of highlights on the past quarter’s events, features on some new and seasoned members, introductions to key Board of Director members as well as a information about our hard working Chapter Manager. If there is anything you would like to include or recommend for our upcoming issues, please do not hesitate to contact Manjit Ender at mender@srtklaw.com.

NETWORKING IS MARKETING. MARKETING YOURSELF, MARKETING YOUR UNIQUENESS, MARKETING WHAT YOU STAND FOR.

– CHRISTINE COMAFORD-LYNCH

“Where would I be today if it was not for GLAALA? Years of helping hands, mastermind assistance, support and education, kept my career expanding with ongoing newer dynamic resourceful knowledge, friendship, tears and laughter from generation to generation.”

– Viviane Abraham, Chapter Special Event Chair, ELF 2018 Team Director of Administration, Albert and Mackenzie

THANK YOU

Special Thank you to Mel Berman and Infusion Event Design and Fine Cuisine for the delicious catering of GLA ALA’s Westside Board meetings. For more information, call 818.983.6116
GLA ALA – MY FUN SUMMER!

This summer the family is off to San Miguel de Allende in the state of Guanajuato, northwest of Mexico City. Meeting up with some friends from San Antonio, TX. This colonial-era city at an elevation of 6,200 ft. is one of approximately 1,000 UNESCO World Heritage sites and is known for its baroque Spanish architecture, thriving arts scene and cultural festivals.

We plan to take in the sights, enjoy some great food and relax at the house we rented.

I cannot believe we are halfway through this year and almost at the end of summer. This year summer will hold special memories to me because it was the summer I (finally!) went on a week long bus tour through Cuba. My amazing trip involved riding between five cities, including Havana, Camaguey and Trinidad. The landscape changed in each city as we visited churches, theaters, architectural designs and amazing restaurants. Though the landscape changed, the people stayed the same – warm, friendly and beautiful. Everyone was engaging, whether it was someone on the street or the waiter at the restaurant that the Obamas frequented. Because many Cubans do not have cell phones it was strange (and refreshing) to see people actually talking to each other, instead of walking around like “phone zombies”. It was just as refreshing to see how small the divide is between the races, black and white (and everything between). In fact, Cubans try not to classify themselves as black and white but just as Cubans.

My fondest memories include riding around on a bicitaxi (bike taxi) in the rain in Camaguey. That experience was superseded when I saw a performance of the national world-renowned Cuban ballet company. I also enjoyed visiting and talking to the owner of NostalgiCar, the famous car-shop in Havana. Those cars were beautiful and my boyfriend was determined to bring one over with him. Not :).

My not so good memories included going to the open air meat market (meat attracts flies!), taking long treks in the relentless heat (I didn’t realized how hot Cuba is) and visiting the occasional toilet that had no water. Those experiences make you realize just how much we take for granted living in a developed country. However, none of those experiences took away from the amazing trip and the memories I will always have of it.

We wrapped our trip up in the beachside resort of Jibacoa (just outside of Havana). The heady mix of sun, sand and cold Pina Coladas was the perfect way to spend our last day in Cuba. The next day we got on the flight to Fort Lauderdale determined to keep our memories of this amazing place – and to return as soon as we can to repeat the experience.
VISITING SOUTH CAROLINA!

Shaun Morrison  
Office Administrator, Allen Matkins LLP  
ALA Region 6 Director, GLA ALA Past President

For the last few years, my girlfriend from high school, Margaret Acossano, and I take our granddaughters to a different state. This all started 3 years ago when we took them to Cambria and San Francisco (where my daughter was living). We decided after that trip we would take them to a different state every summer. We both realized that neither one of us had visited very many of our states and wanted our granddaughters to experience our states first hand. The first state we visited was Hawaii, of course. Hawaii was a lot of swimming, hiking, a luau, snorkeling, and, of course, shaved ice. Last year we visited Idaho. Idaho was touring the state’s capital, an old railroad station, and river rafting. This year we are visiting South Carolina. Our plans include a haunted old city jail tour, a horse-drawn carriage tour of historic Charleston, a cruise on a sail boat, kayaking, a drive to Hilton Head Island, and the experience of humidity. Can’t wait. Where to next year?

HOSTING FRIENDS AND FAMILY!

Julie S. Logan, SPHR, SHRM-SCP  
Director of Human Resources, Newmeyer & Dillion, LLP  
ALA At-Large Director, Regions 5 & 6

As a fairly recent transplant to California from the Midwest, my plans this summer revolve around entertaining and hosting friends and family. Of course, summer in So.Cal. would not be complete without beach time!

On June 30, my daughter Whitney in St. Louis turned 30 years old. I headed back to the Midwest for her surprise birthday party, followed by a trip to Las Vegas to see Michael Jackson (sort of) and the Back Street Boys (my daughter’s request, obviously). Let’s just say I was one of the more “seasoned” audience participants at that particular concert. My daughter’s family joined me back in Orange County for a few days after our trip to Las Vegas, and we visited a different beach every day. My 7-year-old grandson, Maxwell, believes his parents should move him to California. (My master plan is working…)

Next up! My 10-year-old granddaughter Mia will be visiting from Kansas City shortly after I return from ALA’s Chapter Leadership Institute (CLI) in late July/early August. A visit to Lego Land and a train trip to San Diego are on the itinerary, along with – again – lots of beach time.

And then there’s more! St. Louis friends (Gateway chapter members) are visiting in mid-August and my parents are visiting for two weeks in September.

And that, my friends, is how I’m spending my summer. All visitors are welcome, so come on down to Newport Beach!
GLA ALA – MY FUN SUMMER!

KEEPING UP A FAMILY TRADITION!
Kelly Hons, SPHR
Director of Administration, Alston & Bird

These last four summers much of my time has been spent watching my two children, Madison (8), and Emily (6), compete on a summer league for swim and dive. They are third generation competitors on this team; my mother swam on this team when she was young and my sister and I both competed for this swim team until we were 18 years old. There is something so heart-warming about watching your child blossom within a 6-week period. Both Madison & Emily work each summer to improve upon their personal times for swimming. This summer they each added a new dive to their repertoire as well. Watching them compete and overcome their fears (including Madison making a come-back after having hit her legs on the board in a back dive) is a wonderful treat, even if it’s 106 degrees on the pool deck! It’s also wonderful to watch the team spirit and camaraderie as the children cheer one another on. It is a family tradition that I enjoy seeing carry on with my children.

Before joining the GLA ALA, I felt like I was an island in my role as the Administrator of a small law firm. I am the only person holding this position at the firm and do not have a peer with whom I can commiserate and reach out to for advice and suggestions. Since becoming a member of the GLA ALA in March, I have joined the Small Firm and Human Resources groups. Through these forums (and the help of current members), I have access to Administrators from firms all over the Greater Los Angeles area. I recently reached out to the Small Firm group via email regarding our Employee Handbook and Firm Procedures Manual. The instant feedback and support was overwhelming. I am so excited and thrilled to have the ability to network with other Administrators in my position. Joining the GLA ALA has been invaluable to me as a Firm Administrator and I know our law firm will benefit greatly from my membership. I am no longer an island!

– Tammy S. Kerigan
Office Administrator, Boren, Osher & Luftman, LLP
DEAR FELLOW GLA ALA MEMBERS (AKA EMAIL SURVEY QUESTION RESULTS)

Question 1:

Dear Fellow GLA ALA Member:

Question: Our secretaries are currently free to go to lunch whenever they want, as long as it is before the 5th hour. We would like to consider scheduling their lunch breaks, so they are staggered or asking that they start/complete their lunch breaks between 12noon and 2pm. We are wondering if any other law firms have some type of policy similar to the above for their staff.

Answer:
1. Our policy is that all employees must start and return from their lunch between 12noon and 2pm:

2. We have secretarial teams, so someone from each team must always be around. We leave it up to each team to figure the breaks out.

Question 2

Dear Fellow GLA ALA Member:

Question: Can anyone recommend an MPLS (“Multiprotocol Label Switching”) provider?

Answers:
1. Try AT&T / 2. Try Telepacific / 3. Try Cogent

Question 3

Dear Fellow GLA ALA Member:

Question: Can anyone recommend a persuasive legal writing class or coach for one of our attorneys?

Answer:
1. Highly recommend Bryan Garner from lawprose.org. They offer webinars and live seminars at certain times of the year.

2. Try National Training Seminars (NTS) Business Writing and Grammar Skills seminar.

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<th>Month</th>
<th>Event Description</th>
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<td>Feb 2017</td>
<td>Chapter Lunch featuring Marc Roggencamp of Graystone Financial “Love Your Finances” after the Annual Meeting and Presentation of 2017 Board Slate</td>
<td>Tuesday, February 14, 2017</td>
<td>InterContinental LA, 2151 Ave of the Stars, LA, CA 90067</td>
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<td>Mar 2017</td>
<td>Chapter Lunch featuring an interactive presentation “Recognizing Implicit Bias”</td>
<td>Tuesday, March 14, 2017</td>
<td>Jonathan Town Club, 545 S Figueroa St, LA, CA 90071</td>
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<td>Apr 2017</td>
<td>Chapter Awards Dinner at the ALA Annual Conference</td>
<td>Wednesday, April 5, 2017</td>
<td>Colorado Convention Center, 700 14th St Denver, CO 80202</td>
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<td>May 2017</td>
<td>Leadership Lunch and Presentation of 2016 VOTY Award featuring ALA Immediate Past President, Laura J. Broomell, CLM</td>
<td>Tuesday, May 09, 2017</td>
<td>Greenberg Traurig, 1840 CPE, Ste 1900, LA, CA 90067</td>
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<td>Jun 2017</td>
<td>Managing Partner Lunch featuring David Ackert, “Ethics and Lawyers on Social Media”</td>
<td>Tuesday, June 13, 2017</td>
<td>Jonathan Town Club, 545 S Figueroa St, LA, CA 90071</td>
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<td>Jul 2017</td>
<td>Chapter Lunch featuring Scott J. Grossberg, “The iPad Lawyer”</td>
<td>Tuesday, July 11, 2017</td>
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<td>Aug 2017</td>
<td>Chapter Lunch featuring Communications Skills Diversity &amp; Inclusion Workshop &quot;Creating Cultural Competence&quot;</td>
<td>Tuesday, August 08, 2017</td>
<td>Jonathan Town Club, 545 S Figueroa St, LA, CA 90071</td>
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<td>Sep 2017</td>
<td>Chapter Lunch featuring &quot;Teaching Attorneys Delegation and Feedback Skills&quot;</td>
<td>Tuesday, September 12, 2017</td>
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<td>10th Annual Justice Jog to benefit CASA-LA</td>
<td>Sunday, September 24, 2017</td>
<td>Century City (Help Us Plan by Joining the Committee!)</td>
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<td>Oct 2017</td>
<td>Chapter Lunch featuring In$ure for The Great Shake Out</td>
<td>Tuesday, October 10, 2017</td>
<td>Jonathan Town Club, 545 S Figueroa St, LA, CA 90071</td>
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<td>Nov 2017</td>
<td>Chapter Lunch featuring Unpacking the Annual Compensation Survey</td>
<td>Tuesday, November 14, 2017</td>
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<td>Dec 2017</td>
<td>Chapter Annual Holiday Lunch featuring &quot;My Favorite Charity&quot; Business Partner Centerpiece Competition</td>
<td>Tuesday, December 12, 2017</td>
<td>InterContinental Los Angeles Century City</td>
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### 2017 - 2018 GLA ALA Calendar

#### April 2017

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<td>GLA ALA Meets in Denver during Conf</td>
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President’s Reception (W)

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Managing Partner Lunch – Ethical Use of Social Media (DT)

Happy 45th Anniversary 6/28/17! (WS)

#### July 2017

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<td>CLI in Minneapolis</td>
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BP Appreciation Lunch – Communication Workshop (DT)

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Training Attorneys How to Use ParaSweeK (WS) (W)

Justice Jog 09/24/17

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The Great CA Shake Out / InSure (DT)

#### November 2017

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Unpacking the Annual Compensation Survey (WS)

#### December 2017

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<td>Holiday BP Fav Charity Lunch (WS)</td>
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#### January 2018

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#### February 2018

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$stress Management (W)

Annual Meeting / Board Slate (WS)

#### March 2018

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Marketing / Business Development (DT)

Federal, California State and Religious Holidays 2017 - 2018

- Mar 31: César Chávez Day 2017
- Apr 9: Palm Sunday
- Apr 11: Passover Begins
- Apr 14: Good Friday
- Apr 16: Easter
- Apr 17: Easter Monday
- Apr 18: Passover Ends / Tax Day
- Apr 26: Admin Professionals Day
- Jun 18: Father’s Day 2017
- Jul 4: Independence Day
- Sep 4: Labor Day
- Sep 21: Rosh Hashana
- Sep 30: Yom Kippur
- Oct 9: Columbus Day
- Nov 10: Veterans Day (observed)
- Nov 11: Veterans Day
Much of the leadership we experience today is grounded in the way we led in the Industrial Age. This began over 250 years ago when companies introduced assembly lines that enabled employees to do a single task to make products faster. There was little concern about the state of mind of the employees nor their goals outside of the need to make a quality product as quickly as possible and get paid to do so.

In the late 1990’s we moved to the Information Age where computers became commonplace and massive amounts of information was readily available. Leadership in this time focuses on employees applying critical thinking to all information available to solve problems and make decisions. Employees are expected to bring solutions to supervisors rather than seeking solutions from supervisors.

Now we are evolving into the Empowerment Age which is the age of the Millennials. These are the employees of now and the future who have different objectives than in the previous ages. The Millennials want lives of meaning and often put their desire for substance and meaning in life over their interest in income. They make decisions about jobs and their future based on the ability to use their natural gifts and talents. They want jobs that are an extension of who they are rather than just a place to earn a living.

Yet the society we live in, particularly the legal industry, is well ingrained in industrial Age ways of leading and managing people. Those companies that do not transition to Empowerment Age ways of leading will be left behind as society continues to evolve quickly and Millennials grow into leadership positions.

One of my favorite phrases is ‘When the people lead, the leaders will follow’. The legal industry is an intricate foundation of society that is slow to change, even when change is needed. In the case of leadership in the legal industry, it is the legal administrators who can be the
people the leaders follow because they are positioned to initiate major change.

The secret sauce to the change that is needed comes from authentic leadership.

What is authentic leadership? It is leading in engaging ways that bring employees’ natural gifts and talents into the organization and give employment greater meaning. It is communicating in ways that invite engagement rather than simply give instruction. It’s building a culture of camaraderie rather than competition. It’s creating an environment of mutual respect and peak performance.

There are three primary processes that create authentic leadership and legal administrators can be the initiators in their organizations. Doing so helps you personally, your family and your organization. The three components are gaining self-awareness, self-acceptance and self-management.

**Self-Awareness**

Knowing yourself in a deep way is the foundation of self-awareness. It’s being aware of the inner voice that speaks within and aligning with it. You have an inner voice that speaks only to you. It’s a guidance system that helps you know yourself and others in deeply intuitive ways. By becoming friends with your inner voice, you gain an intuitive knowledge of the people you lead and those who lead you. It’s not enough to just know your inner voice, you also must learn to respect and trust it. When you do you gain an ability to communicate in deeper and more meaningful ways. You draw people to you and learn how to impact their lives in meaningful ways.

**Self-Acceptance**

When you gain self-awareness you also gain knowledge of your strengths and vulnerabilities. Many people refer to vulnerabilities as weaknesses. I prefer the word vulnerabilities because the areas where we are weak are areas where we are vulnerable. The key here is to accept that you are not perfect. No one is. With that acceptance comes an assessment of what it may take in your life for you to strengthen areas where you are vulnerable. When you are vulnerable you have gaps in your life. Maybe you are a great communicator but are not so good at strategic thinking. Or maybe you enjoy getting tasks done but don’t communicate your needs very easily. There are so many areas of life that need to be fulfilled in order to be whole.

Self-acceptance is awareness of the gaps in your life and identifying how to fill those gaps, fortifying yourself and your network to accept the things you are not good at and finding others in your life who fortify your shortcomings.

**Self-Management**

With acceptance of your vulnerabilities it’s then a matter of managing yourself. You have drives and instincts that may not always be in your best interest. How do you manage them? What habits and discipline have you incorporated in your life that enables you to manage yourself? Maturity comes from self-management.

The combination of self-awareness, self-acceptance and self-management makes for a very authentic person. Authentic people become authentic leaders and authentic leaders transform organizations. Choose to be authentic. Choose to be one of the people who other leaders follow. Be one of the people who steps up and leads the transformation of your organization. Then step up and be a role model for assisting the legal industry to embrace Empowerment Age leadership.

Your team members and the legal industry awaits you!

**About the Author:**

**Norma T. Hollis,** Authority on Authenticity and Self-Awareness, Authentic Leadership and Authentic Communication Consultant, Trainer, Speaker, Coach, Author of Ten Steps to Authenticity and The Process to Become a Professional Speaker

Norma T. Hollis is an Authenticity Consultant who helps people and organizations remove confusion and fear and replace it with confidence and trust. She spent over 30 years researching authenticity and is an international authority on what it means for individuals and organizations to live with authenticity. To assess your own authenticity, go to http://AuthenticityAssessment.com and take her complimentary quiz. Norma also coaches individuals and offers executive coaching, speaking and training to organizations. To contact Norma, send an email to Coaching@NormaHollis.com.
It was a great evening on the balcony of the Penthouse. Colleagues and Business Partners drank, smiled, laughed and networked as they enjoyed the delicious Brazilian exotic food and each other’s company.

The total allowed for this event was 75. To my amazement the grand total was 69. This included 11 Past Presidents, 2 new members, 20 Business Partners and one new photographer, William.

We all enjoyed this great event and left for the evening with a calm and beautiful happy smile on our faces.
ERIN SCHADEN AND DEANNA CERDA (NEW MEMBER)

45TH ANNIVERSARY STICKERS

SUSAN KILANO (AHERN), KEN SWEET, KRIS KOECKENBERG

LORI AKINA, DON HOEFNAGEL (FIRST LEGAL), AL FAGINS (RICOH)

THE BEAUTIFUL JONATHAN BEACH CLUB

VIEW FROM PCH

VOLLEYBALL, ANYONE?

GLA ALA CELEBRATES ITS 45TH!
Jennifer Hill (JHill Staffing), Adrian Adams, Laura Whipple, Viviane Abraham and Don Hoefnagel (First Legal)

Erin Schaden, Deanna Cerda (new member), Susan Kilano (Ahern Insurance).

Michael Kemps (ICS), Lissa Golden Krovetz, Lucia Donat and Deborah Plotkin (Omni Hotels)

Laura Whipple, Jennifer Hill, Viviane Abraham and Salli Wright

Adrian Adams and Laura Whipple

Steve Schwartz (DTI) Crystal Martinez and Micah Aina (Williams Data Mgmt).
GLA ALA Celebrates its 45th!!

Michael Kosiba, Emily Schaub-Lichtman and Michael Kemps (ICS)

Scott Rosen (JHill Staffing) with Adrian Adams

Amir Nezhad and Brooke Tyrrell (Adams and Martin Group), Michelle Campbell, Erin Schaden, and Julie Travis.

Jacklyn Krikorian and Bella Serrano

Pres. Carolyn Smallwood with Julie Travis

Dave Roberts and Jeff Laufman (Armanino) with Lucia Donat
GLA ALA Celebrates its 45th!

Helen Youngblood, Past Pres, Laura Henry, Past Pres, Gary Maxwell, and Past Pres, Sandy Williams

Mike Powers (WAMS) and Ashli Lopp

Jackie Verdugo, Bella Serrano and Salli Wright

Past Pres, Marcia Wasserman and new member, Desiree Fedalin

Lissa Golden Krovetz and William Krovetz

Ahmad Holmes (Ricoh) and Jackie Verdugo
Cindy Fortune and Michael Kemps (ICS)

Guy Lawrence (Nationwide) and Don Hoefnagel (First Legal)

Al Fagins (Ricoh) and Debra Gray

Desiree Fedalin, Julie Travis and Pres. Carolyn Smallwood

Kris Koeckenberg, Viviane Abraham, Kameelah Hakeem and Helen Youngblood

Past Pres. Sandy Williams, Crystal Martinez (Williams Data Mgmt), and Past Pres. Jim Van Dusen

GLA ALA Celebrates its 45th!
Susan Kilano (Ahern) and Jeff Laufman (Armanino)

David Roberts, Bella Serrano, Salli Wright, Erin Schaden, Deanna Cerda, and Michael Kemps (ICS)

Past Presidents Jim Van Dusen, Marcia Wasserman, Mark Verbeck and Terri Oppelt

Adrian Adams, Laura Whipple, Kameron Stout and David Rico

Lucia Donat, Karen De Frietas (First Legal), Melanie Mawema and Don Hoefnagel (First Legal)

Amir Nezhad and Brooke Tyrrell (Adams and Martin Group) and Past Pres. Janet Shaw

GLA ALA Celebrates its 45th!
GLA ALA Celebrates its 45th!

Kameelah Hakeem, Kimberly Calderone and Scott Rosen (JHill)

Julie Travis, Viviane Abraham, Kameelah Hakeem and Past Pres. Terri Oppelt, CLM

Desiree Fedalin, Past Presidents Luci Hamilton and Marcia Wasserman (Past Pres) and Deborah Plotkin (Omri Hotels)

Pres. Carolyn Smallwood, CLM, Viviane Abraham, Ken Sweet, Francie Jones, Scott Rosen (JHill Staffing) and Michelle Campbell.

Susan Kilano (Ahern), Al Fagins (Ricoh) and Lori DeCoursey

Nilo Bolden, Karen de Frietas (First Legal) and Melanie Mawema
2017 REGIONAL Legal Management CONFERENCES

Gather with your region to network and learn about profitability, market intelligence and technology.

Join us for your Regional Legal Management Conference this year!

West (Regions 4, 5, 6)
September 7–9
Venetian Las Vegas

East (Regions 1, 2, 3)
October 12–14
Renaissance Nashville

Learn about the pre-conference workshop: Legal Lean Sigma® and Project Management White Belt Certification

REGISTER TODAY
alanet.org/regionals
## GLA ALA BILLBOARD POP NUMBER ONE’S


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<thead>
<tr>
<th>Term</th>
<th>GLA ALA President</th>
<th>Chart</th>
<th>Track</th>
<th>Song Title</th>
<th>Artist</th>
<th>Duration</th>
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(LA Chartered 06/28/1972) | 1972  | 1     | The First Time Ever I Saw Your Face          | Roberta Flack                   | 4:21     |
| 1978-1979     | [BH] Edward Keenan,  
| 1979-1980     | [BH] Barbara Wood,  
[LA] Sheila Cantrell | 1979  | 8     | My Sharona                                    | The Knack                       | 4:55     |
| 1984-1985     | [BH] Barbara Belsile,  
[LA] Rachael (Clark) Meredith | 1984  | 13    | When Doves Cry                                | Prince & The Revolution         | 5:53     |
| 1986-1987     | [BH] Barbara Bourgeois,  
[LA] Colette Dishman | 1986  | 15    | That’s What Friends Are For                  | Dionne Warwick                  | 4:15     |
| 1987-1988     | [BH] Marilyn Silverman,  
| 1989-1990     | [BH] Richard Wilder, [LA] Sandra Hardy,  
[SFV] Catherine Neima | 1991  | 20    | (Everything I Do) I Do it for You             | Bryan Adams                     | 6:34     |
| 1992-1993     | [BH] Colette Rinehart,  
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<tr>
<td>2003-2004</td>
<td>James Van Dusen, CLM (1st President of GLA ALA)</td>
<td>2003</td>
<td>32</td>
<td>In da Club</td>
<td>50 Cent</td>
<td>3:13</td>
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<td>2005-2006</td>
<td>Brian Robbins, CLM</td>
<td>2005</td>
<td>34</td>
<td>We Belong Together</td>
<td>Mariah Carey</td>
<td>3:21</td>
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<td>2006-2007</td>
<td>Wendy Sweet, CLM</td>
<td>2006</td>
<td>35</td>
<td>Bad Day</td>
<td>Daniel Powter</td>
<td>3:54</td>
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<td>2008-2009</td>
<td>Maureen Varnes, CLM (Deceased)</td>
<td>2008</td>
<td>37</td>
<td>Low (feat. T-Pain)</td>
<td>Flo Rida</td>
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<td>2009-2010</td>
<td>Robert F. Santos</td>
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<td>38</td>
<td>Boom Boom Pow</td>
<td>The Black Eyed Peas</td>
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<td>2010-2011</td>
<td>Mary A. McDonnell</td>
<td>2010</td>
<td>39</td>
<td>Tik Tok</td>
<td>Ke$ha</td>
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<td>2011-2012</td>
<td>Jean Jewell, CLM</td>
<td>2011</td>
<td>40</td>
<td>Rolling In the Deep</td>
<td>ADELE</td>
<td>3:48</td>
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<td>2012-2013</td>
<td>Shaun Morrison</td>
<td>2012</td>
<td>41</td>
<td>Somebody That I Used to Know</td>
<td>Gotye feat. Kimbra</td>
<td>4:05</td>
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<td>2017-2018</td>
<td>Carolyn Smallwood, CLM</td>
<td>2017</td>
<td>46</td>
<td>That’s What I Like</td>
<td>Bruno Mars</td>
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REFLECTIONS BY PAST PRESIDENTS CELEBRATING GLA ALA’S 45TH ANNIVERSARY

My reflections as Past President of LA/GLA ALA come from a crystal-clear pool of reflections of life in general. Leadership skills are hardly taught, they are earned. I felt that the Presidency of this great organization of Legal Administrators led me in the right direction to lead past my presidency (2000-2001) into becoming a Regional Officer for the national organization of ALA for Region 6 for two years. The ALA organization in and of itself brings a steadfast network of opportunities to all members and gives those who wish to lead a stronghold to accomplish goals you may wish to create within your Chapter and promote the success of ALA in general. I truly felt that doing the most good for the benefit of the most people was why I was chosen to represent the Chapter. I truly cared! Reach high and don’t be afraid to volunteer for any position – you never know, someone may just kick you into high gear and YOU could become president in the very near future.

Jeanette Vella
Past President 2000-2001
Region 6 Officer 2001-2003

As President of the Beverly Hills Chapter for one year, and then again for a second year while BH and LA worked on merging the two Chapters, I was gifted with meeting so many people involved in the Chapters who not only supported all my efforts but who also became lifelong friends. The networking helped me with my day-to-day trials with quick answers to questions from me as well as information my attorneys requested about other firms. I always looked like a “star” because of my quick responses! I couldn’t have done it with the Chapter.

Sandy Williams
HR/Recruiting Administrator, Ervin Cohen & Jessup LLP
Past President 2001-2002

There is always so much that you want to accomplish - but the year flies by much too quickly! I started the presidency year, sitting in the 2014 ALA Annual Conference Dinner, watching our members Jean Jewell and Luci Hamilton, win the first Idea Award from the ALA. Then I had an almost surreal experience being the one at the end of my presidency year, sitting at the 2015 ALA Annual Conference Dinner, and being called to the stage to pick up the Chapter’s second Idea Award! This was won for my favorite event that I held that year – the GLA ALA holiday lunch, where we had the Business Partners sponsor and decorate their table to promote their favorite charity and win a donation to that charity. What fun I had at the podium during that lunch, watching the lively networking and sharing, but I did feel bad trying to get everyone to sit down so we could eat and work through the program. I look back on that lunch event and was so happy that we thought outside of the normal box to do something unique and really positive for members, BPs and charities. I am also proud that we took the time to write and submit the award application and to be able to share with the other Chapters and then of course, winning the Idea Award!

Terri Oppelt, CLM, SHRM-SCP, SPHR
Executive Director, Klee Tuchin Bogdanoff & Stern, LLP
Past President 2014-2015

I had been on the LA Chapter Board for quite a few years, was starting a new job, and was planning to roll off, this was around 2003. Someone, I really don’t recall who, asked me to stay on as VP so I did. This was around the time GLA and Beverly Hills merged. Opting to stay as VP was one of the best decisions of my professional career. While I had enjoyed the company of my fellow Board members it was not until that VP spot that I really focused on the organization as whole including the valuable roll of the business partners. I learned a lot in those few years from VP through Past President about people, organizations, leadership and mistakes – all of it good in the end. GLA ALA survived my tenure and thank all my colleagues, here and gone, for a wonderful experience.

Brian Robbins, CLM
Executive Director, Bird Marella, APC
Past President 2005-2006
SPECIALTY CONFERENCES

One location ... three areas of interest!

Palmer House Hilton, Chicago

ALA’s fall conference schedule includes three co-located specialty events for human resources, finance and intellectual property experts.

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Intellectual Property Conference for Legal Professionals

October 5–7
Finance and Law Practice Management Conference for Legal Professionals

October 5–7
Human Resources Conference for Legal Professionals

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This year’s ALA’s CLI Conference was held in Minneapolis, the lovely birthplace of the Purple One, Prince. The conference started on Thursday, 7/20 and wrapped up on Saturday, 7/22. I flew into the city on Thursday evening and stepped into a lovely, warm evening – so warm that I opted to take the train all the way into the city and walk from the train station to my hotel, the Hyatt. I got to the hotel just in time to attend the welcome reception in the foyer where I met my fellow GLAALA attendees and watched attendees from other chapters attempt the two-step dance to Bruno Mars. All that activity made us hungry and ready to go out to dinner. At Carolyn’s suggestion we went to a fabulous restaurant, 112 Eatery in downtown Minneapolis. The menu there was varied, delicious and exotic. Suffice to say – Frog Legs was on the menu:

On Friday morning I made a point to attend the discussion on diversity and what we can do to encourage more people of color to join our chapter. Speakers Amanda Koplos and Mariel Piilola, JD, presented a thought provoking session that forced us to look at our own innate biases, what we can do to conquer them and how we can encourage diversity in our offices and our chapter. One great suggestion – if you are involved in attorney recruiting in your office, consider removing candidate names and schools from resume submissions. See what happens when your recruiting committee only considers grades and writing samples "before bringing candidates in for interviews.

On Friday evening we went to another fabulous restaurant (another suggestion by Carolyn), called Manny’s in downtown Minneapolis. This restaurant had a more conservative menu, with huge steaks, delicious sides and scrumptious desserts. We had an amazing time; getting caught up on the sessions we had attended that day and just enjoying each other’s company. We were sad to wrap up and return to the hotel, in preparation for an early rise on Saturday morning.

Saturday brought more interesting sessions, but my favorite was the session on “Using Servant Leadership to Empower Your Chapter.” Karen Grigg and Laura Broomell (both past ALA presidents) gave an entertaining discussion on what leadership really means and how we should think about serving as a kind of leadership, in our local chapters and in our workplace. This session was very interactive and involved a lot of attendee input which I found very valuable. By the end of this session it was almost time for me to get to the airport to catch my flight back home. I regret that I was unable to attend the sessions on “Conquering your Fear of Public Speaking” and “Taking your Meetings from Average to Remarkable.” If they were anything like the other sessions I attended I’m sure they were extremely useful.

I arrived back in LA with fond memories of the conference and determined to remember and apply as much of what I learned back in the office and with my chapter. My one regret? That I was unable to tour Paisley Park, home of his Purple Highness. Maybe next time :).
As a member of GLA ALA, I have been offered countless opportunities to meet other professionals within the legal community. These connections have lead to invaluable resources, including the successful placement of our newest family member “Olive”, thanks to Manjit Ender...it’s not always about work!

— Francie Jones Education - MIT Section Chair; Chapter Membership Team
Having never attended a CLI conference before, I flew to Minneapolis not knowing what to expect. I prepared to open my eyes and open my heart and dive right in. I met my friend Lara Selem, our Brazilian section co-chair, on Wednesday evening to share a room and spend the first day sightseeing. We had until 5 p.m. (the time of the first evening’s presentation). We walked to the Minneapolis sculpture garden and did sightseeing along the way. It was a beautiful day. We walked. And walked. And walked.

We found out that a horseshoe court looks a lot like a cemetery plot. That was a little embarrassing. Luckily, nobody heard that conversation. We enjoyed the architecture, the sculpture garden, and the friendly people along the way who helped us figure out the best way to ignore google maps and really get to where we were going. We did over 10,000 steps that day—enough walking for the rest of the month.

The 5pm session was ALA 101 and then a presentation by the Minnesota chapter on how to speak “Minnesotan.” I was in stitches. I had to help Lara with some of the slang but then she started to get it. “Uff da” is my new favorite word (now I don’t need to say “oy vey” so much anymore.). I know to say pop instead of soda, never to eat a hot dish, and to be very careful when ordering salad in MN (if you order just salad, instead of a green salad, you might just get a jello mold with canned fruit inside). Also, “up nort” can mean any direction, not just north.

From the keynote speaker through the closing speaker, I learned much more than I ever thought I would. I now know more about millennials than I ever could have thought and I am proud to be a perennial and no longer a baby boomer.

When we attended sessions, our Chapter President, Carolyn Smallwood, assigned us to individual sessions so the entire conference was covered by someone. We

Continued on page 22
ALSA offers its members

![Icons](image)

**Online learning discounts**

**Exclusive live and online networking with your industry peers**

**Exclusive deals on our VIP Business Partners’ products and services**

PLUS, members get free access to award-winning digital magazine *Legal Management* and podcast *Legal Management Talk*.

Sound like a great value? It is! Visit alanet.org/membership today.
were free to trade with each other but every session had to be covered.

I could tell that Carolyn had taken a great deal of time to make sure that each person’s path and interests were taken into consideration when she chose which session to assign. I ended up in Terri Oppelt’s session on “Elevating Your Education Conference and Expo” which seemed to be written just for me as chair of ELF. I was enraptured. I literally thought the entire session had been organized for me. Ok, kidding. But seriously, it was as if it had been targeted for me.

I also attended the session on diversity and learned that GLA could really use a diversity section if not a diversity committee. The breakout sessions were amazing. My first one was on Educational Program Development. Again, Carolyn tasked me with that session knowing it was the best one suited for me. (I just know it.) As I sat in the room at the very beginning of the session and they asked for the first question, the room was completely silent.

My personal theme for this year has been overcoming my fears so, of course, I had to [slowly] raise my hand. Then the facilitator came to me with a microphone, no less. That caused a bit of panic. But, my question started a discussion on the struggle to find new, compelling, relevant, topics for the membership and the speakers to stay within our budget. Some of the other members talked about paying up to $10,000 for a chapter luncheon speaker which totally blew me away.

I think the two most profound things about CLI this year were getting to see the conference through Lara Selem’s eyes and the bonding that happened with the Los Angeles attendees. Both were truly profound. Lara got to learn about the US Business of Law in a way that she never knew before and the difference between the US and Brazil is like apples and pomegranates. Since there are no legal administrators in Brazil, she asked attendees more directed questions while she networked. It was fascinating to watch her network. She was fearless. I stayed close to her so I could observe her style and ease. I hope someday to have Lara’s effortless grace when it comes to talking to people.

Another thing I learned about Brazil--attorneys, other than senior equity partners, are not recognized at all. You are either a senior partner or you are held in low regard. As we shared our experiences, Lara saw our system through my eyes, and I saw Brazil’s through hers. Fascinating.

At our GLA chapter dinners, especially the one on Friday evening, we had a chance to really get to know each other and bond in a way I didn’t think possible. We decided to go for it and those of us who were game (about four) told a personal story that we would otherwise never, ever share with others. (What happens in Vegas…) We laughed, we smiled, and we were astonished. There was absolutely no judgment. Just incredible moments of bonding, laughter and empathy. I feel like I got to know Carolyn, Ken, Kameelah, Melanie, and Lara in a way that I never would have otherwise. That was worth the price of admission. ♦

“Before GLA, I operated in a vacuum (in retrospect). I honestly don’t know how I got by. Since joining GLA, it is as if the whole world has opened up. I have access to legal administrators and business partners from all over the city, state, and country. And, many new friends.”

——— Laura Whipple, Firm Administrator, Education - ELF 2018 Chair; Chapter Membership Team Firm Administrator, Adams Stirling PLC
Experience ALA’s Webinar Series

For the best value in online education, look no further than ALA’s webinar series – spanning functional specialties and topics for every legal manager.

Check out our summer lineup:

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Don’t miss out! All of our 2017 and 2016 webinars are available on-demand.

Learn More: alanet.org/webinars
ALAs Chapter Leadership Institute (‘CLI’) year-after-year is an inspirational conference with education specific to leadership as well as insights in to chapter management, community outreach and building relationships with members and business partners alike. Although I’ve only been able to attend twice before this year’s conference in Minneapolis, I can honestly say that those three CLI’s were the best ALA Conferences that I’ve ever attended: everyone returns home full of energy and ideas not only for their chapters, but for their employers too.

GLA ALA is celebrating 45 Years of Leadership this year and I believe must continue to nourish its leaders in order to serve the future needs of its members and continue meeting its “Presidents’ Award of Excellence” status too. Vital to the health of our chapter, was the participation of the following GLA ALA members at this year’s CLI in Minneapolis:

Shaun Morrison:
ALa Region 6 Director
Terri Oppelt, CLM, SPHR, SHRM-SCP:
ALa Region 6 Representative
Carolyn Smallwood, CLM:
GLA ALA President
Ken Sweet:
GLA ALA President-Elect
Kameelah Hakeem:
GLA ALA Community Connection / Business Partner Relations Chair
Melanie Mawema, PHR, SHRM-CP:
GLA ALA Community Connection / Business Partner Relations Vice Chair
Laura Whipple:
GLA ALA Employment Law Forum 2018 Chair and Chapter Membership Team
Dr. Lara Selem:
GLA ALA International Law Practice Management, Brazilian Section Co-Chair

My Minneapolis experience began with a morning field trip out to Prince’s Paisley Park studios: now a museum with rooms frozen in time since the artist’s unexpected death last April. Complete with handwritten notes likely referring to 3RDEYEGIRL music now living in “the vault,” I had the opportunity to record background vocals for “Raspberry Beret” and come home with that recording as well as an official photo in front of Prince’s purple piano. I was surprised at how emotional I felt walking through this modern-day pyramid for a king so disinterested in the outside world that he painted his ceilings with blue skies and clouds, and constructed only a few tiny windows above everyone’s heads, except the white doves, Diamond and Pearl, who still live in the building.
Just like the White House, we were not permitted upstairs in to the private quarters, but as VIPs, we were allowed to sit on the purple couches in his private night club and wonder who else may have sat right there waiting for Prince to arrive at 2 am to play songs for 3 hours and then make pancakes. As a lifelong Prince fan, I couldn’t go to Minneapolis without this detour.

ALA’s CLI began at 5:00 pm on Thursday, July 20, 2017, with the General Session and Introductions of the ALA Board of Directors and Regional Representatives. Will Region 5 and 6 merge? Will the organization attempt to change its name again? ALA asked attendees to remind members to complete all surveys emailed and to keep the feedback coming through the chapters to the regional representatives to the board: our opinions matter!

During CLI, I had the opportunity to converse with other chapter leaders, ALA Headquarters staff, Regional Representatives as well as our new ALA President, Gary Swisher II, CLM, from Pensacola, Florida. Below is part of the feedback I shared with them.

"FYI, the session at ALA’s Chapter Leadership Institute ("CLI") I looked most forward to was the “Idea Exchange: Defining ALA’s Identity.” I honestly believe ALA is making a huge mistake, making themselves irrelevant, if it focuses on demographics (dividing people up in generations like “Millennials vs. Baby Boomers”) instead of psychographics (i.e. dividing people up by what they think, feel and love). “Millennials” consider that term an insult and in my experience, an aging ALA demographic considers the constant reminder to change to appeal more to Millennials, well, um, uh insulting. “What are we? Chopped Liver?” says the seasoned administrator who pre-judges Millennials to have a full, yet false sense of entitlement because they’ve never heard that “chopped liver” cliché before.

IMHO¹: ALA should focus on psychographics: what the organization and its members believe in -- what and who they support -- what its purpose is.

ALA should unite around the term “Perennial:” “…a set of people based on psychographics not demographics that would include Millennials, as well as people of all ages.”²

“The Perennials. We are ever-blooming, relevant people of all ages who live in the world, stay current with technology, and have friends of all ages. We get involved, stay curious, mentor others, are passionate, compassionate, creative, confident, collaborative, global-minded, risk takers who continue to push up against our growing edge and know how to hustle. We comprise an inclusive, enduring mindset, not a divisive demographic. Perennials are also vectors who have a wide appeal and spread ideas and commerce faster than any single generation. Lady Gaga + Tony Bennett, Lena Dunham + Jenni Konner, Beyoncé + Jay-Z, Bob Dylan, Jimmy Fallon, Pharrell Williams, Justin Trudeau, Ellen DeGeneres, Malala, Sheryl Sandberg, Mick Jagger, Michelle Obama, Emma Watson, Elon Musk, Bernie Sanders, Diane Von Furstenberg, Lorne Michaels, Ai Weiwei, John Oliver, Aziz Ansari, the little girl on Stranger Things … #Perennials ...It’s time we chose our own category based on shared values and passions and break out of the faux constructs behind an age-based system of classification.”³

I consider myself a Perennial. Wouldn’t you? Wouldn’t most ALA members aspire to be all those things Gina Pell wrote about in October of last year?

Like many, I remember feeling dismissed and diminished when I first joined ALA because I was young and looked even younger. Now approaching 57, I understand how easy it is to feel dismissed and diminished as a person over 55, let alone a female over 55 no matter how young you think you look, etc., ad nauseam. Wouldn’t we be better off as a professional organization to embrace this Perennial concept; the ultimate Diversity and Inclusion program? To stop defining people by characteristics they cannot change, to become (or perceived to become) more valuable -- like one’s age?

ALA could instead state what it believes and what it supports and what its purpose is to recruit and retain members, stuff like:

¹ IMHO = In My Humble Opinion
² Attributed to Gina Pell, Content Chief at The What, a clever list for curious people. 10/19/2016
³ Ibid
• ALA believes in the power of professional business managers to administer the business of law for lawyers and law firms across the globe. (Explaining what an “administrator” is and getting “that seat at the table,” is still difficult when the ‘administrator’ term so often refers to and/or gets treated like clerical support.)

• ALA supports holding its members accountable to a standard of demonstrable knowledge and skills that evolves as governance and technology evolves through its Certified Legal Manager (“CLM”) certification program. (Why shouldn’t CLMs be as valuable as CPAs? ALA has really dropped the ball on educating everyone why a tested standard is important and I feel sometimes that’s because most members feel they can’t or couldn’t pass the test and don’t agree what the standard(s) is or should be.)

• ALA recognizes the need of its members to maintain “work-life balance” throughout all stages of their careers and provides a platform for members to be matched with solo practitioners, law firms and legal departments needing full-time employment or hourly and project consulting services. (Imagine if self-employed persons like myself could join together under an ALA umbrella that could qualify for certain “group” insurance and retirement benefits, like a Benefit Bank addendum to a Job Bank. I’d be happy to pay a fee or a percentage for that!)

I could go on and on. Maybe ALA has already thought about this “Perennial” concept and is going to surprise me at CLI with a new initiative along these lines, but just in case, I wanted to email you my thoughts. Thank you for being a Suggestion Box!!

____________________________________________________________________

I wrote the feedback above a couple of days before CLI after my daughter, a Millennial, reminded me how insulted she feels when called that term; I had just re-read the CLI schedule and handouts for Friday’s keynote session as described below, and was disappointed by the “must change to appeal to Millennials or you’re doomed” point of view. I thought, ‘I can’t be the only Perennial at CLI, right?’

CHAPTER LEADERSHIP INSTITUTE (CLI)

CLI Keynote Session: Empowering Chapters to Understand and Create Relevance with the Next Generation (Millennials)

Speaker: Dan Negroni, Founder and Chief Launch Officer at launchbox, Inc., leverages his bold, authentic, no-nonsense approach and interactive style to challenge your employees and empower them to deliver immediate business results. Offering the solution to today’s critical cross-generational issues, Dan successfully bridges the gap between managers and their millennial workforce to increase employee engagement, productivity and profits. Dan is also the author of Chasing Relevance: 6 Steps to Understand, Engage, and Maximize Next-Generation Leaders in the Workplace.

Friday, July 21, 2017  8:30 AM - 10:00 AM

Successful chapters understand what their members need to thrive. Organizations that support the legal community will succeed if they understand what the next generation of leaders want, need and expect from their professional relationships and careers. Discover how your chapter can help by understanding and providing value to your members. Learn from the companies and law firms that “get it” and discover the practices that are working now. All organizations must understand the secrets to leveraging the unique competencies, strengths and value that Millennials bring with them and how to guide and empower them to create winning relationships.

Today, there are 2.4 billion Millennials, representing 36 percent of the workforce. They control $660 billion in spending and will make up 75 percent of your membership by 2025. They grew up differently, view the world differently and are changing the way we do things — think Blockbuster/Netflix, taxis/Uber and hotels/Airbnb.

Objectives:

• Examine the positive characteristics and strengths that Millennials bring to the chapter.
• Identify what Millennials expect and value from their professional relationships.

4 aka NEXTGEN
Discover the six key steps to engaging the next generation.
Discuss what the most innovative organizations are doing to leverage Millennials’ strengths and create a connected environment.
Outline a new perspective on an action plan to start today.

Other Info:
90 Minutes
Audience: Intermediate
CLM App Management Category: Communication Skills
CPE Field of Study: Business Management & Organization

ALA Headquarters Staff sought me out first thing at CLI registration to let me know that my #PERENNIAL feedback was very important and changed the direction of their related content accordingly. Many times during his presentation, Friday’s keynote speaker asked the audience to set aside the title of “Millennial” and focus on common ground with the “Next-Generation.” I found myself beginning to resent all the anti-Millennial jokes causing head-nodding and giggling throughout most of the audience who clearly have (or know someone who has) a “Millennial” adult child of their own. Clearly they hadn’t heard of this #PERRENIAL concept, yet; that is to focus on purpose as a unifier, not birth year as an identifier.

While I’m delighted ALA said my “Perennial” feedback helped reframe their content, the keynote speaker still asked everyone to focus on the “Next-Generation;” is that what we’re supposed to call Millennials now? I hope not. I believe “Next-Generation” or “NEXTGEN” is still focusing on demographics instead of psychographics; is merely code for “Millennial;” is segregating people in groups based on things they cannot change like their birth year; and as a result is creating unnecessary, adversarial relationships between people who should be working together instead of against anyone or anything including our legal industry employers.

What say you? What do you think of this “Perennial” concept as part of the ultimate Diversity and Inclusion program? Are you a Perennial?

I welcome your feedback; please feel free to email me at carolyn.smallwood.clm@gmail.com.

2017 FALL CONFERENCES

2017 REGIONAL Legal Management CONFERENCES

West (Regions 4, 5, 6)
September 7–9
Venetian Las Vegas

East (Regions 1, 2, 3)
October 12–14
Renaissance Nashville
What is “The Excomm”?  – ExComm stands for “Executive Committee” which are five members (four of them officers) on GLA ALA’s Board of Directors.

Who is in it?  President, President-Elect, Vice President, Education Chair and Past President. Five Members.

Where does this happen: While board meetings are held on a monthly basis, as one of the largest chapters within ALA, certain issues can arise that require attention before the next board meeting. The ExComm will address these issues in the interim and keep the board apprised of any issues that require their input.

When: Meetings are either right before the board meeting, on conference calls or via email.

Meet the up and coming ExComm members.

Pres Elect, Ken Sweet,
Vice President, Elizabeth Wagner
And Education Chair, Debra Gray
MEMBERSHIP SPOTLIGHT – MEET THE EXCOMM

KEN SWEET
Chapter President Elect, 2017-2018

How long have you been an administrator?
Almost 17 Years

What career or profession, other than your own, have you always wanted to try?
Education or Healthcare.

What advice would you give someone entering the legal administrator field?
Always be open to evolving and learning new things. The industry is constantly changing. Never rest on your laurels. Always seek to bring value and proven innovation to your firm.

Share an interesting “tidbit” about yourself that most people would not know:
I love to read and always have a book going. Current is “A Gentleman in Moscow” by Amor Towles. Really good!

To be successful, legal administrators have to:
Make sure that your office personnel have the tools and resources that they need to excel in their positions. Assign seasoned mentors to new hires to get them integrated into the firm and culture. Always strive to grow in your position. ALA is a great resource for this!

Describe yourself in three words:
Resourceful. Patient. Supportive.

In my spare time I like to:
Travel. Tend to the garden. Go to plays and musicals.

The best advice I received from a fellow legal administrator was:
Get involved with volunteering in your community in charitable organizations. Support our business partners. Their support of GLA and ALA is invaluable. We would not be able to do the things that we do as an organization, and at a reasonable cost, without them.

Activities (other than work) I am involved in:
I am excited to be on Justice Jog Committee (this is my 8th year) this year, which is the 10th annual event, benefitting CASA. I cannot think of a better organization to support!

Describe your management style and why it works for you.
I have an open door policy and make sure everyone knows that. We revamped our orientation process to ensure that we are doing the best we can in getting everyone trained and integrated with the firm from the start. If there are issues, I take an unbiased approach to assessing the situation and to determine the best solution and outcome. I am a big proponent of the Golden Rule!
ELIZABETH M. WAGNER
Chapter Vice President, 2017-2018

How long have you been an administrator?
Since 1997 – 20 years!

What career or profession, other than your own, have you always wanted to try?
Librarian and working @ a garden center

What advice would you give someone entering the legal administrator field?
Join the ALA and quickly thereafter your local chapter!

Share an interesting “tidbit” about yourself that most people would not know:
I keep a book journal – which I began the summer between 8th and 9th grades. It contains at minimum the title and author and at most details and my thoughts on every book I’ve read since then.

To be successful, legal administrators have to:
Listen first, talk second.

The best advice I received from a fellow legal administrator was:
Business partners are so much more than just “vendors.” They truly will make your job easier!

Describe yourself in three words:
Fair, patient and resourceful.

In my spare time I like to:
Cycle, read, garden and travel, and not necessarily in that order!

Activities (other than work) I am involved in:
About five years ago, I joined a wine dinner group which meets at a member’s home every other month and at which we enjoy a home cooked meal and a specific varietal. About four years ago I finally started a book club.

Describe your management style and why it works for you.
Other than practicing law, I’ve held nearly every job at Kegel Tobin & Truce, beginning as the receptionist of our Inland Empire office in January, 1984. I believe this depth and breadth of experience is an essential component of my success. While this may be a less fashionable principle of late, I find that asking people to perform tasks that you have handled lends itself to becoming a respected leader.

IMPORTANT STATS:
Director of Administration
Kegel Tobin & Truce A.P.C.
Administrator for
20 years
Member since 2005

“Listen first, talk second.”
MEMBER SPOTLIGHT

DEBRA GRAY
Education Chair, 2017-2018

How long have you been an administrator?
A very long time, let’s just go with 20 something years.

What career or profession, other than your own, have you always wanted to try?
Professional gambler (winning is everything). People that know me will not be surprised by this.

What advice would you give someone entering the legal administrator field?
Always have a smile on your face no matter how terrible your day is.

Share an interesting “tidbit” about yourself that most people would not know:
While in Antigua in 2016 I adopted a Donkey named Crissy. Antigua has wild donkeys running all over the island so when they get hit by a car or destroy crops the donkeys are caught and sent to a sanctuary. The sanctuary runs only on donations and is in desperate need of water and food. It was a great experience to visit the sanctuary and visit Crissy. For more information about this sanctuary, visit http://www.antiguaanimals.com/donkey/

To be successful, legal administrators have to:
Understanding that there are always two sides to every story, listen to both sides and be fair.

The best advice I received from a fellow legal administrator was:
I can still hear John Sullivan saying to me “Gray, you can do this,” never doubt your abilities!!

Describe yourself in three words:
(I threw this question out to my team and received the following response). I am very humbled by this. Astute, dynamic, convivial

In my spare time I like to:
Play golf

Activities (other than work) I am involved in:
Playing golf and volunteering for Westside German Shepherd Rescue.

Describe your management style and why it works for you.
You have to give people room to do their jobs, don’t micromanage and always make room for humor. I’m always amazed at how humor can lighten the mood.

IMPORTANT STATS:

Executive Director
Frandzel Robins Bloom & Csato, L.C.
Administrator for 20 something years
Member since 2002

“Always have a smile on your face no matter how terrible your day is.”
The GLA ALA Managing Partner luncheon’s topic was “Ethics for Lawyers on Social Media: Generating ROI within ABA Guidelines.” Held on June 13th at the Jonathan Club, speakers David Ackert, MA, and Rebecca Nassi, JD, MA both of Ackert Advisory, delivered some good content to the managing partner guests and GLAALA members in attendance. They spoke to the importance of an updated LinkedIn profile both for firms, as well as for attorneys and administrators as individuals. Mr. Ackert highlighted the ways that LinkedIn can be useful to firms’ business development efforts, while also taking care to point out language that should be used to keep attorneys from running afoul of the Rules of Professional Conduct. We covered understanding Rule 7.3 regarding solicitation of clients, as well as privacy settings and best practices. Member Michelle McPherson Campbell’s Managing Partner, Peter Walzer of Walzer Melcher, LLP, kindly volunteered to let the speaker duo look at and analyze his LinkedIn profile both in advance of the meeting and again in real-time during the presentation. Mr. Walzer’s profile contained much to be admired in its content, and Rebecca Nassi walked the audience through the particulars of what he’s doing well including links to articles, listing accomplishments, certifications and recommendations. The event was a good mix of business partners, members and their managing partners. In summary, we were all made aware or reminded that social media is only an effective marketing tool if used proactively!
Vivian Powers, Willy Rodas (First Legal), Jennifer Gonzalez and Jennifer Bradshaw

Helen Youngblood, Mercedes Aguirre (ICS) and Catherine Singh (ICS)

Kevin Haight, Mike Powers (WAMS), Laura Whipple and Adrian Adams (MP of Adams Stirling).

Past Presidents Jim Van Dusen and Luci Hamilton, Pres. Carolyn Smallwood and Mike Powers (WAMS)

Helen Youngblood, Mercedes Aguirre (ICS) and Catherine Singh (ICS)

President Carolyn Smallwood with speaker, David Ackert

Vivian Powers, Willy Rodas (First Legal), Jennifer Gonzalez and Jennifer Bradshaw
Lynda Hamsell and Kiana Lee (First Legal), with Catherine Massey (LawDocsXpress)

Crystal Martinez and Justin Parker (Williams Data Mgmt)

Christopher Martin, Brendan White (Nationwide), Past Pres, Luci Hamilton, Tiffany Rollins, Chanae Dade, and Rodney Diggs,

Salli Wright and Willy Rodas (First Legal)

Chanae Dade, Tiffany Rollins, and Desiree Fedalin
Peter Walzer, and Michelle McPherson Campbell

The lovely Jonathan Club downtown

Willy Rodas, Lynda Hamsell (First Legal), Brendan White (Nationwide) and Debra Gray

Peter Walzer, and Michelle McPherson Campbell and Debra Gray
The July Chapter Meeting was held at the law offices of Greenberg, Traurig, LLP in Century City on July 11th. The luncheon presentation, entitled: “Stop Losing Time and Money: Teach Your Attorneys to Master Mobile Tools and Take Your Law Practice to the Next Level,” featured Scott Grossberg, Esq., the bestselling author of “The Million Dollar iPad” and “The iPad Lawyer.” Scott, a trial lawyer, businessman, and entrepreneur, has been recognized as America’s #1 “iOS for Business” Expert and go-to guy for using an iPad in a work environment.

Scott, in his dynamic and information-packed presentation, showed us how to successfully use apps, programs, and technology to manage your business, go paperless, and respond to the fast-growing demands of a mobile lifestyle using an iPad. Scott’s resounding message is “what you don’t know about the iPad is costing you time and money.” One cannot afford to “do things in the same old way” and remain relevant and effectively compete.

Putting technology to work, Scott’s iPad is his mobile office and he literally uses his iPad for everything related to managing his firm’s business. He claims that using his iPad throughout his largest trial in 33 years of practice “kept him sane.” As part of his mobile office, Scott uses a foldable standing desk, which can be set up anywhere. Scott reviewed some key accessories to include a Bluetooth 64 bit hard drive for portable storage, portable power sufficient to provide five days of back-up, and a photo reader.

Scott reviewed in detail the 29 apps, most of which are free, which he frequently uses as part of his workflow to achieve fast, efficient, and productive results in managing his law firm. Additionally, he created a special access on his firm’s website where GLAALA attendees (noted on his Handout) can download his suggested apps organized into the following categories: Productivity, Sharing, Internet/Communication, Location-Aware, Reading & News, Health & Fitness, and Recording. Scott’s wildly popular books, “The Million
Special thanks to Jim Burns for his generous offer to host this event at Greenberg Traurig’s lovely office.

Mercedes Aguirre (ICS), Carolyn, Catherine Singh (ICS), and Toia Cross

Helen Youngblood presents GLA ALA gift to Scott Grossberg.

Scott Grossberg presents to the group

Susan Launer and Terri Oppelt, CLM

Don Hoefnagel, Willy Rodas, Scott Grossberg and Catherine Singh

Special thanks to Jim Burns for his generous offer to host this event at Greenberg Traurig’s lovely office.
Dollar iPad” and “The iPad Lawyer” can be accessed for free on Amazon.com.

In summary Scott taught us how to transform the use of our iPads into powerful tools to successfully manage your business, increase your profits, productivity, and business performance. This highly informative presentation changed our thinking on how productivity, efficiency, and mobility can be achieved for a business at a low cost on an iPad! We especially want to extend a special thank you and express our sincere appreciation to all of our Business Partners for their continued support, making this successful educational Chapter Meeting possible. ■

Patty Green-Holland (Nationwide), Pres. Carolyn Smallwood, Dave Teuber (Afinety) and Helen Youngblood

Don Hoefnagel (First Legal), Dave Teuber (Afinety), Catherine Singh (ICS) Willy Rodas (FL) and Mike Lazcano (Nationwide)

iPad Lawyer, Scott Grossberg, advises member

Helen Youngblood skillfully executes today’s meeting

Speaker, Scott Grossberg, with Don Hoefnagel (First Legal)
eLearning Courses

Take part in ALA's 6-week instructor-led online courses. Classes meet live each week for an hour and are on-demand later at your convenience. The 2017 schedule is available now.

**July 17–August 27:** FM1B Course: Law Firm Accounting  
(Registration opens May 15)

**July 17–August 27:** FM2A Course: Financial Information and Analysis  
(Registration opens May 15)

**September 18–October 29:** FM2B Course: Financial Information and Analysis  
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Complete both FM courses and gain FREE access to the Legal Management Finance Specialist Certificate program. You have six months after completing FM2 to review the material from both courses and take an online exam to earn your certificate.

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ASHLEY SHELLHAUSE

How long have you been an administrator?
A little over 4 years

What career or profession, other than your own, have you always wanted to try?
I’ve always wanted to try horse training.

What advice would you give someone entering the legal administrator field?
Be willing to embrace change.

Share an interesting “tidbit” about yourself that most people would not know:
I have an MFA degree and am a professional artist.

To be successful, legal administrators have to:
Balance a variety of roles within the company. I wear a different hat every day.

Describe yourself in three words:
Creative, perceptive, stubborn

In my spare time I like to:
Paint and draw.

Activities (other than work) I am involved in:
Parenting, horseback riding, and art.

Describe your management style and why it works for you.
The democratic style. As long as there’s not a time crunch, I think it’s best to get everyone’s input first, then come up with a solution that works best for everyone.

IMPORTANT STATS:
Administrator at Lardiere McNair
Administrator for a little over 4 years
Member since 2017

“Be willing to embrace change.”
NEW MEMBERSHIP SPOTLIGHT

GLA ALA WELCOMES...

DESIREE FEDALIN

How long have you been an administrator?
8 years

What career or profession, other than your own, have you always wanted to try?
Doctor

What advice would you give someone entering the legal administrator field?
Lawyers need a lot of patience! They are paid to be difficult people.

Share an interesting “tidbit” about yourself that most people would not know:
I am running my first marathon in July.

To be successful, legal administrators have to:
Be organized! And Keep To-Do lists every day.

Describe yourself in three words:
Organized, friendly, punctual.

In my spare time I like to:
Run, swim, play tennis and pilates.

The best advice I received from a fellow legal administrator was:
Invest in nice shoes!

Activities (other than work) I am involved in:
My children, always something to do (or clean!)

Describe your management style and why it works for you.
I am an avid “lister.” I constantly keep to-do lists so nothing falls through the cracks.
Hi, my name is Lori Akina. I am a sole proprietor of my own business called TJ Management. I joined a group called TJ Management Group back in 1996. I was living in the Orange County area, married, and had two beautiful daughters. The job consisted of about 4-6 hours a week of letter stuffing, data entry and other odds and end tasks. My boss and mentor, Janet C. Huber, CAE, was a joy to work with. She allowed me to bring my youngest child to her home (her office) while I worked. Jan taught me the ropes of Association Management, and by 1998 I was managing my own Association, the Greater Los Angeles Chapter of the National Speakers Association. Jan retired in 2005 and sold me her business. I kept the name but dropped the “group” as it would only be me, myself and I as sole proprietor. I now live in Moorpark CA. I interviewed with GLA ALA in late 2009 and was hired to manage the chapter in early 2010 under the presidency of then Robert Santos.

This summer has already been an eventful one as my husband just retired from the FBI after 22 years. It was a great celebration. We were able to take a short trip to Reno NV, just he and I. He was in conference while I found some great hiking trails to keep myself entertained. We will be vacationing as a whole family in July at the Colorado River in Needles CA. It’s been our “go to” spot now since 2004. It will be great to have all four of my daughters together for the week. My oldest, 1st Lt. Brooke McCroskey, serves in the US Air Force alongside her husband, 1st Lt. Justin McCroskey. They currently reside in Cheney WA at the Fairchild AFB. My #2 daughter, Jade Lybe, reside in Idaho Falls ID with her sweet husband, Josh Lybe. Both are attending school and working hard.

I have been married for 28 years, and have 4 beautiful daughters. Two are married and living outside of California. My third daughter attends Colorado University, Colorado Springs Campus. And my fourth daughter will finish High School in 2019. I am also a volunteer with my church and kept busy, busy when I am not answering emails or attending GLA ALA events/meetings.

I have been a small business owner for over 10 yrs now. I have learned so much from the amazing people I have had the privilege to work with over the years. I am grateful every day for the joys and blessings in my life. I am learning now how to be a soon-to –be “empty nester”. I have raised four children and it is exciting to watch them spread their own wings and create their own lives. I appreciate this opportunity to tell you a little bit about me and my family. It is exciting to watch the growth of the GLA ALA from year to year. I look forward to many more years alongside some amazingly professional people.
LORI’S REFLECTIONS ON PAST PRESIDENTS SHE HAS SERVED

• Robert Santos, 2009-2010: First President I served under and very fun leader!

• Mary McDonnell, 2010-2011: A leader who really taught me to focus on the importance of membership retention.

• Jean Jewell, CLM, 2011-2012: Very professional leadership style and skillset.

• Shaun Morrison, 2012-2013: This very organized leader is where it all started. I originally met Shaun in 2010 when she was the membership chair and one of the reasons I was hired on.

• Lydia Tavera, 2013-2014: Another really fun leader. Will never forget the Casino night down in the basement of some really cool building in DTLA.

• Terri Oppelt, CLM, 2014-2015: An Amazing worker-bee leader and president. You need it done, she will do it. Terri has been a good friend to me along the way as well, giving great advice.

• Elaine van Rensburg, 2015-2016: Engaging Leader: I could sit and listen to Elaine talk all day.

• Manjit Ender, CLM, 2016-2017: A great team leader: Always aware and on top of whatever was going on.

• Carolyn Smallwood, CLM, 2017-2018: A very capable leader always looking to streamline things to create greater efficiency.
NEW MEMBERS & MEMBER UPDATES
Report of new members and changes to membership (From 5/24/17 to 7/10/17)

NEW MEMBERS

Rocky Le
COO
Wilshire Law Firm
3055 Wilshire Blvd, 12th Flr
Los Angeles CA 90010
Phone: (213) 381-9988
Email: rocky@wilshirelawfirm.com

Maribel G. Acuna
Office Manager
FRPF Law LLP
350 S. Grand Ave., Ste 2850
Los Angeles, CA 90071
Phone: (213) 542-7000
Email: macuna@frpfllp.com

Fernando Fontenele Godoy
Director
Performance Juris Consultoria
Av. 136, 797, SL 1004 Ed, New York
Goiania 74093250 BRAZIL
Phone: 55-62-3999-0242
Email: ernando@performancejuris.com.br

Nadine Saab
Office Administrator
Thompson Coburn LLP
2029 Century Park East, 19th Floor
Los Angeles CA 90067
Phone: (310) 282-2519
Email: nsaab@thompsoncoburn.com

Since joining GLA ALA I have had the opportunity to experience a number of wonderful networking opportunities that have played a key role in my professional growth not just in the organization but in my Law Firm as well. The relationships we build within the chapter are extremely valuable.

– Scott Dressler,
Education - San Fernando Valley Section Chair
Office Administrator, Brutzkus Gubner

CLM CORNER

I love GLA ALA for the networking opportunities my membership has provided. Through my volunteerism, I’ve made dear friends with other administrators, and the networking with business partners has helped me make more informed decisions when it is time to make purchases on behalf of my firm.

– Jennifer Bradshaw, Chapter Secretary; Education Vice Chair
Office Administrator, Olivarez Madruga Lemieux O’Neill, LLP

"Since joining GLA ALA I have had the opportunity to experience a number of wonderful networking opportunities that have played a key role in my professional growth not just in the organization but in my Law Firm as well. The relationships we build within the chapter are extremely valuable."

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Education - San Fernando Valley Section Chair
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Office Administrator, Olivarez Madruga Lemieux O’Neill, LLP

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Applications are due September 6.
alanet.org/clm

Knowledge is King
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<tr>
<th>MEMBER</th>
<th>FIRM</th>
<th>Number of Years</th>
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<tbody>
<tr>
<td>Sandra L. Siciliano, CLM</td>
<td>Epstein Becker &amp; Green, PC</td>
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<tr>
<td>Cynthia G. Fortune</td>
<td>Greenberg Glusker, LLP</td>
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<tr>
<td>Dan J. Fielding</td>
<td>Robins Kaplan LLP</td>
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<td>Jim D. Burns</td>
<td>Greenberg Traurig, LLP</td>
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<tr>
<td>Debbie Klaeger</td>
<td>Quinn Emanuel Urquhart &amp; Sullivan, LLP</td>
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<tr>
<td>Linda B. Ford</td>
<td>Price Postel &amp; Parma, LLP</td>
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<td>Gail C. Ivey</td>
<td>Weinstock Manion</td>
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<tr>
<td>Anna-Ruth Souza</td>
<td>Calendo Puckett Sheedy LLP</td>
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<td>Milton de Medeiros Speranzini</td>
<td>Speranzini Consultoria</td>
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<tr>
<td>Jeannine N. Martinez</td>
<td>Latham &amp; Watkins, LLP</td>
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<td>Helen A. Youngblood</td>
<td>GLA ALA</td>
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<td>Ronnie M. Benson</td>
<td>Seyfarth Shaw LLP</td>
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<td>Elijah Stephen Bernal</td>
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<td>Manjit M. Ender, CLM, SPHR-ca, SHRM-SCP</td>
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<td>Diane M. White</td>
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<td>Lara C. Selem</td>
<td>Selm Bertozzi &amp; Consultores Associados</td>
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<td>Ladd Albrechtsen</td>
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<td>Alma Karic</td>
<td>Callanan Rogers &amp; Dzida, LLP</td>
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<td>Else Latinovic</td>
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<td>Jennifer J. Bradshaw</td>
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<td>Ron L. Avenida</td>
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<tr>
<td>Marian R. Wahlquist</td>
<td>Murchison &amp; Cumming, LLP</td>
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### GLA ALA MEMBER ANNIVERSARIES - JULY, AUGUST, AND SEPTEMBER

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<th>Member</th>
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<tr>
<td>Alisa A. Patterson</td>
<td>Entertainment Partners</td>
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<tr>
<td>Kathleen Souza Lynn, PHR</td>
<td>Valensi Rose, PLC</td>
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<tr>
<td>Brenda M. Leon, PHR</td>
<td>Browne George Ross, LLP</td>
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<tr>
<td>Robert A. Kamins, JD, MBA</td>
<td>Lewis Brisbois Bisgaard &amp; Smith, LLP</td>
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<tr>
<td>David Quintanilla Rico</td>
<td>Bromund Law Group, APC</td>
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<tr>
<td>Barbara E. Gamboa</td>
<td>Hunt Ortmann Palffy Nieves Darling &amp; Mah, Inc.</td>
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### AUGUST ANNIVERSARIES

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<td>Lucia G. Donat</td>
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<td>Aurel Van Iderstine</td>
<td>Arnold &amp; Porter Kaye Scholer LLP</td>
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<td>Helene Rubinfeld Bizar, CLA</td>
<td>Law Offices of Michels &amp; Lew</td>
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<td>Barbara Elizabeth Wilson</td>
<td>Blakely Sokoloff Taylor &amp; Zafman, LLP</td>
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<td>Lissa E. Golden-Krovetz</td>
<td>Levinson Arshonsky &amp; Kurtz</td>
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<td>Susan E. Friedman</td>
<td>Gordon &amp; Rees, LLP</td>
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<td>Gary N. Connally</td>
<td>Liebert Cassidy Whitmore</td>
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<td>Isabel Ortega Warner</td>
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<td>Ralph E. Allen, Jr.</td>
<td>Allen Matkins Leck Gamble Mallory &amp; Natsis LLP</td>
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<td>Bobby Stephen Waldrop</td>
<td>Kilpatrick Townsend &amp; Stockton LLP</td>
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<td>GLA ALA</td>
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<td>Kimberly K. Caldarone, CLM</td>
<td>Freeman Freeman &amp; Smiley, LLP</td>
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<td>Nancy B. Wolff</td>
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<td>Kameelah Hakeem</td>
<td>Freeman Freeman &amp; Smiley, LLP</td>
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<td>Steptoe &amp; Johnson LLP</td>
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<td>Dennis Bjorklund</td>
<td>Kessler &amp; Kessler, A Law Corporation</td>
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<td>Adams Stirling PLC</td>
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<td>MEMBER</td>
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<td>Laura Michael</td>
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<td>J. Elizabeth Mocabee</td>
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<td>Shelly Papadopoulos</td>
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<td>Tanya M. Russell</td>
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<td>Marcos Lilla Victor dos Santos</td>
<td>Jones Day</td>
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NILO BODEN
NILO BOLDEN, JUSTICE JOG COMMITTEE 2017-2018

How long have you been an administrator?
Since November 1999

What career or profession, other than your own, have you always wanted to try?
Event planner

What advice would you give someone entering the legal administrator field?
Show grace under pressure. Calmly guide your organization through the inevitable rough patches with poise, confidence and heart.

Share an interesting “tidbit” about yourself that most people would not know:
I was a Montessori teacher and immigrated to the United States to take on the position of a director of a Montessori school and ended up in legal administration.

The best advice I received from a fellow legal administrator was:
Learn to give up trying to control everything. Being a great leader is about influence and listening to those around you.

To be successful, legal administrators have to:
Be relentless in your pursuit to be the best leader you possibly can.

Describe yourself in three words:
Honest, sincere, fun loving - I know that’s four words

In my spare time I like to:
I love to watch episodes of Bewitched. I wish I could twitch my nose like Samantha when I am faced with a difficult situation. But then that could be dangerous.

Activities (other than work) I am involved in:
World Vision. I sponsor two kids. One in Swaziland & the other in Niger. I started sponsoring them when they were 3 years old. They are both teenagers now. It’s been a rewarding experience to watch them grow & thrive. I am also involved in GLA and I love raising sponsorship funds for Justice Jog that’s been working with CASA of Los Angeles for sometime.

Describe your management style and why it works for you.
I go out of my way to make sure I know when my team needs help. I don’t hang around and wait to be called upon by my direct reports, I go to them. That means plenty of informal check-ins, both on the work they’re doing and on their general job satisfaction and mental well-being. It makes for a team oriented work environment.
MEMBERSHIP SPOTLIGHT

“GLA ALA Member Spotlight…”

NOEL POOLE

How long have you been an administrator? 8 years (20+ years in admin.)

What career or profession, other than your own, have you always wanted to try? Journalist

What advice would you give someone entering the legal administrator field? Remain calm. See the pressure lawyers are under to perform perfectly under constant deadlines. This will help you sympathize, plan ways to make it easier on them, and not take their reactions personally.

Share an interesting “tidbit” about yourself that most people would not know: I was a choir boy in a choir school.

The best advice I received from a fellow legal administrator was: They trust you; trust that.

To be successful, legal administrators have to: See the big picture, plan for the future and every detail.

Describe yourself in three words: Smart, funny, humble(d)!

In my spare time I like to: Run, read, watch sports and movies, hang with the family.

Activities (other than work) I am involved in: Church, African economic development through the media industry

Describe your management style and why it works for you. Never let my boss be surprised, or me either! Delegate where possible to help managers and the organization grow. Stay informed with frequent verbal reporting, which works for my learning style and rule 1(a).
MEMBERSHIP SPOTLIGHT

"GLA ALA Member Spotlight..."

KAMERON STOUT
Chapter Treasurer, 2017-2018 / Education - ELF 2018 Team

How long have you been an administrator?
Since 1995

What career or profession, other than your own, have you always wanted to try?
I’ve been performing in Chinese opera with my parents since I was 8 years old. I’ve always wanted to perform onstage.

What advice would you give someone entering the legal administrator field?
Stick with legal rather than hop around to different industries.

Share an interesting “tidbit” about yourself that most people would not know:
I have a condition called pie baldism. Didn’t know the name of this disorder until I was 38 years old. Now I have a page on FB called “Living with Pie Baldism” to bring awareness to this condition.

The best advice I received from a fellow legal administrator was:
Take time to network with your peers. You never know when you’ll need their help.

To be successful, legal administrators have to:
Continue educating yourself in the industry – whether accounting, HR, IT, etc. Don’t let your skills become obsolete.

Describe yourself in three words:
Motivated, forward thinking, analytical

In my spare time I like to:
Sing Karaoke, play Mah-Jong, act like a kid again with my twin toddlers, play Texas Hold Em.

Activities (other than work) I am involved in:
GLA ALA, West Los Angeles Parents of Multiples, ARC Adults

IMPORTANT STATS:
Director of Finance at Wood Smith Henning & Berman
Administrator for 25 years
Member since 1995

“My management style is to mentor people!”
San Fernando Valley Section Learns how to Self-Promote Our Legal Administrator Roles

On Thursday, June 29, 2017 we had 10 members and guests participate both in person and remotely for the quarterly San Fernando Valley Section Meeting at Brutzkus Gubner Rozansky Seror Weber LLP in Woodland Hills. Guest Speaker Norma Hollis of Norma Speaks presented on Self-Promoting Your Role as a Legal Administrator.

Norma presented on Self-Promoting by being your authentic self. To kick off the discussion Norma asked how do you self-promote? How difficult is it? Why? The group provided some great feedback. Some attendees described some traditional versus modern ways of self-promotion. It wasn’t too long ago that self-promoting was shown by results, with no formal written acknowledgement, “show vs tell”. Now days self-promoting involves an actual memo or e-mail to the supervisor explaining the result. For some this is hard to do as they learn to break away from the traditional way of doing things. There are various ways to self-promote through one’s own personal confidence, building relationships and group or collaborating events. Self-promotion can also be difficult within an organization that may present a conflict to one’s natural gifts and talents. Some examples of natural gifts and talents may come in the form of verbal, visual/spatial, musical, nature, kinesthetic, mathematical/logical, interpersonal, intrapersonal and existential. The group had an opportunity to pick their top three of these natural gifts and talents and surprisingly there were about four people in the room whose selections were identical. The group also did a couple more activities looking at formal, informal, easy-going and dominant behaviors and where each of us fell on the diagram that was used. Once again, some of us were surprised with where we fell. One of the last activities we did involved each of the members and guests getting up in front of the room and giving a short narrative answering the answering the questions: My value increases when I? This is important to my role as a Legal Administrator because? One thing I will do to promote my value? The group scored each person and provided feedback on things such as smile, eye contact, tone, etc. For most this exercise gave the members and guests the opportunity to step out of the comfort zone especially with public speaking and share their authentic self. Norma is a wonderful speaker, and gave a presentation that could have lasted all day if time permitted. Keep a lookout for an article from Norma Hollis in a future Leadership Exchange issue where she will elaborate more on Self-Promoting by being your authentic self.

The San Fernando Valley Section’s next meeting is scheduled for Thursday, September 28, 2017 from 12:00 – 1:30 PM at Brutzkus Gubner Rozansky Seror Weber LLP in Woodland Hills. The topic for this meeting is pending. Look for additional details on this meeting as well as any future meetings by visiting the GLAALA website (www.glaala.org) or by contacting the SFV Section Chair, Scott Dressler, at sdressler@bg.law
Finance Section

Derek Barto and Dave Roberts from Armanino presented to a full room, Major Issues Facing Law Firms Today. They touched on national legal industry trends, major issues facing law firms today (both outside the firm and inside the firm) and alternative models and services providers that are re-shaping the delivery of legal service. The statistics presented were staggering and everyone in attendance realizes changes are looming for all law firms. Derek also talked about Corporate Legal Operations Consortium (“CLOC”) and encouraged all law firm administrators to do their due diligence and see what CLOC is about. Derek and Dave included in their presentation lawyer staffing statistics and what the market is doing in the years ahead. In summary, new law firm models have begun to fill the demand and 60% of legal departments are currently using alternative legal services mostly driving by pricing pressures. Thank you Derek and Dave for an outstanding presentation to the finance section.

“GLA ALA has taught me that networking is very important. Networking through GLA ALA has strengthened my reputation in the legal community and opened up a world of resources and experts in my field. Through GLA ALA, I’m able to continually cultivate my network and gain introductions to new companies, new experiences with members, and I have deepened my industry knowledge. I even managed to cultivate friendships through my GLA ALA network.”

— Kameelah Hakeem, Community Connection and Business Partner Relations Chair
Director of Human Resources, Freeman Freeman and Smiley, LLP
The HR section met on Tuesday, July 25th to discuss The Changing Role of the Legal Support Staff, presented by Cynthia Thomas.

This presentation focused on the changing roles of support staff and how the roles of yesterday are considered much different from how they are today.

Today’s Administrator may have to manage up to four generations of workers in the workplace. Nearly 70% of our “baby-boomer” workforce (who are now in their 40s and 50s), have lived and adapted through the many changes in our firms; however our “millennial” workforce, and the “i-generation” bring a different perspective to how we work. What we commonly referred to as the “Legal Secretary” has changed. The once-upon-a-time traditional roles and titles, such as Receptionist, File Clerk, and Paralegal are no more. Many of us find that we have to develop or create titles that are “attractive” to multi-generations.

The team approach may include titles such as Client Service Coordinator, Production Coordinator, and Project Coordinator. In terms of recruitment and retention, we have developed other titles such as Legal Executive Assistant and/or Legal Administrative Assistant. We must look at our staffing models and determine what is better suited for our firms in terms of efficiency and cost. A number of firms have moved from a 1:2 attorney/assistant ratio, to a 7:1 ratio. This is more efficient especially in a multi-generational workplace. Your firm’s legal support needs to be trained and equipped with the knowledge that makes them indispensable. In order for your firm to remain competitive with cutting edge talent, the staff needs to be well rounded including data base knowledge and advanced computer skills.

Technology and social changes have made the workplace different and have affected how law is practiced. We live in a right-now world where everything is instant and available. We understand how litigation practices work: we have to move – quick, fast, and in a hurry. With laptops, smartphones, and paperless offices, staffing solutions have become more modernized and have changed the way we support the client. But with technology and higher expectations, how do you prepare to hire the future in your firm? We know for sure that in order to support our firms, staff need to understand the importance of communication. And this begins with recognizing and appreciating the differences and dynamics in how we work; and then pulling together toward the common goal: The Client.

With the future consistently growing in technology, someday we may be using artificial intelligence for support. Are you ready? And more importantly, is your firm ready?

Cynthia Thomas Bio:
Cynthia Thomas’s career has been dedicated to assisting law firms in achieving the most effective management and operational structures. After working in various capacities in the law firm, Cynthia founded PLMC & Associates in 2003, a management consulting firm for small mid-sized law firms specializing in human resources and staffing. Cynthia has also developed a legal support staff training and coaching program entitled The Indispensable Legal Support Staff.
The Members in Transition (MIT) section met on June 21, 2017 to partake in an insightful presentation How to Eat an Elephant: Getting Started on Your Job Search led by Karen R. Maheu, Esq., formerly with Beacon Hill and Special Counsel recruiting and staffing firms. Ms. Maheu has provided solutions to law firms and corporate legal departments for over twenty years. Various sources report that a person will have over eight jobs in a career. So, if we are changing jobs every five or so years, why does a job search seem so challenging? The focus of this session was on the steps of a job search in correlation with eating an elephant - one bite at a time. At the end of the presentation, the group was full (pun intended) of great ideas and inspirations of do’s and don’ts for creating resumes, working with search firms, and managing the process in today’s job market. For more information about the MIT section, please contact Francie Jones at jones_francie@yahoo.com.

The MIT section met on July 26 at the First Legal Deposition offices downtown for an overview on federal and state e-filing, required documents, and best practices. Don Hoefnagel and Sabrina Rodriguez presented the information in a clear and interactive discussion. Odyssey e-fileCA is the system most courts use, and a firm must register with an electronic filing service provider (EFSP) to utilize the system. You can find e-filing information and a list of EFSP’s on the LASC’s website and the Odyssey e-fileCA website. The next MIT meeting is scheduled for August 16 and will be presented by Ricoh. For more information, please contact Francie Jones at jones_francie@yahoo.com.
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In conjunction with the Los Angeles legal community, GLA ALA helped raise more than $475,000 for the Los Angeles Regional Food Bank during the 9th Annual Food From The Bar Campaign. The Food Bank will use these funds to provide more than 1.9 million meals for children in Los Angeles County this summer. Since the campaign began in Los Angeles in 2009, it has raised over $3.6 million.

Food From The Bar, an annual, month-long fundraising and volunteering effort, held May 1 to June 2 in 2017, saw 77 legal organizations, including legal firms, law schools and legal services organizations, participate in friendly competition to see who could raise the most funds, acquire the most food, and work the most volunteer hours for the Food Bank. In addition to the funds raised, more than 9,000 pounds of food were collected and 774 volunteer shifts were completed in an effort to feed those in Los Angeles who are food insecure.

This year, 77 legal firms and organizations competed in various categories, with several being honored with awards from the Food Bank for their efforts, as follows:

- Overall Winner 1st Place- Latham & Watkins LLP
- Highest Per Capita Winner- McKool Smith Hennigan, P.C.
- Rookie of the Year- Cozen O’Connor
- Volunteer Award- UCLA School of Law (greatest number of volunteer shifts completed)
- Cornucopia Award- Sidley Austin LLP (most food donated)
- Best All Around- Paul Hastings LLP and Winston & Strawn LLP
- Best Public Entity Award- Court of Appeal, Second District
COMMUNITY CONNECTION

Diamond Awards
Hueston Hennigan LLP
Latham & Watkins LLP
McKool Smith Hennigan P.C.
Munger, Tolles and Olson LLP
Paul Hastings LLP
Sheppard Mullin Richter & Hampton LLP

Platinum Awards
Court of Appeal, Second District
Greenberg Traurig, LLP
Loeb & Loeb LLP
Mitchell Silberberg & Knupp LLP

Gold Awards
Allen Matkins Leck Gamble Mallory & Natsis LLP
Gibson Dunn & Crutcher
Jeffer Mangels Butler & Mitchell LLP
Klee, Tuchin, Bogdanoff & Stern LLP
McDermott Will & Emery LLP
Pillsbury Winthrop Shaw Pittman LLP
Reed Smith LLP
Sidley Austin LLP
Skadden, Arps, Slate, Meagher & Flom LLP
Winston & Strawn LLP

Silver Awards
Akin Gump Strauss Hauer & Feld LLP
Cozen O’Connor
Davis Wright Tremaine LLP
Horvitz & Levy LLP
Jones Day
Katten Muchin Rosenman LLP
Kirkland & Ellis
Los Angeles County District Attorney’s Office
McGuireWoods LLP
Milbank Tweed Hadley &McCloy LLP
Mirman, Bubman & Nahmias O’Melveny & Myers LLP
Richards, Watson & Gershon
Southern California Edison Law Department
Stroock & Stroock & Lavan LLP
Sullivan & Cromwell LLP
UCLA School of Law
WilmerHale LLP

Women Lawyers Association of Los Angeles

Bronze Awards
Adams & Martin Group Aderant
Akerman LLP
Anderson McPharlin and Connors, LLP
Bird Marella
Brutzkus Gubner Rozansky Seror Weber LLP
Bryan Cave LLP
Crowther Macro Systems
Ervin Cohen & Jessup LLP
Express Network
First Legal
Frandzel Robins Bloom & Csato, L.C.
FTI Consulting
Gibbs Giden Locher Turner Senet & Wittbrodt LLP
GLA Association of Legal Administrators
Goodwin
Hinshaw & Culbertson LLP
Irell & Manella LLP
JAMS
Jenner & Block LLP
LeClairRyan LLP
Los Angeles County Superior Court
Loyola Law School
Mayer Brown LLP
Morgan, Lewis & Bockius LLP
Nossaman LLP
Orrick, Herrington & Sutcliffe LLP
Perkins Coie LLP
Polsinelli, LLP
Quinn Emanuel Urquhart & Sullivan, LLP
Roth Staffing
Russ, August & Kabat
Special Counsel, Los Angeles
Stander Reubens Thomas Kinsey
Swiss Post Solutions
The California State University
Office of the Chancellor,
Office of General Counsel
United States Attorney’s Office - Central District of California
University of Southern California
Office of the General Counsel

• Kickoff Award- Sheppard Mullin Richter & Hampton LLP
• Finish Line Award Latham & Watkins LLP
• Creativity Award- McGuireWoods LLP
• Partnership Award- First Legal
• Munger Games Campion – Klee, Tuchin, Bogdanoff & Stern LLP
• Best Public Entity Award- Court of Appeal, Second District
• Chairperson’s Award- Kathleen McDowell, Munger, Tolles and Olson LLP
• Special Recognition: Robby Mockler, McKool Smith Hennigan
Expanding Horizons gives wonderful opportunities to high school students like me including the chance at experiencing what is like to work in their dream job setting. Through Expanding Horizons, I was able to work as an intern at Frandzel Robins Bloom & Csato, L.C. How did I land this opportunity? During my sophomore year in high school, my school counselor announced sophomores and juniors could sign up for a chance to intern at a law firm over the summer. This immediately sounded amazing to me because for as long as I could remember I have always dreamed of one day becoming a lawyer. Joining this program has been one of the most memorable experiences in my life. My first day at the firm was very exciting. I met my peers whom I would get to know more over a five-week period and my supervisor, Monica, and her colleague, Debra, took me out to lunch. On the first day, my supervisor showed me how to use Outlook and Excel.

My first task was to shadow the receptionist for about two days to learn the proper way to answer the phone. After shadowing her for two days, I was able to move on to answering the phone on my own. I was off to a rocky start answering the phone. I said the firm's name wrong and stuttered, but as I kept practicing, I got better at it. The first couple of weeks I was able to improve my skills working on Excel, I was able to learn how to input information on Excel to keep track of the inventory of the files maintained offsite. As more weeks went, by I advanced from Excel to creating labels for the new matters, labels for boxes, and scanning files into the Records systems. I learned how to use a barcode scanner and put away the file into a file room filled with so many other files. I was also able to learn office etiquette such as, properly greeting everyone in the morning and respectfully talk to adults. Being in the setting of my dream job taught me what to expect in the future when I decide to finally chase my dreams. I observed there is a lot of hard-dedicated time and effort that each individual person in the office puts into their work. I admire how hard everyone works and how bonded the office is. Beyond work, I also learned how to play cornhole. There was a corn hole tournament, which was part of the Fourth of July celebration and lasted about three days. Within those three days, I learned how bad I am at cornhole, but I formed a better bond with my other peers as a result. I might not have won the tournament but I now know work does not have to always mean being huddled up in the office all day without contact; work can also mean bonding with your colleagues and making each day of work interesting. I was able to meet more people and experience what a networking community looks like. Overall, something I value the most about this experience is how much I have grown from that shy and quiet sixteen year old girl to now being able to be more outspoken and more daring.
This year Barnes & Thornburg was proud to partner with the Constitutional Rights Foundation (CRF) to bring an intern into the office through the Expanding Horizons Internship Program (EHI).

EHI provides professional skill-building, educational and college preparation seminars necessary to transform an intern’s work experience. These interns come from low-income families and are often the first in their family to go to college. The program is a rigorous one that combines a paid internship in a professional setting with interactive seminars that the interns attend when they are not at the work site.

After interviewing a couple of candidates I chose Cherie Hughes from Teach Tech Charter High School for our program. Despite a challenging family situation, Cherie persevered at school to become school president and winner of her school’s Moot Court (twice in a row)!

Initially, I had serious doubts about how I would keep our intern busy (and challenged) every day. I wasn’t sure I would have enough for her to keep her occupied. Besides, who born after the year 2000 is not constantly glued to their phones or some other kind of electronic device?

However, once she got here all my concerns were allayed. Cherie willingly took on all projects – whether it was scanning, covering reception, filing for an attorney or creating Bates stamps for a paralegal – she did it all, with a huge smile. She was like a sponge and wanted to learn all she could if she thought it would help her in her quest to become a lawyer. She interviewed my OMP and other partners for an assignment and gave her “business” cards out to every single person she came across. She took pictures of her bay area (with her name tag) and proudly forwarded a write-up the firm did on her to her family and friends. Her eagerness was refreshing and it was fascinating to see how much she savored coming to work every day.

Last week I attended Cherie’s culmination event with her parents. We discussed her immediate plans to return to school for her final year and start the college application process. Seeing how proud her parents were of her was such a satisfying experience that I’m already trying to figure out how to get our office to sponsor another intern next year. When we said our goodbyes, Cherie promised to come by to visit. Often. We cannot wait to see her again.
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<td>Viviane Abraham</td>
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<td>(818) 575-9876 Ext. 2265</td>
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REGIONAL LEGAL MANAGEMENT CONFERENCES

West (Regions 4, 5, 6)
September 7–9
Venetian Las Vegas
Las Vegas, Nevada

East (Regions 1, 2, 3)
October 12–14
Renaissance Nashville
Nashville, Tennessee

SPECIALTY CONFERENCES

Intellectual Property Conference for Legal Professionals
October 5–7
Palmer House Chicago
Chicago, Illinois

Finance and Law Practice Management Conference for Legal Professionals
October 5–7
Palmer House Chicago
Chicago, Illinois

Human Resources Conference for Legal Professionals
October 5–7
Palmer House Chicago
Chicago, Illinois

alanet.org/events
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JUSTICE JOG COMMITTEE

THANK YOU 2017 JUSTICE JOG COMMITTEE!

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Isabel Warner, TroyGould PC
Constitutional Rights Foundation ("CRF") is a non-profit organization dedicated to our nation’s youth by providing them with an opportunity to gain a better understanding of social responsibility. Founded in 1962 by a group of lawyers frustrated about America’s “collective ignorance of the Bill of Rights,” CRF has educated young Americans to not only improve their understanding of the Constitution, but to also become active and responsible participants in our society. Since 1995, CRF has sponsored the Expanding Horizons Internship Program ("EHI") that provides first generation, college bound high interns at local, top level organizations. Students from low income high schools who sign up for the EHI program undergo a rigorous application process in the hope of gaining a paid summer internship that will prepare them for both college and a career. This summer, over twenty-one law firms in the Los Angeles area will be participating as sponsors for summer internships. Interns that are selected will have the unique opportunity to learn the many aspects of a law firm, working in office departments from the mailroom/copy center to records, library and accounting. The interns also have a chance to meet one-on-one with attorneys and gain additional insight into career choices and paths to follow.

Over the last twelve years, Katten Muchin Rosenman LLP has been a proud sponsor of the EHI Program, and the attorneys and the staff look forward to opening doors to future possibilities for our interns. For the last ten of those years, I have directed the program at the firm and it gives me great satisfaction mentoring and supporting the students. I am proud to share that my interns have gone on to graduate from some amazing colleges and universities, and many have stayed in touch with me. I am pleased to share that my intern from last year, Vanessa Torres, is heading to University of California, Berkeley in the fall, and my 2012 CRF intern, Ebone Robey, graduated from there this past weekend. These students have taught me life lessons in perseverance.