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A Chapter of the Association of Legal Administrators

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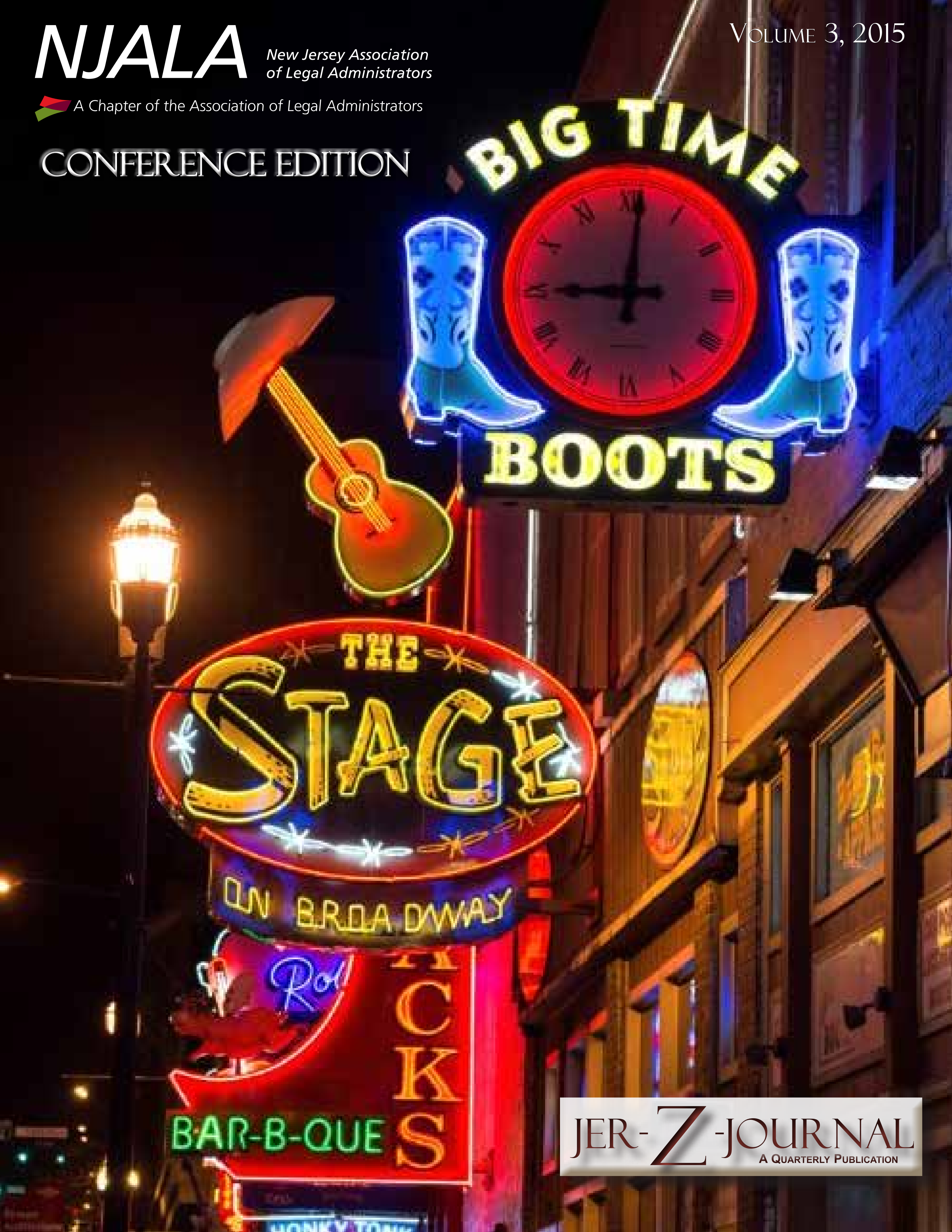

JER-Z-JOURNAL
A Quarterly Publication


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Jer-Z-Journal

NJALA Newsletter

EDITORS

Robbin Dolan, CLM, SPHR—973-729-1880
Laddey Clark & Ryan, LLP
rdolan@lcrlaw.com

Doreen Marino, PHR—908-654-5000
Lerner, David, Littenberg,
Krumholz & Mentlik, LLP
dmarino@ldlkm.com

EDITORIAL COMMITTEE & DISTRIBUTION

Elli Albert – 973-994-7534
Fox Rothschild LLP
ealbert@foxrothschild.com

Michelle Cohen—973-533-9300
Schneck Law Group, LLC
mcohen@schnecklaw.com

Greg Deatz – 609-895-7338
Stark & Stark
gdeatz@stark-stark.com

Elyssa Goldstein –973-467-5556
Donahue, Hagan, Klein & Weisburg, LLC
egoldstein@familylawattorneysnj.com

Cindy Landis—973-285-1919
Gennet, Kallman, Antin & Robinson, P.C.
clandis@gkar-law.com

Fran Puntillo, CLM—973-403-1100
Weiner Lesniak, LLP
fpuntillo@weinerlesniak.com

Deirdre Petersen—973-232-2992
Skoloff & Wolfe, PC
dpetersen@skoloffwolfe.com

ADVERTISING

Doreen Marino—908-654-5000
Lerner, David, Littenberg,
Krumholz & Mentlik, LLP
dmarino@ldlkm.com

ON THE COVER

This edition is dedicated to this year's Annual ALA Conference in Nashville, TN. This issue contains many articles covering sessions held at the conference. It is easy to see why this year's theme was *Inspire, Innovate, Lead*.

JER-Z-JOURNAL

IN THIS ISSUE

A Bold and Fresh Initiative

By Robbin Dolan

Change is hard to handle. In the law field we are dealing with a massive change in our profession. We are facing outside pressures from non-traditional sources of advice (i.e., LegalZoom). Demand for traditional legal services is down, and therefore revenue and profits are down at a lot of firms. Information technology continues to change and to transform law firm operations. And the ever-present burden to reduce expenses has altered the way law firms are structured, with added pressure to reduce overhead.

These changes to the profession have resulted in changes in traditional legal administration. Gone are the days where firms are managed by a legal administrator and managing partner. There is an increased emphasis on hiring business professionals to run the firm, with titles like COO, CEO, CFO, CIO, CAO, and CSO. (What the heck is a CSO?) Specialists focus on technology, information services, finance and human resources, among other fields. Administrative assistants who work their way up the ladder to managing the office as the legal administrator are rare.

The Association of Legal Administrators (ALA) has been forward thinking in addressing the needs of the changing industry. At the recent Chapter Leadership Institute (CLI), they announced a bold rebranding effort; an effort that was necessary for the association to survive the changing times in our field. Thus "LawVantage" has been born.

"LawVantage?" you say, "Is that a new software?" was the popular dictum among the attendees at the rebranding announcement. It is certainly non-traditional, but so is the field of law today. We must change with the times and accept that change is inevitable, and it isn't all that bad. The ALA presented different variations of the ALA moniker that stood for American Library Association and American Lung Association, to name a few. There were at least 6 other groups using that moniker. That fact began to persuade me that a change was past due!

The ALA website provides a detailed explanation of why they are proposing this new name. According to the ALA,

- "Law" reflects that we are an organization of legal professionals, encompassing legal management professionals, lawyers, consultants and other service providers who drive and impact the business of law.
- "Vantage" suggests the many advantages that the organization provides to our members, their organizations and the industry as a whole.
- "Vantage" also reflects the unique vantage point our members have across the firm or law department to leverage assets to improve performance and efficiency, increase profitability, and enhance client service.

The new proposed tagline is "Your Business of Law Society," which also evoked a lot of discussion, particularly around the words "your" and "society." What if you weren't a member of the society? Aren't fraternities societies, and why would we want to be associated with them? Why aren't we a "community?"

The ALA website provides a detailed explanation of why they chose the tagline. According to the ALA,

- In the tag line, "Your" personalizes the organization and builds a connection between the member and the organization. It also draws attention to the direct value the organization provides to you as a legal professional.
- "Business of Law" is the business we are in and communicates the nature of the work our members do.
- "Society" captures the essence of community and networking that are key features of the organizations. It also conveys a sense of professionalism and intellectual heft, reflecting the significance of your role in your legal organizations.

Should the new name pass the vote, it will be something that will forever change the NJALA. But it will be a good, modern change that is inclusive of all business professionals associated with the practice of law today.❑

What Would You Do?

By Elli Albert

For this feature, each issue of the *Jer-Z-Journal* will pose a scenario that could occur in the law firm. Members were surveyed and asked how they might respond if faced with the particular situation. All responses, whether serious, sarcastic, or humorous, were encouraged. All responses are confidential.

Scenario: ***An associate attorney tells his/her secretary for the first time that the secretary needs to clean the associate's office (straighten it, dust/wash it down, etc.) The secretary comes to HR to complain that this is unreasonable. Among other things to take into consideration, HR realizes the associate knows that the Managing Partner expects his/her secretary to clean the MP's office this way, and that this has been the case for the past 30 years. WHAT WOULD YOU DO?***

* * *

"If you ignore the problem it goes away! Haha! But seriously, I probably would not move on this issue immediately. People just like to complain, before trying to figure out a solution on their own. Now, if it is brought to my attention again, then it is time to act before it gets ugly. Let's assume we are dealing with at least minimally reasonable people here... I would simply tell the associate that cleaning is not part of the secretary's job responsibilities. The Managing Partner has a different level of expectation from their support staff after all their years of service, and perhaps the MP and the secretary have a mutually agreed upon arrangement, or, maybe, it's a 'grandfathered' duty. I would also remind the associate of all the other tasks that are on the secretary's plate, and taking time away from the files to clean his office would not allow the secretary to continue to work effectively and efficiently."

"If it's not in the job description, then I don't think the secretary needs to do it. How is that a secretarial function?"

"HR can talk with the Managing Partner and let the MP know that s/he is setting an expectation that is not required as part of the secretary's job description, and this is now filtering down to the associate. HR can support the MP's need by arranging with maintenance for the clean up, thus alleviating both the MP's secretary and the associate's secretary from doing these tasks."

"I would go into the associate's office and advise that when s/he is the MP, s/he can have his/her office cleaned top to bottom, and until then s/he's on his own—and leave a feather duster on his/her desk."

"I would tell the associate that it is not the firm's practice to require any staff members to clean another person's workspace and each is responsible for their own area. I would also remind the associate that our cleaning service can take care of most of the tasks. If the associate inquires about the arrangements for the Managing Partner, I would inform the associate that I am not at liberty to discuss this or any other situation pertaining to another employee with him/her. Further, I would invite the associate to visit the MP and inquire about this or any other situation if s/he feels the need. All that being said, if my MP had his secretary doing this cleaning, I would discuss the inappropriateness of the situation with my MP, and suggest other ways to accomplish the tasks."

"I would ask them to clean my office next! (It could use it.)"

"I would tell the associate to clean up their own mess, as it is harder to find a good secretary than it is to find a good associate. And, if the associate aspires to someday earn MP status, now would be a good time to work on his/her people skills. Feeding arrogant associates like this one, a slice of humble pie is in order!"

"I would tell the associate attorney, 'When you are Managing Partner, we will have a secretary for you to clean your office. Until then, do it yourself.'"

"Piece of cake: Very politely tell the associate, 'No way!' and that when s/he becomes Managing Partner, we can discuss this again. In the meantime, they are on their own."

"Tell the associate that the request is unreasonable and that s/he should clean his/her own office. Further to that conversation, I would mention that when the associate becomes Managing Partner or the firm's greatest rainmaker, his/her office would certainly be cleaned. S/he needs to work his way up the ladder."

"I can't believe any attorney would have the nerve to ask this of a secretary!" ⇨

(Continued on page 7)

What Would You Do?

(Continued from page 6)

"I would tell the associate that we will get the cleaning company to take care of cleaning his/her office. Although it is being done for the Managing Partner by a long time secretary, this does not set a precedent for other attorneys. There are a lot of things that were done 30 years ago, that are not done now."

"I would talk to the MP—let them know that there are cleaning services and that this practice is becoming a problem with other attorneys. Focus on the fact that secretaries have legitimate work to do and no time for cleaning."

"Tell the associate to stop watching 'Mad Men.'" ❑

* * *

Elli Albert is the Office Administrator of Fox Rothschild LLP in Roseland and Morristown. To suggest a scenario for a future edition of "What Would You Do," please email Elli at ealbert@foxrothschild.com.

HATCHES, MATCHES & DISPATCHES

BY CINDY LANDIS

The years seem to go so quickly. Here it is the end of July, and although we have another month or so of summer, I think of the fall. Cool mornings, apple cider, pumpkin pie, and looking forward to the holidays.

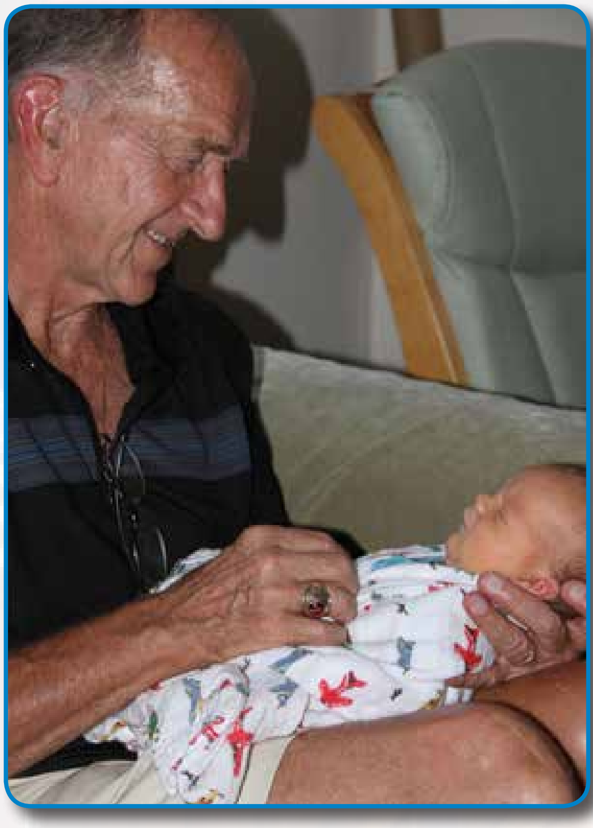
My daughter, Carol, went on a week-long trip to Cancun with my niece, Katie, and her two children. My son, Steven, is busy at work, attending depositions, conferences, trials: we all can relate to that schedule.

My husband and I have taken quite a few long weekend trips this summer to the Outer Banks. Perhaps someday it will be my permanent residence.

See what some of our NJALA friends have been doing recently…..

Ron Henry reports that on July 8th their daughter-in-law blessed them with their fourth grandchild, Taylor Henry. He was over 9 lbs at birth and is growing like a weed...

Taylor Henry



Ron and Taylor

Kurt Brown (Einhorn Harris) and his wife Karen just returned from a cruise to Bermuda celebrating their 30th wedding anniversary. Bermuda is also the destination the couple chose for their honeymoon.

Sarah Clark (McElroy, Deutsch, Mulvaney & Carpenter) reports that for Mother's Day, she and Patricia spent the week in Disneyworld. Sarah wanted to go on a trip that would be at an "affordable" time of year because Patricia officially starts Kindergarten in September. Sarah says she didn't want to be like all other parents faced with the dilemma of going at the most expensive times of year during school breaks or by pulling Patricia out of school. Here they are with Patricia's idol, Elsa from Frozen. It was truly a magical trip. ⇨

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Hatches Matches & Dispatches

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Sarah and Patricia with Elsa

Tom Dolan

Robbin Dolan (Laddey, Clark & Ryan, LLP) reports that her son Tom graduated in May from Rowan University School of Engineering. He is happily working at his new job at SRA International in Atlantic City, and enjoying living in Margate and surfing after work.

Karen Steinberger (Saiber LLC) reports that she is glad that summer has finally arrived so that she and Bob can enjoy their little pontoon boat and waterfront cabin rental on Lake Wallenpaupack and meet up on the lake with her son, Ryan, daughter-in-law, Stefanie and grandchildren Justin and Jessica on the weekends. She says to keep those warm, sunny summertime days coming!

As Audrey Hepburn said, the most important thing is to enjoy your life— to be happy— it's all that matters.

A perfect way to end this… ❑

Cindy Landis is the Office Administrator at Gennet Kallmann Antin & Robinson in Parsippany.

What's on Tap

ALA and NJALA 2015 CALENDAR OF EVENTS

Wednesday August 19, 2015

ALA Webinar: De-Mystifying Data Breaches and Information Security Compliance. Contact Peggy Siems, ALA Headquarters for more information.

Wednesday September 16, 2015

Business Partner Expo, Mayfair Farms, 6-8 pm. Educational session starts at 4:30 pm: 60 Diversity Tips in 75 Minutes, presented by Sarah Clark.

Thursday September 3, 2015

ALA Webinar: The Right Person For the Right Job. Contact Peggy Siems, ALA Headquarters for more information.

Tuesday October 13, 2015

Monthly Meeting, The Highlawn Pavilion, West Orange, NJ, 6 pm to 8 pm. The Power to Hold Crucial Conversation, by Robert Long, Paradigm Associates.

Tuesday September 15, 2015

ALA Webinar: Balancing Risk & Benefits: A Fresh New Approach to IP Outsourcing. Contact Peggy Siems, ALA Headquarters for more information.

Tuesday November 10, 2015

Monthly Meeting, The Highlawn Pavilion, West Orange, NJ, 6 pm to 8 pm. LawVantage Presentation by Dana Moody and Karen Glowacki, Region 1 Representatives; What You Need to Know About Leasing Office Equipment, by Kevin O'Connor, Document Solutions.

For information about:

Monthly meetings – : Please contact Doreen Marino of Lerner, David, Littenberg, Krumholz & Mentlik, LLP at 908-518-6457.

Educational Workshops – Please contact Nancy Harris, of Gordon Rees at 973-549-2500.

NJALA Socials – Please contact Judy Sotardi of Forman Holt Eliades & Youngman, LLC at 201-845-1000, ext. 376.

ALA Webinars: Registration and general information is posted on the ALA site, www.alanet.org/education/regconf/telesem.html.

Affordable Care Act Reporting 2016: Are You Ready?

By Stacy R. Grant, RHU,
Henry O. Baker Insurance Group

All prepared for the 6055/6056 IRS reporting as required by the Affordable Care Act (ACA) due in January/February 2016? Well, if not, you are not alone. According to a recent survey, only 10% of respondents have an ACA reporting solution in place; 16% report they have not even considered a solution yet.*

OVERVIEW

The Patient Protection and Affordable Care Act (PPACA) contains over 906 pages of complex regulations and insurance reform, but has one clear purpose according to the White House—to solve the issue of affordable and quality health care in the US. A major goal of the law was to expand coverage (health insurance) to more Americans. This is an important point to remember to help better understand the reason for the next employer requirement of the law—the Employer Reporting of Health Coverage under Internal Revenue Code Sections 6055 and 6056.

The ACA, a combination of the Patient Protection and Affordable Care Act (PPACA) and the Health Care & Education Reconciliation Act of 2010, created new reporting requirements under the Internal Revenue Code Sections 6055 and 6056. Code 6055 is the Code for the reporting of those covered with Minimum Essential Coverage (MEC) and is required by health insurance issuers and sponsors of self-insured plans, as well as some other government sponsored programs. Code 6056 is the Code used by Applicable Large Employers (ALE's) for health coverage reporting. These new reporting rules require certain employers to report information to the IRS relative to the health coverage they offer during the year. These employers must also provide statements of coverage, or coverage offerings, to their employees.

PURPOSE

Reporting is designed to help the IRS assess premium tax credits and subsidies and enforce the Employer Shared Responsibility (ESR) "play or pay" rule. Remember that one of the main goals of PPACA was to expand health coverage to more Americans. To help achieve this, securing "minimum essential" (MEC) health coverage is a requirement for every non-exempt individual, or they face a penalty. In addition, the Employer Shared Responsibility (ESR) begins this year and next for many employers. This ESR states that "large" employers must offer coverage to employees that is both affordable and meets a minimum value, or pay a non-deductible penalty. Code 6055 will assist the IRS in determining whether individuals are complying with the ACA's individual mandate. Code 6056 will help the IRS enforce the Employer Shared Responsibility rule (ESR).

WHICH EMPLOYERS NEED TO REPORT

The following employers need to report:

1. Applicable Large Employers (ALE's), subject to the ACA's Employer Shared Responsibility rules; and
2. Small employers (those not considered ALE's) that are insured through a self-insured plan.

Understanding how to determine if you are an ALE is not as easy as it may sound. In general, an ALE is an employer that employed on average at least 50 full-time employees, 30 hours per week, **and** all full time equivalent employees (FTE's) on business days in the preceding calendar year. So, two employees working 15 hours per week is the equivalent of 1 full time (FT) worker. An employer will need to add, by month, all FT and FTE employees together to determine the average FTE's by month, to get the annual average. Employers can also be an ALE if they are part of a controlled group as defined by the Internal Revenue Code Sections 414 (b), (c), (m), and (o). Related companies, according to this Code, must combine their FT and FTE's for counting purposes in determining group size for reporting and ESR purposes.

Key items:

- ALE's must report even if they are tax-exempt or a Government entity;
- Only ALE's with at least one full-time employee are subject to Code 6056;
- For the 2016 filing, even if an ALE is not subject to the ESR, the ALE must report. ⇨

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Affordable Care Act Reporting 2016

(Continued from page 11)

EFFECTIVE DATES

Under most circumstances, mandatory filings to employees will need to be sent by January 31, 2016 (February 1, 2016 since January 31 is a Sunday) and to the IRS by February 28, 2016 (March 31 if electronically filing).

REPORTING VIOLATIONS

On June 29, 2015, President Obama signed the Trade Preferences Extension Act of 2015 into law, which increases penalties for the failure to file correct information returns or to provide individual statements under either 6055 or 6056. These changes are effective for any statements and returns filed after December 31, 2015. The general penalty was increased to $250 for each return but can be as high as $500 per return. **For returns and statements filed and furnished in 2016 to report on the coverage of 2015, the IRS will not impose penalties on those that are required to report as long as a good faith effort for complying can been shown**.

REPORTING UNDER 6056

For applicable large employers (ALE's), fully insured and self-insured, the following must be filed with the IRS and all full-time employees (and their dependents) for the calendar year:

- A separate statement (Form 1095-C) for each full-time (30 hours) individual who is provided or offered minimum essential coverage (MEC). For ALE's who are self-insured both sections of the 1095-C must be completed. This form (or similar if following IRS guidelines) must also be sent to full-time employees. This form must contain information on whether an offer of health coverage was made or not to the employee and, if an offer was made, the required information about the offer.
- A single transmittal form (Form 1094-C) reporting aggregate employer-level data for all full-time employees of the ALE. This form is sent to the IRS only.

Employee information needed to report will be similar to that on a W-2 form but also, the name, address and TIN of the ALE member, the name and phone number of the contact person and the calendar year of the reporting. The ALE will report on the number of full-time employees for each month in the calendar year. In addition, the report will include, for each full-time employee, the months for which coverage was made available, and the monthly employee cost for single coverage only of the lowest cost plan that provides minimum value per the law. This cost is regardless of how an employee is enrolled or which plan the employee is enrolled in.

REPORTING UNDER 6055

For ALE's and non-ALE's that sponsor self-insured plans they must satisfy the Code 6055. For ALE's that sponsor self-insured plans, the information above will satisfy both 6055 and 6056. For non-ALE members, though they sponsor self-insured plans, they must report to satisfy 6055 only. The following must be filed with the IRS and to individuals:

- A separate statement for each covered individual who is covered at any time during the year (Form 1095-B).
- A single transmittal form for all the returns filed for a given calendar year (From1094-B).

Information required to report is similar to that information required under 6056 but will require the information of all covered individuals, including dependents. Social security numbers of those enrolled dependents are required, but if every effort was made to obtain the number and it cannot be obtained, a date of birth is acceptable.

CONCLUSION

There are many details and reporting options not covered in this brief article. While these new requirements may place a burden on employer groups, trusted advisors for benefit, tax, and legal issues could help. Here are some thoughts to assist with your reporting planning:

- Analyze your reporting options. Should you use an outside vendor, your payroll company or your current in-house payroll system can meet the requirements.
- Find out if the reporting source you will rely on includes compliance assistance for questions on the reporting.
- Elect a point person responsible for overseeing the reporting, information, and who may act as the contact person for the IRS. Are these different people in your organization?
- If not already complete, begin gathering the information now. Remember, these reports are on all full-time employees in 2015, even those that are no longer there. The gathering and tracking of the employee information will be key to the ease and accuracy of the reporting. ❑

Staci R. Grant, RHU is Vice President Benefits Division of Henry O. Baker Insurance Group She can be reached at stacig@henryobaker.com or 973-366-0500.

**Pricewaterhouse Coopers LLP, 2015 Affordable Care Act Reporting Survey Results*

2015 National Conference : Nashville, TN

By Cathy Aveta

There is no dispute that Nashville is a place where artists run to in effort to get noticed on the music scene. You can find so much talent in almost every place you go. Each artist just playing their heart out in the hope of getting noticed. Each and every artist is proud of their music and are so happy to share their passion. To have experienced my first national ALA conference in Nashville made perfect sense. You could say I rushed to Nashville to have the opportunity to sit with, listen to, and meet people with so much talent included in the ALA membership the same way that young female artist rushed to Tootsies to have an opportunity to play her guitar and sing like the next Taylor Swift.

When I was first handed my welcome package I laughed to myself that my name badge included a blue ribbon that indicated I was a First Time Attendee. It didn't take long before I realized that this was the best thing. It seemed to me that so many ALA members went out of their way to introduce themselves and share their past national ALA conference experiences with me. This included not only education session tips but also how to make the most of this experience. It was wonderful to see ALA members with <u>several</u> colorful ribbons on their name badge. I considered them to be the Taylor Swifts of the membership—they had made it and had talent to share. I'm proud of my single blue ribbon and will remember to give the same welcoming feeling when I attend my next conference.

> **"To have experienced my first national ALA conference in Nashville made perfect sense. You could say I rushed to Nashville to have the opportunity to sit with, listen to, and meet people with so much talent included in the ALA membership the same way that young female artist rushed to Tootsies to have an opportunity to play her guitar and sing like the next Taylor Swift."**

Having had the opportunity to sit next to someone from a firm from Washington, Texas, or Canada who shared the same difficult employee problem was very helpful. Speaking to others as to how they address problem areas is both a learning experience and an opportunity to validate the methods used in the past. The education sessions I participated in allowed me to learn not only from the speakers but also from the ALA members sitting alongside of me. Just like the music didn't stop outside the convention hall, the talent and learning experiences went beyond the educational sessions and continued in the general sessions, keynote speakers, and the business solutions marketplace.

On the last day of the conference, I had the honor of listening to David Meador speak to the ALA. David shared his inspirational story of how he lost his sight as a teenager and thought his life was destined to be one of hardship and struggle. David was not wrong. After listening to him speak I learned that his life was also filled with great accomplishment and reward. As I sat there listening to David I looked less and less at my emails from work and didn't pay any attention to the text messages I was getting from home. I listened to the suggestion David made and closed my eyes. I opened my mind to see an entirely new world where I have the courage to overcome any of life's challenges. Listing to David's inspirational story made me realize there are no limitations in life if you just have determination, desire, and dedication. If David could become a national champion in blind golf and work for Northwestern Mutual selling insurance for twenty years without ever "seeing" a single prospect, I know I've got a lot to learn if I just close my eyes. The ALA did a fantastic job with the selection of all of the keynote speakers.

While it was a great opportunity to meet people on a national level it was an even greater experience doing it with the NJALA chapter. To be part of the talent from 21 firms representing New Jersey was amazing. I owe a huge **<u>thank you</u>** to the NJALA for the scholarship to attend this conference! I certainly will be taking what I have learned in Nashville back to Saiber, LLC. I'm thinking with continued involvement with the NJALA, hard work and some luck I will someday have several colorful ribbons on my name badge! There is a lot offered and experiences to be gained by being a member of the ALA and I look forward to doing that right here with the NJALA.❑

Cathy Aveta is Paralegal Manager at Saiber, LLC in Florham Park.

Conference Overview—The CLM Track!

By Elyssa Goldstein

During our February 2015 monthly meeting, I was graciously awarded a scholarship by the NJALA Board of Directors to attend the Association of Legal Administrators (ALA) Annual Conference and Exposition in Nashville, Tennessee from Sunday, May 17, 2015 through and including Wednesday, May 20, 2015. In applying for the scholarship, I focused on my intent to pursue my Certified Legal Manager (CLM) professional designation in the fall of 2016 and how attending the Annual Conference and Exposition would support such a pursuit.

The ALA offers the CLM to Principal Administrators or Functional Specialists currently involved in the full-time work of managing a legal organization, such as a private law firm, legal clinic, governmental agency, corporate legal department or court system, within 24 months of the date of application. A Principal Administrator is defined as an individual with three full-time years of experience as a principal administrator or branch office manager of a law firm or law office in an exempt level position. A Functional Specialist is defined as an individual with five full-time years of experience as an exempt level specialist in a law firm or law office in any of the functional areas (human resources, finance, etc.). Three of those five years must be in a supervisory position, i.e., a position in which the candidate has primary responsibility for employee selection and termination, evaluation, salary determination, and assignment of work.

To apply to sit for the CLM certification exam, all applicants must provide, within the 24 months preceding the date of their application, a minimum of two hours of coursework in each of the following five management categories: writing skills, communication skills, self-management skills, information technology, and organizational development. In addition to fulfilling the general education requirements mandated for all CLM applicants, Functional Specialists must also fulfill an additional 15 hours of coursework distributed in subject areas other than their field of primary employment. Human resources management, financial management, operations management and legal industry/business management comprise the four subject areas for Functional Specialists, as well as the four bodies of knowledge tested on the CLM certification exam.

Being a Principal Administrator myself, I knew that attending the Annual Conference and Exposition would afford me an opportunity to obtain all but one hour of prerequisite coursework required prior to formally applying for the CLM certification exam. I downloaded the ALA's CLM Coursework Sheet (link below) and carefully mapped out which educational sessions I would be present for in Nashville:

http://www.alanet.org/downloadfile/index.html?file=http://www.alanet.org/clm/Worksheet.xls.

Educational sessions for CLM certification exam credit began with Alison Levine's "Welcome and Keynote: Peakonomics: Success Strategies from the 7 Summits" on Monday morning, May 18, 2015. The session qualified for 60 minutes of self-management skills and was my favorite session I attended during this year's Annual Conference and Exposition. Ms. Levine served as team captain of the first American Women's Everest Expedition and has climbed the highest peak on each continent and skied to both the North and South Poles—a feat known as the Adventure Grand Slam, which fewer than 40 people have achieved. Hearing her recount her travel trials and tribulations was truly motivating and made me reevaluate my own work-related performance goals.

Another self-management skills session followed, "Triple Your Memory and Halve Your Stress," presented by Jonathan Robinson. Mr. Robinson shared excellent memory, mental focus and relaxation skills I intend to put to good use in the future. My Monday concluded with an organizational development session entitled "Leadership Integrity" and led by my favorite returning Annual Conference and Exposition speaker, FBI Special Agent Jeff Lanza (Retired). Mr. Lanza uses video and audio clips and real-life anecdotes to present his talks, things I find to be incredibly engaging and interesting at the end of a long, thought-provoking day.

The morning of Tuesday, May 19, 2015 commenced with former NFL quarterback, Tom Flick's "General Session: Realizing the Power of WE! - Advancing Leadership in a Changing World." During his 75 minutes attributable to the organizational development management category, Mr. Flick discussed how to further your abilities as a change leader that others want to follow and how to empower those around you.

The only writing skills session offered at the Annual Conference and Exposition, "Writing Rules and Etiquette for the 21st Century," saw Lynn Gaertner-Johnston fill an hour ⇨

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Developing and Maintaining the Mindset of a Legal Administrator: An ALA Conference Educational Workshop Summary

By: Elli Albert

According to Jack Singer, Ph.D., a sports psychologist, the difference between being a good athlete and an Olympic athlete is not talent. It's about mindset. He opined that the same difference accounts for a being a good legal administrator versus a great one.

I recently was fortunate enough to attend the ALA national conference in Nashville, Tennessee. Among the many excellent sessions that I attended, Dr. Singer's session stood out in particular: "Developing and Maintaining the Mindset of a CHAMPION Legal Administrator."

Dr. Singer stated that 75% of a person's thoughts are typically negative and that these negative thoughts create undue stress, and keep us from achieving our full potential. The solution is simple. How do we change these negative thoughts into positive ones?

"Dr. Singer reminded us that we are own worst enemies. Anxiety, stress, and depression are often caused by our own selves. By taking charge of our internal critic, developing mental toughness, and improving our communications skills, we will help avoid the negative feelings that crowd our brains day after day."

Roadblock: The Imposter Theory

Everyone is familiar with The Imposter Theory. Dr. Singer defines this as follows: "Everyone has expectations of me that are higher than my own, and my true colors will soon show." My own personal definition is not quite as gentile as Dr. Singer's, and goes something like this: "Uh oh, when is my firm going to realize that I don't know what the [heck] I'm doing?" We've all been there, right? I like my definition better.

How do we turn this around? Ways to combat The Imposter Theory were discussed:

1. Recognize that it exists in our minds.
2. Never attribute your successes to "just luck." We are skilled, experienced legal administrators. Take credit for your knowledge and your ability!
3. Recognize that there is no such thing as perfection. Setting a goal of perfection is an exercise in futility, and doesn't permit for flexibility.
4. Keep a gratuity journal. When someone compliments you, write down the situation and the comment in a notebook. Or create an email folder and save those complimentary emails. When you are having a really bad day, go back and read some of the positive comments. (Might I add that I do this, and it really does help on those days when I am truly second-guessing my career choice.)

Taking Charge

Dr. Singer suggested that there are ways to take charge of our negative feelings. These include taking charge of our internal critic, developing mental toughness, and improving our internal and external communications skills.

Internal Critic.

What is the internal critic? It's that little voice inside your head. It's that devil on one shoulder that is fighting (and winning) against the angel on the other side. How do we control it? Here are some suggestions:

Avoid negative thoughts. Dr. Singer stated that the brain does not process negatives. You know when you are carrying a half dozen grocery bags, and as you approach your front step you say to yourself repeatedly, "Don't trip on the step"? And you invariably trip? This is because, according to Dr. Singer, when you think, "Don't trip on the step," your brain ignores the negative and actually hears, "Trip on the step." And just like that, you trip on the step. Solution: Think in positives, not negatives, for a better result.

Avoid irrational thoughts, such as, "One must be competent at everything." Again, these are unattainable goals.

Avoid the "Fight, Flight or Freeze" situation, which is known well in military situations. Fight = pushing back and battling the situation. Flight = running away from the situation. Freeze = not knowing what to do and stopping dead in your tracks. Flight, flight or freeze situations suppress the immune system, which is why work actually can make us ill. Think about that. ➪

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Experience Resilience Through Change

By Michelle Cohen

I was one of the lucky NJALA scholarship winners who attended the ALA Conference & Exposition in Nashville, Tennessee this past May. I attended every possible session I could go to and found them all to be well-presented, interesting, and full of valuable information. To select just one workshop to highlight for this article was difficult because they were all quite engaging, but the one that left the most lasting impression upon me was presented by Paul Huschilt, CSP, entitled "Experience Resilience Through Change." Huschilt focused on the need that law firms today must face change with a side order of humor! No easy or small task, but Huschilt used an inordinate amount of physical comedy as a means to make this point and offered helpful tips to all that were in attendance. Huschilt is a trained actor and singer, has experience as a corporate employee, and holds degrees and diplomas in management, counselling, and adult education. He incorporates his entire eclectic background into his session and makes it engaging and fun for everyone.

"The lesson also reinforced that just because we work in the "buttoned up legal industry," there is no reason to ignore opportunities to lighten things up a little bit, and that every firm administrator should dig into our collective personalities and find ways to create humor as a means to combat stress."

It is important to note that Huschilt uses humor in any way/shape/form in order to reinforce the points he is trying to make. While some may have seen the comic relief in his presentation as merely amusing—savvy attendees noted that he was really onto something— sometimes you are able to make a difficult point more palatable to others if you can make it relatable to your audience AND make it easier for everyone to be able to laugh at themselves so as to alleviate anxiety and fear while facing change. Change is inevitable for all of us, but Huschilt makes the case that laughing is not inevitable and that laughter is a great way to get through the tough times. He encourages all of us to create a workplace that is not only productive but also fun. Or as fun as is humanly possible.

The session started off with a "Totally Unscientific Stress Test" where participants rated themselves on a scale in three areas: SYMPTOMS of stress, SOURCES of stress, and finally SOLUTIONS to manage stress. There was a long list of items in each section and you gave yourself a "1" for each item that described you. All these questions, once tallied, helped participants get the lay of the land in terms of where they stood stress wise on a personal level. Clearly one was hoping to be doing a good job in the solutions department! This was merely a preliminary exercise to get our "head in the game" so to speak.

This prepared all of us for the next worksheet that determined your "change of style" indicator. It is always a good thing to understand what role your personality plays in the workplace, and as a result of who you are, HOW your personality reacts/adapts to facing change. He called this his "Van of Change" which was a metaphor for a giant 1970's VW van where there is a driver and front passenger, then three rows of seats behind the driver, with passengers in various positions of "good seats" and "horrible" seats. Linda Burns describes the Van of Change in more detail in her conference article, included in this edition.

We have all taken similar personality tests over the years at various workshops I am sure, but this was the first time I personally experienced a re-creation of a 10 passenger imaginary van in the front of the workshop room, where volunteers were forced to "change" their seats after a certain period of time. The volunteers also were forced to sing a hysterical song while they were changing the seats, all part of the ridiculous and humor-infused exercise. The experience of forced change was clearly demonstrated (we are comfortable in the roles we play and then become a little (or a lot!) unhinged when having to change the way we do things) especially if we are changing by someone else's rules. This physical demonstration was hilarious, but a large part of the laughing was because of how very true the mania that ensued was!

We could have spent the entire session alone on personality, humor, and change, but this presenter needed to take things to ⇨

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Developing and Maintaining the Mindset of a Legal Administrator

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Start using success-producing thoughts. "I can handle this." "What is the worst that can happen?" "I know I can do this." Change your thinking by taking charge!

Developing Mental Toughness.

Another way to bounce back from a difficult situation is to develop mental toughness. Get rid of the last event, and move forward – or – if you make a mistake, forget it and move on to the next opportunity! Some ways to develop mental toughness in difficult situations are:

1. Take deep, centering breaths.
2. Snap away at a rubber band around your wrist until the thought goes away (the rubber band being a distraction from your thoughts).
3. Challenge the silly thought and stop it!
4. Develop an identity statement for the situation, *e.g.*, "I am a good leader and can handle people positively and respectfully."
5. Take another deep breath.

Improve Your Communications Skills.

Improving your communications skills is another key to taking charge. It's all about how you communicate to your people. When you are dealing with your employees or attorneys, for example:

1. Don't be distracted. Put down the phone and ignore your email. Look the person in the eye, and let them know you are focused on them and them alone. By staring at your email, shuffling papers, or answering a phone during a discussion, the message you are sending is that the interruption is more important than your conversation. Don't do it!
2. Listen without judging – be a good neutral arbitrator and don't take sides. I would also add that when you are not sure what the best response is, don't jump to a rush decision. It's okay to say, "Let me think about this, and I'll get back to you."
3. Use "I" statements to avoid sounding critical. Instead of saying, "You are making me angry," try saying, "I am feeling angry right now." It will make your opponent feel less on the attack.
4. Be a good counselor and show genuine interest in the conversation.

And There You Have It

Dr. Singer reminded us that we are own worst enemies. Anxiety, stress, and depression are often caused by our own selves. By taking charge of our internal critic, developing mental toughness, and improving our communications skills, we will help avoid the negative feelings that crowd our brains day after day.

And remember: Your CHAMPION mindset is dormant and waiting to come out. You can make it happen! ❑

Elli Albert is the Office Administrator of Fox Rothschild LLP's Roseland and Morristown offices.

Conference Overview

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with valuable tips and tricks for everyday use. Thereafter, I had the privilege of serving as a Session Manager for William T. Ramsey and Phillip Hampton's 75-minute information technology session, "60 New Tips for Tuning Your Technology for Pitch Perfect Productivity." It was a pleasure introducing two gentlemen who could make what I find to be seemingly uninteresting material appear lively, fast-paced, and informative.

Wednesday, May 20, 2015 featured "Navigating Difficult Conversations: Successfully Saying What Needs to be Said," a two-part presentation by Sue Wazny. A combined 180 minutes of communication skills provided attendees with ways to identify stylistic differences related to communication and conflict and skills for managing stressful communications and our responses to the same. David F. Meador's "Brezina General Session: Broken Eyes, Unbroken Spirit" filled the time gap between Ms. Wazny's sessions one and two and showcased the four-time National Blind Golf Champion and retired Northwestern Mutual sales rep's expertise at turning limitations into strengths. The final educational session I attended, "IOS: Optimize for Enterprise" rounded out my information technology study with 75 minutes of iPhone and iPad guidance from Ivan Hemmans.

Educationally and otherwise, the 2015 Annual Conference and Exposition exceeded my expectations. I was able to diversify my learning and become one step closer to achieving my CLM professional designation. I reiterate my gratitude to the NJALA Board of Directors for its generous scholarship and hope I can use what I have learned and will continue to learn to better our already superb chapter. ❑

Elyssa Goldstein is the Office Manager of Donahue, Hagan, Klein & Weisberg, LLC in Morristown, New Jersey.


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Experience Resilience Through Change

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a whole new level; he acted out a "brief and inaccurate history of the world" so to speak, that is almost impossible to explain to anyone that wasn't there to witness it in person. What I can say is that with an old fashioned overhead projector (remember those?) and a few cheap props, our presenter discussed the world's development and stress faced as a result of change over time. The main point was that you MUST use humor and inject some form of levity into stressful situations or people will combust (figuratively hopefully and not literally!). The lesson also reinforced that just because we work in the "buttoned up legal industry," there is no reason to ignore opportunities to lighten things up a little bit, and that every firm administrator should dig into our collective personalities and find ways to create humor as a means to combat stress and assist with facing change and conflicting demands in as healthy a way as possible.

We need the ability to lead our teams and help all of our firms move forward with whatever changes are being presented to us. This is never an easy task as human beings are (mostly) wired to resist change. This session addressed learning how to effectively change our style depending upon the circumstances that we are facing. Oftentimes, in our positions as legal administrators, we are the ones that need to model and coach an employee through the changes that the firm is facing.

One of the helpful worksheets we completed in this session was a three-part activity where we drew our own personal history chart showing our beginnings, our "middle" or present, and our future (which of course, we were asked to depict in a giant "van of change"). It was enlightening to see what items we chose for all three of these phases of our lives, and there is value in taking a few moments to write down timelines like this for our workplaces as well. If you see where you came from, where your firm is currently, and where you see it going, you are able to plan for coming changes, approaching stresses, and hopefully devise ways to prepare your team(s) for this change with as minimal negative impact as possible.

While I may NOT resort to breaking out in song and standing on a chair while reciting things to relieve the stress of my team, I WILL most certainly try and inject appropriate humor and levity into serious and stressful situations as a means of combatting negativity and poor productivity, as a result of having attended this session at the 2015 ALA National Conference! ❑

Michelle Cohen is Director of Human Resources at Schneck Law Group, LLC in Livingston.

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THE VAN OF CHANGE

BY LINDA BURNS

"*The only thing that is constant is change*" - Heraclitus

Maneuvering through change in life can be overwhelming at best. It is especially challenging in the workplace, where there are many levels of resistance to consider and decipher.

In the ***Van of Change***, award-winning professional speaker and storyteller, Paul Huschilt, provides a simple analogy for use both at home and in the workplace. He utilizes comedy and ingenuity to deliver his message of recognizing change challenges, identifying change style, and helping to implement change. All this while being side-splitting, fall-off-your-chair hysterical!

The scene is set with a family camping trip in a 1970 Volkswagen camper van; 2 parents and 8 children are crammed in the van for their trip around Europe. As there are good seats and bad seats, and not everyone agrees which is which, the compromise is to switch seats every 30 minutes to help mitigate the fights and complaints. Best seat holders are demoted and those in the worst seats move to something new and better. There is a seat in this "van of change" for every change style:

- Front seat driver
- Back seat driver
- Rider
- Hider

After completing a change assessment survey, each participant is provided with a change style, and its associated attributes:

THE FRONT SEAT DRIVER drives change, sees what's coming and decides where to go next. He/She is engaged and involved, does what needs to be done, and looks out for the needs and interests of all members.

These people:
- Initiate change
- Are committed to the end result
- Are willing to undergo the pain of change to achieve something better
- Are optimistic about change
- May sometimes be disruptive
- Their motto: Trust Me

THE BACK SEAT DRIVER plays a key role in navigating through change. He/She is seated by the window, facing front. They can see what's coming and makes suggestions.

These people:
- Look for opportunities
- Are committed to the end result
- Are willing to undergo the pain of change to achieve something better
- Like change
- May pester leaders about change they deem necessary
- Their motto: We're right behind you

THE RIDER tends to look backward (past) rather than forward (future). He/She will tell what's wrong with the direction, without trying to change it.

These people:
- Know change is coming, but are not interested
- Are involved with their own day-to-day responsibilities
- Miss out on participation because they didn't notice in time
- Their motto: Don't rock the boat

THE HIDER has no view of the changing scenery. He/She is merely along for the ride. They are focused on their own work, but fails to see the bigger picture.

These people:
- Are focused on the day to day
- Tend to resist change
- Protect the status quo
- Can be seen as negative
- Their motto: If it ain't broke, don't fix it

Since change is inevitable, it is important to identify your own change style and capitalize on the positive, and strong characteristics associated with each:

FRONT SEAT DRIVER:
- Be patient, not everyone likes change
- Don't just pull others along; engage them
- Explain where you are headed

BACK SEAT DRIVER:
- Don't follow blindly
- Make sure to make change suggestions carefully
- Look for danger; too much, too soon
- Remember that not everyone likes change

RIDER:
- See the need for change ⇨

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The Van of Change

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- Get training to make the coming changes
- Focus on the big picture

HIDER:
- Focus on the big picture
- Remember to get day-to-day work done
- Offer suggestions to get work done

In your role as manager, recognizing these change types among your team will help you lead and influence in order to accomplish the goals of your organization:

FRONT SEAT DRIVER: Knows where he/she is headed. You can:
- Offer direction
- Provide resources
- Monitor relationships with co-workers

BACK SEAT DRIVER: Keeps an eye on where the team is headed. You can:
- Ask what lies ahead
- Ask for options to consider
- Keep them involved

RIDER: Is deeply involved in the day-to-day. You can:
- Communicate changes that are coming
- Explain cost/benefits of change
- Explain cost/benefits of remaining the same
- Provide training for change

HIDER: Prefers not to think about change. You can:
- Communicate changes
- Include them in meetings with others
- Listen to concerns
- Introduce the change slowly
- Encourage them to get help managing the change
- Establish timelines for implementing change

It would be both naïve and simplistic to see these change styles as THE absolute roadmap to achieving success while navigating through change. Having an open mind and flexibility will still serve well when trying to implement change. It is also imperative to recognize that, depending on circumstances, change styles can vary for an individual.

Lastly, it is extremely important to smile and laugh through change. Smiling and laughing are contagious! You can turn a potentially stressful period into one where people can't believe they're having fun.

I would like to express my gratitude and appreciation to NJALA for the generous scholarship to attend the ALA Annual Conference in Nashville. It was both educational and motivational; a valuable experience for anyone! ❑

Linda Burns is Employee Benefits Representative at Budd Larner, PC in Short Hills.

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Christina Cassidy
Director of HR
Sherman Wells Sylvester & Stamelman LLP
210 Park Avenue, Suite 200
Florham Park, NJ 07932
ccassidy@shermanwells.com

Kristyn Connors
Administrative Coordinator
Fein Such Kahn & Shepard, PC
7 Century Drive, Suite 201
Parsippany, NJ 07054-4603
kconnors@feinsuch.com

Joseph Coviello
Manager of Legal Recruiting & Professional Development
McElroy Deutsch Mulvaney & Carpenter, LLP
1300 Mt. Kemble Ave.
Morristown, NJ 07962
jcoviello@mdmc-law.com

James D'Arcy
Marketing Director
Giordano, Halleran & Ciesla
125 Half Mile Road, Suite 300
Red Bank, NJ 07701-6777
jdarcy@ghclaw.com

Erika Negrin
Firm Administrator
Stavitsky & Associates, LLC
350 Passaic Avenue
Fairfield, NJ 07004
Erika@proptaxappeal.net

Jackie Owens
Office Manager
Charny, Charny & Karpousis
1300 Route 73, Suite 211
Mount Laurel, NJ 08054
jowens@charnylaw.com

Richard Rowe
Executive Director
Wilentz Goldman & Spitzer. P.A.
90 Woodbridge Center Drive
Woodbridge, NJ 07095
rrowe@wilentz.com

Chapter Leadership Institute 2015: Bold and Fresh!

By Elli Albert

Let's start at the beginning.

Despite the fact that I have been a member of NJALA for 15 years, and was an active board trustee for four of those years, I had never really felt the "calling" to be a board officer, or future possible leader of our organization. I'm the worker-bee type, I guess, and was always happy to serve in that capacity. I stepped down from the board in 2012 for personal reasons. Fast forward three years, and I decided that I was ready to take the plunge again. So back onto the board I went.

After a couple of board meetings last spring, it became clear to me that I was quite engaged in the organization, and had a fair amount of experience – both with the NJALA and in my career – to offer. In fact, and I'm not sure how this happened, it seemed I had become a representative of the "Old Guard" of the NJALA. That is, because I have been active in the organization and on and off board committees for 15 years, seeing many boards and members come and go, I somehow represent this link from the past to the present. I'm finding I'm forever jumping into difficult board discussions by saying, "Well, this is how we used to do it…." (Maybe the term "historical" works better than anything "old"!) I am looking forward to serving the NJALA in the coming months and years.

Grand Rapids, Michigan

Recently, Robbin Dolan suggested that I should attend Chapter Leadership Institute (CLI) this year. CLI is typically for sitting board officers, and essentially offers training on being a leader in your chapter. Robbin explained that CLI is also a good opportunity for people who might be interested in becoming an officer someday. Hmmmm.

I agreed to go.

And am I glad I did! This year's CLI – "Chapter Leadership Institute: Bold and Fresh!" - was held in Grand Rapids, Michigan. NJALA President, Robbin Dolan, Vice President/Programs, Doreen Marino, Vice President/Membership, Kurt Brown, and I all attended, representing the New Jersey chapter. We were joined by some 280 other chapter board members from across the U.S. and Canada.

Grand Rapids proved to be a lovely, peaceful, and very clean Midwestern town with welcoming people. Grand Rapids sits on a small river that cuts through the town. While we expected "rapids" that compared to rafting on the Delaware, well, that was not meant to be. In fact, to this moment, we are not sure exactly where the "rapids" were! But I digress. Grand Rapids is a city of around a million people. It is home to several art museums, numerous parks, colleges, many restaurants and pubs, and, of course, a number of buildings created for, or named in honor of, President and Mrs. Gerald Ford (yup, it is his home town).

So what happens at CLI? This two-day meeting is a combination of sessions, breakouts, and roundtables that focus on how to better lead one's local ALA chapter. Specific to this year was a lot of education about how to manage change. Why the topic of change? Keep reading.

Many of the sessions were informational, led by ALA president, Theresa Walker, and ALA Executive Director, Oliver Yandle. Presentations included updates on the vast amount of resources and information available on the ALA website, ALA educational opportunities, and services offered through the ALA corporate office. Did you know, for instance, that ALA sponsors numerous specialty conferences in addition to the "national" and "business of law" (f/k/a regional) conferences that we are all familiar with? No? Have you taken a look at the ALA's new "Online Communities" (which replace the ALA website discussion boards) yet? If not, take a moment and start clicking around ALA's website (www.alanet.org). There is a wealth of information to be found.

Unlike the annual conference, which typically features consultants as speakers, most of the CLI offerings were participatory sessions guided by ALA board members and

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Chapter Leadership Institute 2015

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regional representatives. We were, however, treated to two keynote speakers. Todd Henry of Accidental Creative (a company that "helps creative people and teams generate brilliant ideas") spoke at length about "Leading Through Uncertainty." This session focused on problem solving as a way to combat the uncertainty of times of change. He provided scenarios and suggestions for counteracting the roadblocks that get in our way of effecting change in our chapters, in our jobs, and in our personal lives.

Elli Albert (NJ) and Judy Carberry (SC)

The second keynote speaker was John Childers, JD, of Childers Partners, strategic advisors to law firms. Childers presented "The Choice to Lead Change." This session examined the cornerstones of leadership and the choices we make that determine our ability to influence others and our organizations.

Aside from the keynote speakers, there were many breakout sessions that we had opportunity to attend, including: "Dynamic Duos: Enhancing Business Partner Relationships," "A Bold Approach to the Value of Membership," "Breaking Barriers, Leading with Inclusion," "Freshen Up Your Member Benefits," "Networking Events: Taking Your Events from Stale to Fresh," and many others.

NJ and NYC Chapter Dinner

A personal highlight for me was a networking luncheon that allowed us to participate in any number of roundtable discussions, with each table focusing on a specific topic. There were some 20 different topics, including Chapter Finances, Chapter Records Retention, Generational Management, Newsletters and Websites, and many more. What did I attend? The CLM table. This was a great discussion that makes me start to rethink certification …. Hey, maybe there really is a CLM in my future?

So back to that big "change" that I alluded to earlier, and which was a huge theme throughout CLI. As you may have already read in Robbin Dolan's President's Message, ALA is proposing a rebrand and name change for the organization. In an event from CLI that was available to all ALA members via live webcast (and which can still be accessed on the ALA website for anyone interested), an in-depth presentation was given about the history of the organization's name, the vision of where ALA wants to go in the future, and the process undertaken for selecting a new name to be proposed.

After much fanfare, the new, proposed name was announced: **LawVantage, Your Business of Law Society.** There had been a lot of side bets and whispering going on among attendees who had been predicting what the new name would be, and this was not even close to any of the guesses. Yes, it is very different from what we are used to, but we all agreed that the name definitely has a contemporary edge, is indeed bold and fresh, and captures the spirit of our organization. Again, this new name is **proposed**. The ALA board must vote to adopt the name, and then the chapter boards will vote on it. You will no doubt hear a lot about it in the coming months. Stay tuned!

In addition to the sessions, there was a great deal of networking time with old and new friends. We were thrilled to run into and hang out with former NJALA president, Judy Carberry! Judy was NJALA president in 1999, and moved to South Carolina a few years ago. She is still a legal administrator and, since she obviously didn't get enough of ALA the first time around in New Jersey, Judy is now the President-Elect of her local chapter! We also shared quality time with our NYC friends. Just like every ALA conference, networking with other chapter members is always a highlight.

Thanks to the board for the opportunity to attend this great event. I am looking forward to CLI next year in Fort Worth, Texas! ❑

Elli Albert is the Office Administrator of Fox Rothschild LLP in Roseland and Morristown.

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OR IF YOU WANT TO BE PART

OF AN NJALA COMMITTEE,

PLEASE CONTACT ANY

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OR BOARD MEMBER (See Page 3).

WE WOULD LOVE TO HEAR FROM YOU!

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COMMUNICATIONS
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Audrey Serban, 908-516-1061

REGIONAL REPRESENTATIVE
Mary Ellen Dolan, 973-994-7577
Fran Puntillo, CLM, 973-403-1100
Audrey Serban, 908-516-1061

SOCIAL EVENTS
Judy Sotardi, 201-845-1000 (Chair)
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Jim Wostbrock, 973-364-8364

WEBSITE
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BY MARY ELLEN DOLAN AND LOUISE RUFFO

Capital One Financial Corporation

Terese S. Gardenier Miletic, SVP
973-439-7631
terese.miletic@capitalone.com

Capital One Financial Corporation is one of the nation's leading diversified banks, combining the best aspects of national scale lending and local banking. Capital One provides a broad array of financial products and services to consumers, small businesses, and commercial clients, and offers a wide network of bank branch locations in New Jersey, New York, Virginia, Maryland, the District of Columbia, Texas, and Louisiana.

With one of the most widely recognized brands in America, Capital One is also one of a handful of financial services companies with a brand that has achieved near-universal awareness. Capital One believes its brand is a promise, and that the strength of its brand comes from keeping that promise year after year, with great products, value, and service. For Capital One, that means a relentless focus on constant innovation and improvement, along with a shared commitment and passion to provide exceptional customer experience.

Capital One is committed to investing in the communities where its associates live, work, and do business. In New Jersey, these philanthropic and volunteer efforts have focused on financial literacy, education, and college and career readiness of New Jersey youth, and small business and work force development. In addition to associate volunteerism, the company's senior leaders serve on many nonprofit boards across the state.

Capital One currently serves Bergen, Essex, Hudson, Mercer, Middlesex, Monmouth, Morris, Ocean, Passaic, Somerset, and Union counties. Its team of local banking experts brings deep expertise and a commitment to providing personalized and tailored services to meet the individual needs of New Jersey businesses.

For more information, visit www.capitalone.com.

What is Document Management (DMS)?

Document management is the use of a computer system and software to scan, store, manage and track electronic documents and images captured through the use of a document scanner.

As written in ISO 12651-2, a document is "a piece of recorded information or an object which can be treated as a unit." While this may sound complicated, it can be summarized as quite simply the processes you have been using to create, distribute, store and recall all of your firm's documents.

Document management can be defined as the software that controls and organizes the documents throughout your firm. It can incorporate document and content capture, or establish different workflows, such as Bates stamping or redaction, and potentially create retrieval protocols, and can also monitor the processes to track, store and control versions of documents.

Document management solutions can enable your firm to streamline the preparation of case files, and potentially eliminate time-consuming manual processes such as retrieving a document from a filing cabinet, or from a storage facility.

Document management can provide some of the most basic functionality by imposing controls and management capabilities onto otherwise "dumb" documents. This makes it easier to use the documents you need at a future time. The right system can allow users to check in and check out documents,

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lock them to coordinate editing and version controls, create an audit trail to permit the construction or reconstruction of a document, and add annotations and stamps.

Document management systems today can range in size and scope from small, standalone systems to large scale enterprise-wide configurations serving firms with many users and offices.

To hear more about cost-effective, time-saving Document Management Systems, please call Kevin O'Connor at Document Solutions LLC, 908-653-0600, or email at kevino@dsbls.com.

A.J. Haugen – Executive Vice President JRS – Large Law Firm Department

212-806-3450 or ahaugen@jamisongroup.com

Charles Caruso – Executive Vice President
JRS – Large Law Firm Department
973-669-2311 or ccaruso@jamisongroup.com

Established in 1898, Jamison is a full-service insurance brokerage firm with a rich history, stellar reputation, and deep roots in the New Jersey.

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Law is a 24/7 business, and its technology and users must be supported on that basis. Micro Strategies has the people, processes, and technology to ensure all your people and systems can have their issues addressed at any time, day or night.

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Some of our offerings are:

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- **Network Infrastructure:** We can design and implement state of the art networks and security offerings to ensure your people can have the most uptime possible.
- **Document Management:** Our Document Management group can assist you in managing your current document management system, converting to

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a new and better solution, or help you move it to the cloud.

- **Training:** No technology solution is good without user training. We have probably the best trainer in the NJ area ready to help your users make the best use of the technology you have purchased.

If you manage a law firm and are interested in learning more about how effective IT management can help you and your law firm reach its potential, contact Donald Grover today at 973-625-7721.

Tele-Data Solutions is a telecommunications partner located in Union NJ that specializes in helping law firms solve business problems through VoIP telephone systems. With over 34 years of experience, our team is here to help ALA members become educated on VoIP systems. Our process is focused on easily transitioning telecom services to VoIP with no down time. We provide turnkey installation which includes onsite installation, onsite training, and on-going service with a 2 hour response guarantee or one month free. We help you evaluate a carrier internet service provider and will act as your agent so you'll never have any finger pointing. Our goal is to help you manage your telecom expense, improve your law firm, plan to avoid disasters by leveraging Voice over IP/Cloud technology, and provide 24x7 service. Don't take our word for it, please speak with some customers that are ALA NJ members such as Norma Hernandez, Kathy Dart, John Hagy, or Judy Sotari.

Damon Finaldi, Vice President of Tele-Data Solutions, Inc, can be reached at (908)-378-1217. ❑