



Patriot News

Summer 2008

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Seattle, WA**

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ALA'S THIRTY-SEVENTH ANNUAL EDUCATIONAL CONFERENCE AND EXPOSITION

By Joan Wean, Hamburg, Rubin, Mullin, Maxwell & Lupin

I had the pleasure of attending the recent ALA Educational Conference – this year held in Seattle, WA, May 5-8, 2008.

Our organization spends many months putting together the programs for us. In addition to the excellent educational events, it continually improves the offerings of amenities to make our visit not only educational but comfortable. Available to attendees is the Cybercafé/Message Center, wireless internet hot spots in three lounges in the Exhibit Hall, a relaxation station (for upper-body massage), a water café, and hospitality desks.

The many educational offerings include five core management areas: communications and general management, financial management, human-resources management, legal-industry management, and office-operations management. This year's keynote address was entitled, "Explore Leadership – the Art and the Adventure," and was presented by Steven B. Sample, Ph.D. (President for the past 17 years at the University of Southern California). In addition, a general session was scheduled for "Professional Ethics: Keep You and Your Law Firm in the Integrity Zone." Egil (Bud) Krogh, who was the leader of the Special Investigations Unit (also known as "the Plumbers") in the Nixon



Region 1 Team

White House, addressed this topic and kept our interest throughout the session. The closing general session – "A Fighter Pilot's Secret to Business Success" – offered a fascinating session presented by Afterburner (a group of fighter pilots who train leaders).

In addition to the numerous educational opportunities, included was some time for ALA sponsored social events. These included a newcomers' orientation, welcome reception, grand-opening breakfast, Exhibit Hall luncheons, Chapter Awards reception, association luncheons,



Barb Foley and Joan Wean

Continued on page 2

37th Annual Conference and Expo *Continued from page 1*

and a reception in the Exhibit Hall. This year, the finale party, “Savoring Seattle,” offered an opportunity to eat and drink our way through the Seattle Center, Space Needle, Science Fiction Museum, and more.

In the event that was not enough to keep you busy during the time you were attending the conference, there are always the various vendor-hosted events. This year, among others, I had the opportunity to have cocktails with our friends in the Philadelphia Chapter, ALA, dinner with our buddies at mindSHIFT, a cocktail reception at the Seaquarium with Ikon, and a wine-tasting event at a local restaurant sponsored by City National Bank. Also of significant importance was the Expo Hall, where there were approximately 200 vendors offering services from Accounts-receivable management to Web site development (not quite A to Z).

Another highlight of attending the conference is to reunite with old friends and meet new acquaintances from our peers throughout the corners of the earth who are members of ALA.



The mindSHIFT Group



Barb Foley, Jeff Poppel and Joan Wean

This year, I talked and dined with, among others, a member from Nigeria as well as a member of our very own Chapter – Jeff Poppel, Schiffrin Barroway Topaz & Kessler, Radnor.

I am a true advocate of ALA and the offerings presented to us. I strongly recommend you plan ahead now to attend the Region I Educational Conference in Portland, ME, September 12-13, 2008, and mark your calendars for next year’s Annual Exposition in New Orleans, May 18-21, 2009, where we will “Get Jazzed”!



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PRESIDENT'S MESSAGE

I hope that you are enjoying your summer and that you have built in some time for relaxation. Whether it is a trip away or just time spent at home, we all need time to recharge. My husband and I are scheduled to go on a "trip of a lifetime" – a cruise through the Mediterranean. So the next time you see me, you may want to avoid me – especially if it looks like I have pictures in hand!

The last two months saw the "baton" change hands for several offices and committees. A complete list of our officers and committee chairs is located in this newsletter. Please contact any of us if you have any questions, suggestions, concerns or are interested in volunteer opportunities.

On June 12th, we held an educational event followed by a wine and hors d'oeuvres reception at the offices of Ratner-Prestia. Details about the event as well as photos are included in this newsletter.

The **Region 1 Conference** will be held on September 12–13, 2008 at the Holiday Inn by the Bay, in Portland, Maine. It promises to be a wonderful event filled with educational opportunities, and a chance to reconnect with other Region 1 and fellow chapter members. A number of our vendors will be in attendance, which allows a great opportunity to meet with many vendors in one venue. The last several Regional conferences have been well attended by our Chapter and we hope that many of you plan to head to Portland this year!

The Board of Directors has a number of events planned in the upcoming months. Some dates to remember:

Our **Quarterly Dinner** meeting will be held on September 24th at the Plymouth Country Club. We will take our annual chapter photo. The dinner will be sponsored by Mattern and



Amy Y. Coral

Associates, LLC and Rob Mattern will be talking to us about ways to reduce expenses. Our managing partners will love that topic!

Our **Bar Liaison** series is planned for early October. This is always a popular event co-sponsored by the various county Bar Associations. This year's session "Outlook Tips and Tricks" should be informative and fun.

This is the 10th anniversary of the **ALA's Community Challenge Weekend**.

The committee has several great ideas and will be sending you information soon. In addition to the actual CC weekend events, we plan to do several activities over the course of the year that will allow us to give back to the community.

We are planning a ½ day educational seminar for late October. Watch for more details

Legal Expo is scheduled for November 18th at Presidential Caterers. This is a great opportunity to meet vendors and to win prizes!

Please take the opportunity to attend as many of these events as your schedule allows. It is a great way to attend solid educational sessions and wonderful way to meet fellow administrators as well as the vendors that support us. *I hope to see you soon and often!*

WELCOME NEW MEMBERS

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WASTE NOT—WANT NOT!

By Dena Lyons, Gadsden Schneider & Woodward LLP

Are you a steward of your environment? Do you think about CO² emissions each time you order printer paper or when you dispose of paper waste? Are you curious about the drastic change in weather patterns? Do you ever remember such global weather catastrophes in your lifetime before the past several years? I think it is time to *wake up* if you want to continue to “*smell the roses.*”



On March 26, 2008, the Independence Chapter hosted a quarterly dinner and invited John Kirk, Director of Administration of Manko, Gold, Katcher & Fox, to talk about his passion, “Going Green in Law Firms.” John was featured on the front page of the September 2007 issue of *alanews*. If you read the article, you know that there is an initiative formed by the American Bar Association Section of Environment, Energy

and Resources and the Environmental Protection Agency to create the EPA Law Office Climate Challenge. For offices that elect to take the challenge, the ABA will recognize the firms as leaders in their respective challenge areas. John spoke about his involvement at Manko, Gold regarding these challenges. These challenges include: WasteWise, Green Power Partnership and ENERGY STAR.

WasteWise: Law firms are asked to reduce paper-dependent habits and manage paper more efficiently. Some ideas would be to two-sided copies, purchase recycled paper for the copiers and for writing purposes, recycle paper waste, etc.

Green Power: Purchase energy from renewable sources whenever possible. Consider this when negotiating your utilities clause in leases; perhaps purchase your own electricity so it is within your control.



L-R: Amy Coral, Dena DiBona Lyons, John Kirk, and Adelaine Williams

Energy Star: The challenge here is to reduce energy use by 10%. Plan to purchase or lease only “Energy Star” equipment. Negotiate for special reflective light fixtures that provide more reflective light with less bulbs. These are known as T-8 fluorescent bulbs, which reduce a normally four light bulb fixture to two. John also suggested using sensor light switches in offices and conference rooms.

The key to the success of these challenges is thinking of ourselves as “stewards” of this earth! You may be surprised to know that you have



Dena and Adelaine with representatives of Graffen Business Systems, the sponsor of the seminar.

already made a difference in your office. Look around and see what you are doing that is environmentally helpful; then audit to see what you can change to do more.

As time passes and we are faced with the ever-changing problems from day to day, let’s not forget the beauty of this earth and treat it with our utmost attention and respect.

HERE ARE A FEW SUGGESTIONS:

- Consider using only recyclable products in your office;
- Stop using bottled water and purchase a water filter on the spigot;
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October 21, 2008

EDUCATIONAL SEMINAR

Speaker: Gretchen Neels, Neels & Company

Topic: Total Image Management

November 18, 2008

**LEGAL EXPO — INDEPENDENCE CHAPTER
AND MONTGOMERY COUNTY BAR ASSOC.
JOINT VENDOR SHOW AND EXPO**

Presidential Caterers – Norristown, PA

December 3 or 4, 2008

HOLIDAY LUNCHEON

Maggiano's Little Italy – King of Prussia

September 12-13, 2008

REGION 1 EDUCATIONAL CONFERENCE & EXPO

Portland, ME

September 24, 2008

QUARTERLY DINNER MEETING (Chapter Photo)

Speaker: Rob Mattern of Mattern & Associates

October 2, October 14,

October 16, 2008

BAR LIAISON LUNCH 'n LEARN SERIES

Montgomery, Delaware, Bucks and Chester Counties

October 10-12, 2008

COMMUNITY CHALLENGE WEEKEND

Melmark – Berwyn, PA

Upcoming ALA Webinars

watch for more information

July 23, 2008

PART II: BUSINESS INTERRUPTION/DISASTER

RECOVERY: PROTECT THE RECORDS

*Speakers: Beth E. Chiaiese, MLS, CRM, Foley & Lardner, LLP,
Pamela Hill, Solution Group Leader – Business Continuity Project
Leadership Associates*

August 20, 2008

SPEAKING CONFIDENCE: AN ALA TOOLBOX

*Speakers: Melissa Lewis, Upside Down Speaking and
David Siler, DHR, Inc.*

September 20, 2008

BUILDING A BETTER BUDGET

*Speakers: Richard Nigon, CLM, Robins Kaplan Miller & Ciresi, LLP and
Sarah K. Taylor, Maslon Edelman Borman & Brand, LLP*

October 15, 2008

DIVERSITY LEADERSHIP IN THE 21ST CENTURY

Speaker: Hannibal B. Johnson, Esq.

Watch your e-mail for messages regarding the local Monthly Brown Bag luncheons.

MEMBER PROFILE

Jennifer Katz recently joined the firm of *Heckscher, Teillon, Terrill & Sager*, located in West Conshohocken, as Firm Administrator.

Jenni's career began as an executive assistant to the Vice President of Technology and Operations at Primestar in 1994. She then moved to Oxford Health Plans, working with the CEO and President, and then on to Towers Perrin as coordinator for newly created Internal Administration Resource. Jenni later transitioned into office management in the accounting arena at GR Consulting and HJ Financial Group.

Being new to the legal industry, Jenni feels that her biggest challenge, other than keeping up with the daily fire drills, includes an effort to find balance between work and family. Jenny and her husband, Michael, are excited to celebrate their son's first birthday – Simon Jack was born in August of 2007. They live in Overbrook Farms with one dog, a Papillion named Tinker. Jenni somehow will also find time for hobbies, including gardening, cooking and water-coloring. She also enjoys hockey, and her husband is a lifelong, avid player in two local men's leagues.

We are pleased to welcome Jenny to our organization, and extend our thanks to her colleague, Conni Sota (our Chapter Treasurer), for introducing her to the Independence Chapter.





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On March 27, 2008, seven members of the Independence Chapter attended the 25th Anniversary Celebration of the ALA Central PA Chapter at the Hershey Lodge in Hershey, PA. Following a delicious dinner, the guest speaker for the evening was Patricia L. Groff, President of the National ALA, who spoke on the roles of the partner and administrator in the law firm and how to develop your “management team.”



Some of the attendees at dinner.

Central PA President Becky Davis and Guest Speaker Patricia Groff.



Independence – Central PA Attendees.



Independence – Central PA Officers with ALA National President.

**2008-2009
Independence
Chapter
Officers**

L-R:
Cristin Buccigaglia,
Dena Lyons,
Adelaine Williams,
Amy Coral,
Linda Andrews and
Connie Sota.



See Page 10

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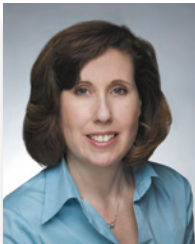
Board Members

AMY CORAL President
Pepper Hamilton LLP



Amy is the Office Administrator for Pepper Hamilton's Berwyn and New York City offices. She has been a member of ALA since 1990. She has served as Bar Liaison Chair, Publicity Chair, Vice President and Newsletter Co-Chair. She has also served on ALA's Region 1 Nominating Committee. Amy resides in West Chester, PA with her husband Glen and their three children, Jason, Jon and Stacey.

CRISTIN BUCCIAGLIA Vice President
Saul Ewing LLP



Cristin is the Office Manager at Saul Ewing LLP's Chesterbrook Office. She has been a member of ALA since March of 2003 and has served on the Community Challenge Committee. Cristin resides in Boyertown, PA.

LINDA A. ANDREWS Secretary
Lentz, Cantor & Massey, Ltd.



Linda is Office Manager at Lentz, Cantor & Massey, Ltd. in Malvern, PA. She has been a member of ALA since June of 2004 and has served as Publicity Chair and Newsletter Co-Chair. Linda lives in Malvern with her husband, Bob, and daughter, Stephanie.

ADELAINE F. WILLIAMS President-Elect
Kaplin Stewart



Adelaine is the Director of Administration with Kaplin Stewart in Blue Bell, PA. She has been a member of ALA for 11 years and has been in law firm administration for 20 years. Adelaine has served as Community Challenge Chair for the Independence Chapter in 2005-2006. Adelaine lives in Glen Mills, PA with her husband, Stephen.

DENA DIBONA LYONS Vice President
Gadsden Schneider & Woodward LLP



Dena is Administrator for Gadsden Schneider & Woodward LLP, a five attorney estates and trust firm located in Radnor, PA. Dena came to the position after many years as a manager with The Hay Group and several administrative support roles with Drinker Biddle in Philadelphia and Berwyn. She has been a member of ALA since 2002 and Board secretary since 2003. In 2005 she co-chaired the 2005 Community Challenge benefiting Laurel House. She leads small groups at her church and also enjoys catering for small private parties. Her hobbies include painting, gourmet cooking and travel. Dena is married with three adult children. She lives in Lansdowne with her husband Jim and daughter Margie.

CONNIE SOTA Treasurer
Heckscher, Teillon, Terrill & Sager



Connie is the Office Administrator for Heckscher, Teillon, Terrill & Sager, which is located in West Conshohocken, PA. The firm of 12 attorneys specializes in trust and estate law. Connie has been a member of the Independence Chapter since 1997 and has been a board member for the last four years. She served on the Bar Liaison Committee for two years before becoming Committee Chair. She is currently the Treasurer of the Independence Chapter. Connie is a resident of Cherry Hill, NJ.



ALA MISSION STATEMENT

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

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For the Term of April 2008 – March 2009

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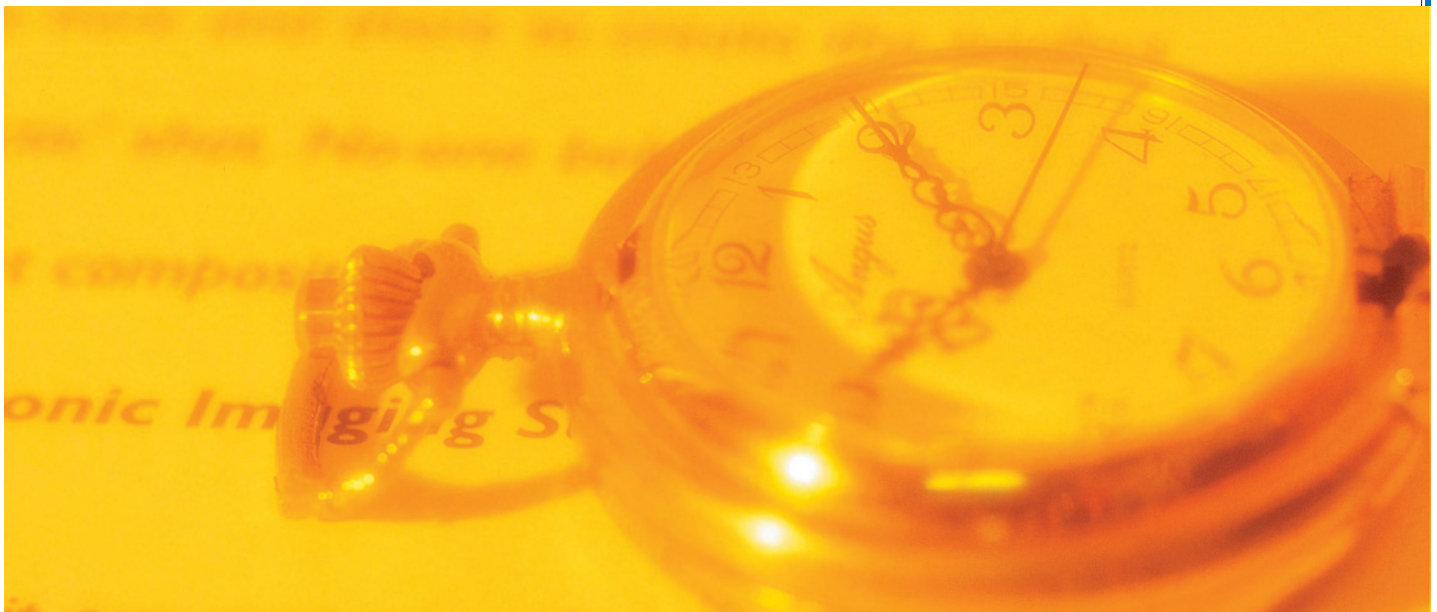
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The Paradox of Time:

NEVER ENOUGH, YET ALL THERE IS

By Suzanne Cressman, Rubin, Glickman, Steinberg and Gifford



Speaker Ken Byler

On June 12th, the Independence Chapter held an educational seminar followed by a Wine and Cheese Social. This was the first time the Chapter followed this format, but it proved very successful. The event was held at the law offices of RatnerPrestia in Berwyn, PA, with 21 administrators in attendance.

The topic of the seminar was time management, “The Paradox of Time: Never Enough, Yet All There Is” and was presented by Kenneth R. Byler. Mr. Byler is a principal and senior consultant with Higher Ground Consulting Group, LLC. Mr. Byler provided the group with some key concepts of time management, a few of which were:

- Time Management is Self-Management
- Plan Work and Time
- Urgent Doesn't Always Equal Important

He also brought to the group a variety of ideas and suggestions for improving ourselves, identifying habits we need to change, and how to take the steps necessary to begin that change. He encouraged us to remember that we are paid for results and procrastination prevents success. Overall, it was a very enlightening session and was well received.

Continued on page 14

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The Paradox of Time *Continued from page 12*

After the education session, we held a Wine and Cheese Get-Together. There was an abundance of food and wine to enjoy. Attendees networked with fellow administrators and discussions of a social and business nature took place. The networking these events offer is very important. They provide us an avenue to discuss ideas and ask for suggestions on difficult issues, as well as discover we are not in this alone. Remember that your fellow administrator is always there!

We wish to thank **mindSHIFT Technologies** (formerly Network Alternatives) who served as our sponsor. Their support is very much appreciated. If you were unable to make this event, we hope to see you at our quarterly dinner meeting on September 24th.



Kitty Terrill, Education Chair



Cheese and Hors D'Oeuvres Buffet



Wine Serving



Attendees at Reception



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Recently, MLM, a lawyers professional liability insurance company, surveyed over 400 of its customers. Of those, over 95% said they would recommend MLM to others. Here's why:

"Personal yet professional, especially like the prompt responses to any questions or needs . . . and for the policyholder dividend as well."

"I am a new customer and I have been very pleased with the application assistance I have received, and with the quote and online purchasing option."

"High level of service and an understanding of the profession that a general insurance company does not have."

"Good, solid product; reasonable fair pricing; always in the market."

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At the National Conference in Seattle, WA in May, the Independence Chapter was the recipient of several awards for reports submitted by its members in various categories. Special kudos go to members:

Melissa Bunch – President’s Award –
Placement: SILVER

Amy Coral and **Linda Andrews** – Newsletter
Award – Placement: HONORABLE MENTION

Dena Lyons – Visibility Award covering our Managing
Partners Event – Placement: SILVER

Mark Wallace – Quest Award –
Placement: HONORABLE MENTION.

*To have “Kudos” included
in future newsletters;
please send an e-mail
with news about
our members to
Linda Andrews:
andrews@lentzlaw.com*

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