

April 2012  
Vol. XXIX, No. 4

APRIL GENERAL MEETING

## Office Automation and Technology Trends Update 2012

As EVP of Project Leadership Associate's South Central Region, Lee Hovermale will share his perspective on Office Automation and Technology Trends in a fast-paced, concise, and engaging presentation. The pace of technology change is constant--each day we are faced with new challenges and new opportunities. Creating new solutions that combine technology, culture and business process requires an open mind, new skills, and new approaches.

Our speaker will highlight a broad range of topics: Imaging and the Paperless Office; E-mail Issues; the Multi-Function device invasion; Workflow Concepts—Automating the Routine and Repetitive; Disaster Recovery and Business Continuity; Operating Systems—What we Need to Know; Desktop Applications; ASP Hosting; and Document Assembly.

Lee Hovermale is EVP of Project Leadership Associates for the South Central Region. His previous experience includes co-founding Enhanced Systems and Solutions (ESS), a leading integration firm serving the legal industry, which was acquired by FirmLogic, L.P. Lee's expertise in the areas of security and professional project management, computer technology, product knowledge and consulting has earned him the reputation as a leader in the Information Technology industry.

**Crowne Plaza Northstar Hotel , 7th Floor, 618 Second Avenue South; Minneapolis**

**COST:**        \$25 – Members  
                  \$35 – Nonmembers

**MENU:**       Strawberry Walnut Salad  
                  Gnocchi Pomodoro  
                  Parmesan Crusted Chicken

Register at [www.ala-mn.org](http://www.ala-mn.org) by Friday, April 6. (Checks payable to ALAMN – pay at registration table or register at [www.ala-mn.org](http://www.ala-mn.org) and pay by credit card) No shows will be billed.

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## Letters to the Editor

Letters to the Editor of *The Verdict* are welcome and can be e-mailed to [sheila.hoff@lindjensen.com](mailto:sheila.hoff@lindjensen.com). In your letter, please include your name, firm name, mailing address, daytime phone number, and e-mail address. Letters that do not contain full contact information cannot be published. Letters typically run 150 words or less and may be edited. Your letter can be on any topic. You will be contacted before your letter is published. Thank you.

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### ALA Mission Statement

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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## EVENTS

## Calendar of Events

**April**

- 3 HR Committee will meet at 11:30 at Lindquist and Vennum
- 4 Large Firm Group will meet at Noon at Maslon Edelman Borman & Brand
- 5 Systems and Tech SIG will meet at Noon at Mackall, Crouse & Moore
- 10 General Meeting will be from 11:30-1:00 - Office Automation and Technology Trends Update 2012
- 13 ALA CLM Study Group will meet at Noon at Robins, Kaplan, Miller & Ciresi
- 17 Facilities SIG will meet at Noon at Nilan Johnson
- 18 Financial Management will meet at Noon at Briggs and Morgan
- 22-26 ALA National Conference in Honolulu, Hawaii

**May**

- 1 Corporate and Government will meet at Noon at Perkins Restaurant
- 15 Small/Medium Group will meet at 11:30 at the Town and Country Club - Post ALA Conference Sharing of Tips, Tricks and Wisdom
- 15 Facilities SIG will meet at Noon, location TBD

## A WORD

## From the President of ALAMN

By Michele Sauder



***"Opportunity knocks at the strangest times, It's not the time that matters But how you answer the door."***

Steve Gray

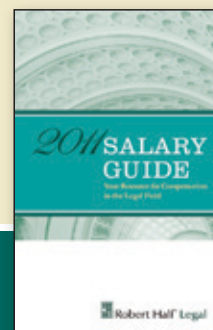
I've been asked countless times the past few months if I was getting excited to become President of ALAMN. I was thrilled to be elected to the Board of Directors three years ago, yet I never thought about being President. Yes, I am excited. But honestly, I have found myself becoming more anxious as April 1 approaches. My membership in ALAMN has made such an impact in my life, both professionally and personally that I suddenly felt overwhelmed. How did I end up as President? What do I hope to accomplish this year? How can I give back to the Chapter? What will I write about each month? The questions have been endless.

As I sit down to write this article I find the excitement of the possibilities for this year far outweigh any anxiety. I am still anxious but recognize this isn't a singular effort – the Board of Directors, Chairs and Volunteers for 2012-13 are a talented group of leaders and our chapter is 259 members strong. As I write, I am also reflecting on my journey to becoming ALAMN President. I was fortunate my firm suggested I join ALA and ALMN when I became administrator. I have to admit, I wasn't an "active"

member immediately. It took me awhile to step on the ALAMN path. When I received a phone call asking if I would join the Conference Committee, I accepted. A phone call can be a powerful thing - thank you Kim Ess for dialing my number. Soon, I joined other Committees and took volunteer positions. When given the opportunity to step into a leadership position, I gladly accepted. Once I took those first steps it didn't take long to realize the wealth of benefits available to me: education, knowledge, networking and friendships.

Looking forward to this coming year, I will continue to take advantage of opportunities in ALA, ALAMN, my firm, the legal profession, with family and friends, and in life. I challenge

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## A WORD

## From the President of ALAMN (cont'd)

each of you to do the same. I hope each of the 259 ALAMN members finds the full value in their membership, whatever that may be, and seizes every opportunity in ALAMN presented to them. Find the time and make your membership a priority. The dividends you will receive far surpass the time and effort you give. I would feel privileged to help any member along their ALAMN path. Please feel free to call, email or stop by my office any time. I would love to be able to "pay forward" what I have received.

In a few weeks, I will be taking advantage of another great opportunity. I will be joining 35 other ALAMN members at the ALA Annual Educational Conference and Exposition April 22-26 in Honolulu to "*Ignite our Future and Renew*

*our Spirit*". We will be attending educational sessions and gaining innovative tools and strategies, connecting with colleagues and business partners, exchanging ideas, and previewing the latest products and services. Attending a national or local conference is an excellent way to revitalize yourself.

ALAMN is *Renewing its Spirit* in several ways this year:

- A new chapter website will be launched in April. The look will be familiar, but many new benefits and features will be added over the next few months. One of the added benefits already available is on-line membership renewal. A big thank you to Doug Sievers, Sarah Didrikson and the Com-



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## A WORD

## From the President of ALAMN (cont'd)

munications Committee for the many hours they have dedicated to this project.

- A new Special Interest Group (SIG) has been added. The Intellectual Property (IP) SIG was added to provide a forum for those in the IP area to discuss issues and initiatives.
- ALAMN will be the host chapter for the 2012 ALA Region 3 Conference September 13-15 at The Depot Renaissance Minneapolis. Registration will open in June.

You can *Ignite your Future*:

- Renew your ALAMN membership and take advantage of the many membership benefits, education and networking opportunities available.
- Join an ALAMN Committee or Special Interest group. Contact any chair for more information and meeting dates.
- Participate in a community service event such as a Simpson House meal or Cook for Kids at Ronald McDonald house.
- Attend the ALAMN Summer or Fall Social, or participate in the Business Partner Sponsor Speed Networking. All of these events are great opportunities to meet or renew contacts with fellow members and business partner sponsors.
- Utilize ALAMN Business Partner Sponsors as valued resources who can provide information, and offer alternatives and suggestions on products and services.
- Volunteer for the Region 3 Planning Committee and attend the Conference September 13-15. A minimal cost for 2 days of knowl-

edge, resources and networking.

- Send me or any Board member your thoughts and suggestions. I want to hear from you this coming year. Let's work together to continue to improve and expand our great chapter.

Thank you to those members who are *Renewing their Spirit* by continuing as or stepping into a leadership role for 2012-13. Steve Remington, Catherine Hacker, Laurie Greenberg, Pam Gerads, Sarah Didrikson, Sarah Evenson, Amy Jorgenson, Karen Reynolds, Neil Simmons, Mariel Piilola, Patti Ploehn, Pam Habeger, Abby Hollander, Carlie Diaz, Tammy Warren, Karen Davis, Wendy Bartlett, Sue Johannsen, Jim


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## A WORD

## From the President of ALAMN (cont'd)

Schroeder, Suzette Allaire, Mark Brauch, Eric Jacobson, Dave Astramecki, Trish Harris, Mary Anderson, Val Studer, Sheila Hoff, Kim Ess, Kathy Hubbard, Laura Broomell, Carlene Holter, Karen Deneen, Ed Heimel and Sandy Callen.

It would be hard to Ignite the Future without recognizing the contributions made to ALAMN

by the 2011-12 leaders whose terms concluded the end of March: Mark Brauch, Cheryl Nelson, Laurie Percy, Colette Caniff, Linda Deering, Gloria Oanes & Ellen Drasin, Tracy Grill, Heidi Sampson Post, Wade Peterson, Jackie Sullivan, Lynn Mattson and Sarah Taylor. I would like to extend a special thank you to Shari Tivy and Chong Lee. Shari is stepping off the Board after a second round. Her passion, vision, leadership and dedication to the chapter are unparalleled. Shari will continue to serve the Chapter as the local liaison for the Region 3 Conference. Chong Lee is concluding her year as President of ALAMN. The Chapter has flourished under Chong's guidance, leadership by example and inclusiveness. Chong will remain on the Board as Past-President.

I would like to extend a personal note of gratitude to my fellow board members past and present; and all past-presidents, chapter leaders and volunteers. ALAMN is an outstand-

ing organization because of your vision, leadership and tireless commitment.

Thank you for taking a few minutes of your day to read this article and for the opportunity to serve our chapter. I am grateful and honored to serve as President of ALAMN.

The image shows a hand holding a tablet that displays the Nexus Information Systems logo at the top. Below the logo are three icons: 'Your Desktop' (Windows 7 logo), 'Your Documents' (document icon), and 'Your Apps' (Nexus logo). Below these icons is text: 'Migrating XP to Windows 7? Need to run Internet Explorer 6 on Windows 7? Engage us at [nexusmn.com/vdi](http://nexusmn.com/vdi)'. Below this text is a YouTube icon and the text 'Search for "Nexus VDI"'. Below that is a 'GOLD' badge and the 'ALAMN' logo with the text 'A Chapter of the Association of Legal Administrators' and '2012 Business Partner'. At the bottom are four icons: 'Virtualization' (blue square with white arrow), 'Storage' (red cylinder), 'Managed Services' (grey head icon), and 'Cloud' (yellow cloud). At the very bottom of the tablet screen is the text: 'Nexus Information Systems | 952.374.5300 [nexusmn.com](http://nexusmn.com) | [marketing@nexusmn.com](mailto:marketing@nexusmn.com)'.



## REPORT

## Corporate and Government Group

By Wendy Bartlett and Sue Johannsen, Co-Chairs

The Corporate & Government Special Interest Group met at noon on March 6, 2012 at the Perkins in Minneapolis off of Interstate 94 and Riverside Avenue. We discussed many topics, including the potential closing of the Southdale Courthouse, its impact on local prosecutors and court schedules, and other options being considered. ALA Membership guidelines and highlights from the recent ALAMN Educational Conference in Minneapolis were also shared and discussed.

The next meeting will take place at noon on Tues-

day, May 1, at the same location.

Meetings are informal, and the topics for discussion are chosen by those in attendance. Please feel free to join us at any time. And remember, you need not be a member of ALAMN to attend meetings.

The Corporate & Government Special Interest Group is co-chaired by Sue Johannsen and Wendy Bartlett. If you'd like more information and/or want to be included on the email list, please call either Sue at 763.494.2150 or Wendy at 612.726.8192.



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## REPORT

## Facilities Management Group

*By Jackie Sullivan, Chair*

The Facilities Management Special Interest Group met on Tuesday, March 20 at Briggs and Morgan. Many thanks to Julie Munneke and Cynthia Trana for hosting our meeting!

Our guest speaker was Gene Kay from ErgoAdvocate. He made a very interesting and informative presentation about ergonomics, including simple adjustments that can be made to desk chairs, computer monitors, and keyboard trays to alleviate common stress points. He also emphasized the importance of moving and changing positions when working for long periods at the computer. He suggested checking his firm's website for further information: [www.ErgoAdvocate.com](http://www.ErgoAdvocate.com).

Our next meeting will be on Tuesday, April 17 at noon. We will have an open discussion, beginning with a review of green initiatives firms may recently have introduced. Our host will be Dean Hinnerichs at Nilan Johnson (400 One Financial Plaza, Minneapolis). Facilities professionals, administrators, HR managers, and others are welcome to attend.

It has been my pleasure to serve as chair of the FSIG over the last year and have the opportunity to get to know many ALAMN participants. Eric Jacobson from Robins Kaplan has graciously volunteered to take a turn as chair for the coming program year. If you would like to be included on the meeting/question list for this special interest group, please contact Eric at [EDJacobson@rkmc.com](mailto:EDJacobson@rkmc.com) or call him at 612.349.0819.



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## REPORT

## Financial Management Group

*By David Astramecki & Lynn Mattson, Co-Chairs*

The Financial Management Special Interest Group met on Wednesday, March 21st, at the offices of Meagher & Geer P.L.L.P. Our host for the meeting was David Astramecki.

Associated Bank, a business partner of ALAMN, gave a presentation on "Fraud Prevention and Best Practices". Neil Purtell, Director of Corporate Security, was on hand to tell the group what types of fraud is affecting Banks and Law Firms most. He also provided insight on methods to

better protect our Firms. We also had Nick Chou, VP Commercial Deposits and Treasury Management, to discuss the AFP payments Fraud Survey and provide additional fraud controls to use.

The next meeting will be hosted by Lynn Mattson at Briggs & Morgan on Wednesday, April 18, 2012.

If you would like to be included in the mailing list, please contact David Astramecki at [dastramecki@meagher.com](mailto:dastramecki@meagher.com).

## Human Resources Committee

*By Abby Hollander & Tracey Grill, Co-Chairs*

The Human Resources Committee met on Tuesday, March 6, 2012, at the offices of Maslon, Edelman, Borman and Brand. The meeting was hosted by Sandy Callen.

The meeting was a roundtable discussion on three topics submitted by our members:

1. How to bring about culture improvements. For example, hearing from people as to how they've developed their culture to be "one of the best places to work" type of organization.
2. Developing core competencies for employees including core technology competencies.
3. Recruiting via social media.

Our next meeting will be held at

11:30 on Tuesday, April 3rd at Lindquist and Vennum.

If you would like to be included on the email lists please contact Abby Hollander at [abby.hollander@gpmlaw.com](mailto:abby.hollander@gpmlaw.com) or Tracey Grill at [tgrill@gustafsongluek.com](mailto:tgrill@gustafsongluek.com). We'd also love to hear your ideas for future topics/speakers.

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## REPORT

## Large Firm Administrators Group

*By Karen Reynolds, Chair*

Jill LaMere of Lindquist & Vennum hosted the March meeting of the Large Firm Group. Discussion included a wide variety of topics including

printer strategies, client extranets, iPad usage and support, and branch offices.

Mary Jo Welter of Maslon will host the next meeting at noon on Wednesday, April 4.

## Small/Medium Firm Administrators Group

*By Patti Ploehn and Pam Habeger, Co-Chairs*

April showers . . . brings Pam Habeger as Co-Chair of the Small/Medium Group! Congratulations Pam and thank you!

On March 15, 2012, the Small/Medium Group heard from Bill Sorenson and Gerald Matykowski from IVDesk. They provided us with a lot of information, including defining "the Cloud", clearing up misconceptions and identifying opportunities within cloud computing.

**Please Note a change in our April / May / June schedule:**

We will not meet in April due to the Annual ALA Education Conference taking place.

In May, we will have a round-table discussion with attendees of the ALA Conference sharing any tips, tricks, tactics and words of wisdom they learned in Honolulu!

In June we will hear from John Guinan, Partner/ Owner of LTC Financial Partners about Long Term Care. John is a long-term care specialist with LTC Financial Partners. Long-term care planning is a passion for John. He has both personal and professional experience with the challenges that long-term care needs pose, and has made it his

primary goal to educate his clients in alternatives that protect assets and assure quality of life.

John has a straightforward approach when consulting with clients, helping them choose personalized long-term care products and providing innovative solutions for their individual needs. He regularly provides education programs for accountants, attorneys and insurance and financial professionals. In addition, John spends a significant amount of time working with employers who are concerned about the effect that long-term care needs may have on a family – both financial and emotional.

The cost to attend the luncheon meeting is \$25 for ALAMN members and \$30 for member guests. The lunch & meeting run from 11:30 to approximately 1:00 PM. We meet at the Town & Country Club in St. Paul. An email reminder is sent to all Small/Medium Group members at the beginning of the month, with meal selections and subject matter.

We have a wonderful group and we love to share ideas, problem-solve, and discuss issues unique to firms our size. If you are interested in attending and not currently on the Small/Medium Group email tree, please contact Patti Ploehn at [pploehn@hennsnoxlaw.com](mailto:pploehn@hennsnoxlaw.com). Thank you!





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## ALAMN Simpson Shelter Meal

Thank you to the following members, business partners and guests who contributed approximately 42 hours of service cooking and serving over 100 hearty meals at Simpson Shelter on March 22, 2012. Appreciative guests enjoyed a crowd favorite of homemade sloppy joes, baked beans, chips, pickles, and baked brownies and ice cream, washed down with ice cold milk. The group was a mixture of seasoned members and first-timers who wanted in on the fun.

Approximately 12-15 volunteers are needed for the next meal service on June 28, 2012. Register on the chapter website to ensure a slot – everyone is welcome!



Mark Brauch, Michele Sauder, BP Brody Geist (Willis)



## ALAMN Simpson Shelter Meal (cont'd)

### THANK YOU VOLUNTEERS!

Mark Brauch  
Laurie Greenberg  
Brody Geist  
Tom Millin  
Cheryl Nelson  
Gena Petrella  
Becca Przetycki  
Marilyn Pyka  
Michele Sauder  
Pat Stender  
Ebony Wilson  
Isaiah Wilson  
Christine Zamora

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Laurie Greenberg and niece Becca



Tracy Johnson

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### **ABOUT CYBER ALA:**

The **Cyber Chapter** exists as a virtual on-line chapter of the Association of Legal Administrators (ALA) and offers all ALA members a collaborative online venue for examination of developments and trends in technology and in management philosophies and practices, as well as to ensure that all chapter members are comfortable with the appropriate incorporation of relevant technologies for personal and professional growth.

### **Sessions to include:**

- Valuable Resources to Save Hard-Earned Profits
- Social Media Policy: Building, Monitoring and Enforcing
- Be Brilliant: Write Winning Email in Less Time
- Is there a Magic Pill? Staying Compliant with PPACA in 2012
- Disaster Planning: Communication and the Crisis Management Team

### **Who Should Attend:**

Cyber ALA members and non-cyber ALA members in the fields of:

- Law Firm Administration Officers
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## Are You a Green Thumb Leader?

By Eileen McDargh

From my home office, I can look out and see my garden. It's loaded with wonderful, terrible sights, sights that mirror much I find in many of our companies. You'd recognize it too.

There are roses speckled with mildew and rust from the fog carried on the breath of El Nino. Weeds have taken over many patches of dirt, despite the fact that I have gone over them with a hula hoe. (For the non-gardener, that's a triangular hoe that saves your back while weeding. Supposedly, you scrub away at the ground, loosening the weeds-and anything else that stands in the way-while leaving the good soil behind.) The rogue cherry tomato plant however has taken off again. Sticky green arms with tiny green/yellow fruit now stretch in all directions. The plant must have been the gift from some bird that dropped a seed as it flew to a nest in the pine tree. I didn't think a cherry tomato would grow in that patch of adobe clay. My feathered seed-sower proved me wrong.

What I must do to get my garden back in shape, to make it world class and ready for the competitive eye of my next door neighbor, is exactly what every leader must do: seed, feed, and weed. How I perform seeding, feeding, and weeding depends upon the season, the unexpected turns of nature, and the makeup of my garden. Walk with me through my garden and you'll see the analogies for our work world.

1. **Consider the "season".** In today's 24-hour, global economy, it would appear that there is no season, anything that distinguishes night from day. Grow, grow. Sell, sell. But the smart leader watches the sky, reads the clouds, and can tell when there are shifts to indicate a new season. Bring products to market at the wrong time or introduce an idea without understanding timing and the "garden" can quickly resemble a piece of scorched earth.

2. **Watch for trends.** Read magazines like Executive Excellence, Fast Company and American Demographics. Subscribe to TrendLetter. Explore new planned communities and see how people are choosing to live. Study mail order catalogs. In these latter two areas, you'll find a move toward "Main Street U.S.A.". Sure, high-speed connections and technology are placed in the home, but new designs incorporate walking paths, close-at-hand stores, and alleyways connecting homes. Technology will be used for information but the technology backlash is for creating places of human, real-time interac-



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## Are You a Green Thumb Leader? (cont'd)

tion. Levenger's, the mail order catalog for unique office and library accessories, features rotary dial phones. The catalog copy reads, "You don't have to program it!"

- 3. Give credence to the unexpected and control what you can control.** The El Nino weather that not only raised havoc with my roses but spawned dangerous storms and opposing draughts throughout the world is an example of our helplessness to control some of our environment. The same thing is true in business. Market turndowns, a coup in Africa, the scandals of a Presidency, an airline strike-you name it-there are many things that can impact our business. A green thumb leader takes all possible precautions and then remains flexible and ready for the unexpected. Scenario planning, a strategy first employed by Royal Dutch Shell, brings experts from a wide range of fields to discuss actions if different scenarios take place. Scenario planning allows you to think out-in advance-various options. In like fashion, my corner of the garage has all the tools, sprays, and plant potions for probable surprises.
- 4. Plant seeds and give space to the sowers.** A green thumb leader knows that it is only through dialogue that ideas can sprout and take root. Instead of jealously guarding "my ideas, my client, my territory", a leader with an eye toward growing a garden takes no ownership but rather seeks to find which seeds have merit. Like the biblical passage, some seeds will wither on rocks or find little moisture in shallow soil. But others will be carried to places where they flourish.

As for giving space to the sewer, consider my vagabond tomato plant. In like fashion, where are the unexpected opportunities that can spring up if allowed to flourish? When newcomers bring ideas from other industries and businesses, are they welcomed or are they rooted out because "that's not how we do things here".

**Feed different plants differently.** Not every plant is fed the same thing, yet all plants must eat. My roses need a systemic for the rust and mildew, along with a topical spray. My oranges just need some citrus fertilizer every now and then. A green thumb leader understands the truism that "nothing is so unequal as the equal treatment of unequals". Just as each voice

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## Are You a Green Thumb Leader? (cont'd)

has its own unique sonogram, each employee, associate, stakeholder needs a unique blend of "food". For some, it's "numbers". "Give me numbers and I thrive." For many, it's the opportunity to learn and advance in knowledge. For others, it's the engaging nature of the work itself that offers fulfillment. One size does not fit all.

**Weeding is backbreaking work.** A hula hoe alone will not suffice. It was not enough to turn over the soil and think that I had emptied my garden of the weeds. In fact, because I didn't bend over and get close enough to the ground, I picked up only the surface "weeds". What I really had managed to do was to churn the stronger ones into a hiding place where they surfaced stronger and more invasive than ever. A green thumb leader hates this part of the task. It means fact-finding. Accountability. And time. Not everything that is "green" belongs in my garden. Not every associate belongs with you. In fact, firing customers at times can also be the healthiest long-term fertilizer for a vibrant business.

**Take time to stop and smell the roses.** I can get so overwhelmed with the "work" of my garden that I forget why I planted it. Just sitting by the side of the garden, watching my neighbors' delight when I deliver bouquets to their doors, or smelling the fragrance in the evening are all the reminders I need. Why have you planted your "garden"? Are there people who delight in the work of your hands? What is the aroma that lingers after you have turned off the lights for the night?

Here's wishing green thumbs for all of us.

Since 1980, professional speaker and Hall of Fame member Eileen McDargh has helped Fortune 100 companies as well as individuals create connections that count and conversations that matter. Her latest book is *Gifts from the Mountain-Simple Truths for Life's Complexities*. Her other books include *Talk Ain't Cheap...It's Priceless* and *Work for a Living and Still Be Free to Live*, one of the first books to address the notion of balance and authentic work. A 59 year-old grandmother, she recently returned from climbing among the highest mountains in the world. Find out more about this compelling and effective professional speaker and join her free newsletter by visiting <http://www.EileenMcDargh.com>.



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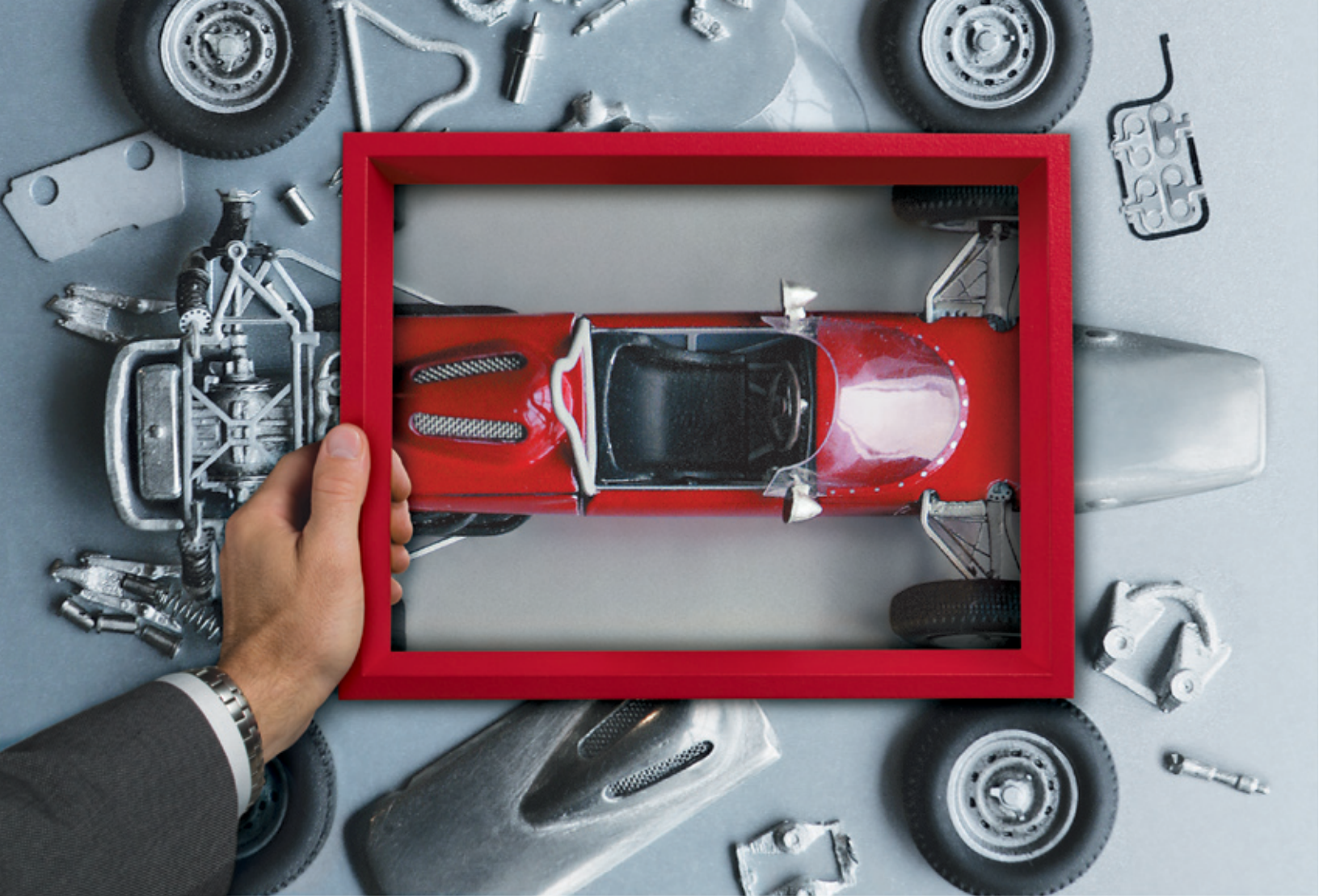
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## MEMBERS

## Job Bank

**Administrator**

Company: Bakke Norman Law Office

**Responsibilities**

- Schedule, attend and prepare agendas and financial reports for shareholder, attorney and staff meetings
- Perform human resources duties for hiring, training and evaluating new employees
- Facilitate interoffice communication and promote consistency in the operation of the three office locations
- Work as liaison with outside marketing companies to implement marketing plans; maintain marketing information and order marketing materials; maintain email and regular mailing lists
- Main contact with company performing outsourced IT support; monitor technology needs; review and maintain leases and maintenance agreements for office equipment; monitor online accounts for fax/email, website hosting and email marketing
- Maintain library inventory and monitor contract for firm's research and electronic subscriptions
- Work independently to solve routine problems and also handle standard requests from inside and outside the firm

**Qualifications**

- 5-7 years in a senior administrative or office management position
- Experience working with sensitive and confidential information
- Ability to organize and prioritize multiple tasks
- Proficient in Microsoft Office 2007 or 2010

and a knowledge of other basic computer software applications

- Excellent written and verbal communication skills; ability to work with a variety of personalities
- Prior law firm experience and experience with basic accounting a plus

**Contact Info:**

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For information about our law firm, visit [www.bakkenorman.com](http://www.bakkenorman.com).

**Director of Office Administration**

Company: Blethen, Gage & Krause, PLLP

The position is responsible for identifying and planning for the changing needs of the firm, development and implementation of overall firm marketing, oversight of general financial responsibilities, personnel administration, facility management, oversight of technology and office equipment, management of firm relations with outside vendors, initiating and directing the implementation of policies as directed by the firm's management committee related to the financial, operational and administrative aspects of the firm and establishing procedures necessary to ensure that all professional and administrative support activities run efficiently and effectively. This includes, in summary: - Managing daily firm operations, including staff utilization and facilities operation,

## MEMBERS

### Job Bank (continued)

and effective communication with partners and staff. - Developing and administering human resource policies and procedures for the firm. - Preparing and reviewing monthly firm financial statements, payroll and payroll reports and other financial reports for the firm, with partner consultation and oversight. - Development and implementation of the firm's marketing strategy and coordinated marketing budget, including management of relationships with marketing vendors. - Managing the firm's facilities and equipment, including use of space, long-term needs and contracts with vendors for equipment, supplies and other services. - Managing contracts with and services provided by information systems management vendors. Qualifications - Four year degree in business administration, marketing, human resources or related degree. - At least four years of experience managing office operations, preferably in a professional services organization. - Excellent interpersonal skills. - Excellent supervisory, management and leadership skills. - Excellent strategic, proactive thinking skills.

#### Contact Info:

Please forward cover letter, resume, references and salary requirements to Julia Ketcham Corbett at [jcorbett@bgklaw.com](mailto:jcorbett@bgklaw.com). A copy of the full job description is available from Ms. Corbett, upon request. Blethen, Gage & Krause is an Equal Opportunity Employer. All qualified applicants will be considered without regard to race, gender, age, national origin, religion or other protected class as defined by state and federal law.

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SEE [www.ala-mn.org](http://www.ala-mn.org) FOR MORE INFORMATION:

- Talent Services Administrative Assistant with Faegre Baker Daniels LLP
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## 2012 Bar Memorial: Remembering Our Colleagues

The annual Bar Memorial ceremony provides an opportunity for attorneys, judges, law firms, and others in the legal community to gather in honor of those who have recently passed away. This year's memorial takes place:

**Wednesday, April 11**  
**from 9:00 to 10:00 a.m.**

At the Thrivent Financial Auditorium, 625 Fourth Ave South, Minneapolis.

Held as a special session of the Hennepin County District Court, the memorial will be presided over by Chief Judge James T. Swenson, who will be joined by the robed Hennepin County bench, as well as justices and judges from other jurisdictions. The main address will be given by Dean Thomas M. Mengler of the University of St. Thomas School of Law.

We invite you and the attorneys in your office to attend the Bar Memorial to gather with those who have recently lost a family member, colleague, or friend and pay respect to these remarkable individuals who proudly served the legal profession during their lifetimes.

The Hennepin County Bar Association's Bar Memorial Committee appreciates your assistance in its ongoing efforts to memorialize Hennepin County attorneys who have passed away. Please let us know of any colleagues who pass away during 2012 who should be memorialized at the 2013 special session. For more information on the Bar Memorial, please contact HCBA Membership Director Joy Hamilton at [joy@hcba.org](mailto:joy@hcba.org) or 612-752-6614. Thank you.

### To Be Memorialized:

|                                 |                           |
|---------------------------------|---------------------------|
| Harold J. Anderson              | Greg J. Moltumyr          |
| Jeffrey Alan Belzer             | Tamara Lynn Hjelle Olsen  |
| Josiah Eschel "Jerry" Brill Jr. | Horace Dale Palmatier     |
| Martin E. Conway                | David Aaron Pyles         |
| Michael Henry "Mike" Cunniff    | Richard J. Raming         |
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| Richard "Dick" Diamond          | Stuart Rider Jr.          |
| Judith Ann Harrigan             | James W. Ronning          |
| Douglas M. Head                 | Royce Norman Sanner       |
| William John Hempel             | Linda Jayne Scheid        |
| William Hershleder              | Jean Seaburg              |
| Dennis "Denny" Johnson          | Hon. John Edward Simonett |
| C. Paul Jones                   | James David Steiner       |
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## Bar Benefit Raises over \$140,000:

### Legal Community, Remains Generous in Tough Economy

On March 8, the annual Bar Benefit gala raised over \$126,000 for the Hennepin County Bar Foundations, and the Volunteer Lawyers Network raised over \$15,000 through its silent auction and raffle held in conjunction with the benefit.

Held at the Radisson Plaza Hotel Minneapolis, the Bar Benefit was an evening of fellowship, fun, and fundraising, attended by over 400 members of the legal community. In addition to providing financial support for legal services, the Bar Benefit also provides an opportunity for the legal community to honor those who have distinguished themselves in pro bono work.

This year's Pro Bono Publico awards were presented to:

- **Anne L. Henry** of the Minnesota Disability Law Center (recipient of the Distinguished Service award, recognizing commitment to pro bono service throughout a lawyer's career);
- **Kate DeVries Smith** of Pauly, DeVries Smith and Deffner (recipient of the award for Excellence in the Private Sector); and
- **Drew P. Schaffer** of the Legal Aid Society of Minneapolis (recipient of the award for Excellence in the Public Sector).

Founded in 1968, the Hennepin County Bar Foundation is dedicated to the mission of ensuring the fairness of, and accessibility to, the legal system by promoting public understanding and confidence in our system of justice. Toward this end, the foundation makes grants each year to community organizations involved in promoting the administration of justice, public legal education and the delivery of legal services to the citizens of Hennepin County.

Over \$1,000,000 in grants have been distributed in the last 10 years, supported in large part by the Bar Benefit, as well as individual contributions from the members of the Hennepin County Bar Association and area firms.



## ALA Webinar for April 2012

### The Role of Legal Administrators in Legal Project Management - Unprecedented Opportunities & Current Challenges (CM)

**Date:** April 18, 2012

**Time:** 1:00 PM Central

In most law firms, lawyers - and legal administrators - know how to manage a case. Few, though, know how to manage a project. But clients are demanding that firms more efficiently allocate resources and provide a clearer time estimate for their work - in short, proactively "manage" their projects ("cases"). To respond to these demands, Legal Project Management (LPM) is becoming an essential tool in today's economically challenging legal landscape - a tool that can, among other things, help you estimate how long different tasks should take based on historical benchmarks and then calculate a combined time estimate for the entire case. There are valuable real world lessons emerging as law firms grapple with how to implement their firms' LPM initiatives smoothly, effectively and within budget.

#### Learning objectives:

- Discuss LPM basics and how legal administrators can play a critical role in developing, implementing and sustaining LPM in law firms
- Describe why clients need and want lawyers who can deliver excellent legal services predictably, efficiently and cost effectively
- Discuss how LPM addresses the needs of clients and drives profitability for firms
- Identify ways in which legal administrators can play key roles in implementing LPM in their firms
- Determine what resources and tools are need-

ed and which best support LPM

**Pamela H. Woldow, Esq.**, General Counsel of Edge International, provides advice to law firms and Chief Legal Officers worldwide on effective management of legal matters. She has particular expertise on alternative fee arrangements (AFAs), RFPs, legal project management and other cost management techniques and initiatives. A Certified Master Coach, Woldow is a prolific blogger, speaker and author of articles on trends in the legal marketplace.

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## New ALAMN Member

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CFO

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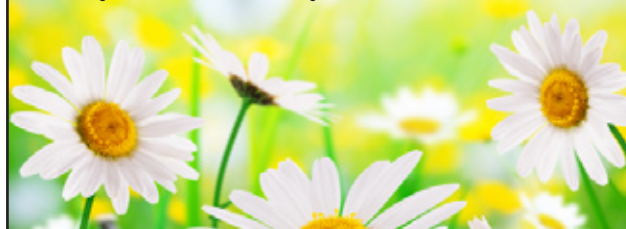
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## MEMBERS

### New Member Profile

#### Gregg W. Steiger, CFO

Bowman and Brooke LLP

##### 1. Quick facts about you:

- Home town? Nisswa, Minnesota
- High school & mascot? Brainerd High School. Warriors.
- College & major? BS in Business from the Carlson School of Management
- Family? Married to my wife Carol for 16 years. Daughter Abby (14), Gus (12) and Ben (10)
- Pets? Golden Retriever named Ole (5 yrs)
- Hobbies? Triathlons, working out, tennis, Minnetonka youth sports.

##### 2. Quick facts about your firm:

- Size? 475 employees. Nine U.S. locations.
- Your main responsibilities: Managing the firm's financial affairs.
  - Favorite? The breadth of the role.
  - Most challenging? Learning a whole new accounting system (cash accounting vs. accrual accounting) and business model.

**3. Why/how did you become a legal administrator?** I worked as administrative manager/controller in Cargill's law department for four years. I really enjoyed the breadth of the role and professional atmosphere. I found it was a good fit with my background and interests in accounting, finance, IT and process improvement.

##### 4. A major issue you/your firm is facing today?

Moving from a corporate environment at Cargill to the legal industry.

**5. What is the best advice you have ever received?** Live in the moment.

**6. I joined ALAMN because?** To learn more about the legal industry and build relationships.

**7. One thing I try to do each day at work is?** Smile.

**8. Others describe me....?** Calm and controlled, honest, trustworthy, hard-working, genuine.

**9. Someday I would like to?** Compete in the Ford Ironman triathlon World Championships in Kona, Hawaii.



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ALAMN members interested in new positions are encouraged to regularly review postings on the ALAMN website. Jobs are posted on the website as soon as they are received; they are not always published in *The Verdict*. The Job Bank is only for those management positions that meet ALA and ALAMN membership criteria. To post a job opening with the ALAMN Job Bank or to place your name on the contact list for future openings, please contact Sheila Hoff, Member Placement Service, at 612-333-3637 or email at [sheila.hoff@lindjensen.com](mailto:sheila.hoff@lindjensen.com).



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