# A’LA CARTE

**3RD QUARTER 2018**

**A PUBLICATION OF THE NEW ORLEANS CHAPTER OF LEGAL ADMINISTRATORS**

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Fall is here which means the crazy holiday season is almost upon us! I, like many others, am a gift buying procrastinator. Yes, I know Christmas falls on the exact same day every year. Yes, I know how to read a calendar. Yes, I am one buying gifts online the week before Christmas praying they get delivered on time! That flaw being confessed, and all kidding aside, the Thanksgiving-Christmas holiday period is my favorite time of year. It's a time of reflection on the year, a time for being thankful for what we have been blessed with, and a time to try and give back some of those blessings to those less fortunate than us.

I challenge you to take a moment to say hello to the stranger on the street, hold a door open for someone, donate those old clothes you haven't worn in years that are hanging in your closet. Call someone you haven't spoken with in a while. Ask someone to lunch. Make our new members (or those less outgoing than you) feel welcome at the luncheons and ALA events. Get involved as a volunteer. But above all else, be kind. Always. You never know what someone else is going through.

Remember: Mentor, Educate and Volunteer.

Melissa Tokar
President, New Orleans Chapter of the Association of Legal Administrators

Congratulations to Linda Soileau, 2017 President of the New Orleans Chapter, for achieving the 2018 ALA Presidents’ Award of Excellence!
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2018-2019 NEW ORLEANS CHAPTER COMMITTEE CHAIRS (Continued)

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<tr>
<td>Patricia H. Christovich</td>
<td>Melissa G. Tokar, President</td>
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  Regional Representative

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  Salt Lake City, UT
  Regional Representative

ALA VOLUNTEER OPPORTUNITIES

In addition to involvement in our local chapter, have you considered becoming more involved at the Association level? Throughout the year, ALA issues calls for volunteers for various ALA committees and leadership opportunities. Visit the ALA Website at http://www.alanet.org/volunteer/ for more information.
2018 Calendar of Events

October 10  Chapter Board Meeting
October 18  General Membership Meeting — Andy’s Bistro
October 18-20  ALA Regional Law Management Conference, Austin, Texas
October 23  Business Partner Appreciation Event for Top Level Sponsors — Landry’s Seafood House
November 9  Membership Half-Day Seminar/Luncheon — Pan American Life Center
November 14  Chapter Board Meeting
December 6  Membership Holiday Luncheon — Windsor Court Hotel
December 12  Chapter Board Meeting

The Membership Committee is actively recruiting new members!

Nancy Beninate
Chehardy Sherman
New Orleans

Clare Ripoll
Cough Partners, LLP
New Orleans

Steven Boutwell
Kean Miller, LLP
Baton Rouge

Rachel Schilling
Lislow and Lewis
New Orleans

Nancy Martin
Riess LeMieux, LLC
New Orleans

If you know of someone in legal management who is not a member of the Association of Legal Administrators, please email Bonnie Aucoin, Co-Chair, at baucoin@steeglaw.com or Darlene Cook, Co-Chair at dcook@gamb.com.
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Speaker Ellen Rains, Attorney with Ogletree Deakins. Ms. Rains spoke on Privacy and Today’s Technology in the Workplace.

Royal Court of Mardi Gras Sponsor Gilsbar. Gilsbar representatives include Margaret Richardson, Nita Gassen & Shelbi Lacombe with NOLA Chapter President, Melissa Tokar.

Speaker Ellen Rains with NOLA Chapter President, Melissa Tokar.
NOLA Chapter Board of Directors Attendees, Darlene Cook, Director-at-Large, Vickie Generose, President-Elect, Tricia Hennessey, CLM, Secretary, Lynn Johnston, Director-at-Large, and Daniel Simpson, Treasurer

NOLA Chapter President-Elect Vickie Generose

NOLA Chapter Members Daniel Simpson, Tricia Hennessey, CLM, Lynn Johnston, Stephen Wolf, CPA, CLM, Vickie Generose, Darlene Cook and Region 4 Director Candace Childress
As our chapter’s President-Elect, I was excited to attend this year’s Chapter Leadership Institute (CLI). My main goal in attending was to “soak up” as much knowledge and insight from others on “How to be a strong, effective and influential President!” More honestly, my main focus was to come away with the answer to the question circling in my head, “What type of President do I want to be?”

In an effort to achieve my goal, I attended a number of sessions focusing on leadership, the expectations of a chapter president and “good ole hindsight” from past presidents.

I also focused my attention on, “How to improve the relationships between Chapter Members & Business Partners?” There are three common goals chapter members & business partners work towards together:

- Building Relationships
- Building Members
- Building Business

In the “Business Partner Design Lab” my group and I explored a number of ways to achieve these common goals. Together with next year’s BP committee, we will review these suggestions and implement the ideas best fitted to meet the needs of our Chapter.

Overall, the CLI conference did what it was intended to do: EDUCATE! It helped me to realize that with the support of my board and committees, next year will be challenging but rewarding.
I attended the 2018 ALA Leadership Institute Conference in Denver July 19-21. As a Board Member and Co-Chair of the Membership Committee, my main focus was to attend as many sessions pertaining to membership as possible. With this goal I was able to attend two very good sessions pertaining to new memberships and the engagement of current members. This insight was given in an open discussion with other ALA Chapter members who were experiencing the same issues as our chapter. In this discussion I learned many interesting reasons why existing ALA members may not attend the monthly meetings and events, and ways to improve current practices. Some solutions and ideas were tossed around during these discussions that could be utilized within our chapter, but in true theory it appears to be an ongoing issue with all other chapters as well. I am hoping to be able to utilize some of the ideas I learned in attending these sessions in Denver to enhance our chapters membership.

Thank you Melissa Chambers of Law Pay for hosting for a wonderful dinner at The Fort Restaurant
The New Orleans Chapter was honored to participate in the Volunteers of America’s Mentoring Children of Promise Program this year led by Victoria King. The program helps children ages 4 to 18—primarily those who have an incarcerated parent—with caring, long-term mentors trained to help them through tough times. Parents’ tight budgets make it difficult to afford everything their kids need for back to school: backpacks, uniforms, lunch to fill their bellies. We were able to supply nearly 150 children in the program with backpacks ensuring that the 2018-19 school year got off to a great start!

Participants included Stephanie Lazar and Emily Kessler from Shuart & Associates, as well as Melissa Tokar, Kristen Kremer, Shanon Chehardy, Bonnie Aucoin, Sarah McHarg, Susana Lopez, Jean Leblanc, Lori Schmitt, Cheryl Innis, and Maggie Anderson.

Shanon R. Chehardy, Chair
Community Connections Committee

Representatives of Shuart & Associates), Shanon Chehardy, Chair, Community Projects, Sheryln Hughes (Program Manager), and
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Like it or not, implicit bias creeps into the hearts and minds of all humans, no matter how well intentioned or how committed to fairness and equality someone may be. Implicit biases are an unconscious product of our encounters from childhood through adulthood, influenced by everything from geographic location, to social class, mental abilities, profession, age, gender, family and marital status. These biases are further colored by our own observations, the media and stereotypes.

It works like this: our brains develop what are called “schema” or mental frameworks to allow our minds to apply shortcuts in sorting data into broad categories for quick mental processing. For example, no matter what shape, the human eye can generally recognize a chair, and an individual need not process and determine what a chair is each time he or she encounters one. The ability to quickly characterize objects and things in one’s everyday life is essential. However, what science is finding is that these schema also operate below the conscious radar, influencing how we see and treat other people and groups, no matter our determination to be fair and objective. These biases have a real impact on individuals who may be associated with a less than favorable implicit association. Police shootings have been the target of much of the discussion around implicit bias in the media. Most recently, as a result of an incident in which two black men were arrested at a Starbucks in Philadelphia after failing to make a purchase and asking to use the restroom, Starbucks closed nearly 8,000 stores for a day to train all employees on identifying and addressing implicit bias.

The impact of implicit bias on employment-related decisions, including in the legal industry, is significant and deserves increased attention. Nextions, LLC performed a study in which it asked law firm partners to review a legal memo written by an African-American male associate and one written by a fictitious white male associate. The two memos were identical. The memo was distributed to 60 law firm partners from 22 firms. Of the 60 partners, 23 were women, 37 were men; 21 were racial or ethnic minorities, and 39 were Caucasian. Half of the evaluating partners received the memo identifying the author as African-American, while the other half received the memo identifying the author as Caucasian. The results of the study showed that the partners rated the memo ostensibly written by the white associate an average of 4.1/5, while those rating the same memo with an African American author rated the memo an average of 3.2/5. Comments about the white associate’s writing included that the associate “has potential” and “good analytical skills,” while the comments relating to the African-American’s writing included “needs a lot of work” and “average at best.”

_________________________

Another study conducted for the American Sociological Review examined law firm’s selection of associate candidates by sending fictitious resumes to the nation’s top firms. Some of the fictitious resumes included extra-curricular activities that traditionally denote a higher class background (university athletic award, sailing team, and interests in polo and classical music), while others signaled a lower class background (award for top athlete on financial aid, first generation college student, track and field, and pick-up soccer). The study found that even though all educational and work-related histories were identical, law firms overwhelmingly favored the higher class man, who received more than four times the number of callbacks. Further studies showed that women from higher class backgrounds were the least favored to receive an interview because they were perceived to be the least committed to a demanding job and most likely to be a “flight risk” because of family obligations.²

These two studies only scratch the surface on the ways in which implicit bias may impact law firm hiring, evaluation and retention. Given these findings, it is perhaps easier to understand why women and minorities represent only 23% and 8%, respectively, of partners at major law firms.³

While the solutions are not easy, there are things ALA members and law firm leaders can do to lessen the negative impact of implicit bias. Best practices for combating implicit bias include: (1) avoiding “first impressions” and “gut response” decision making; (2) slowing down and making more deliberate decisions using objective criteria; and (3) fighting the natural instinct to prefer those who “fit in” or are “like me.”

Every time I have conducted implicit bias training, the response has been overwhelmingly positive. The training, which includes breakout discussions of hypothetical scenarios, allows individuals to express themselves and discuss their own experiences regarding implicit bias. It demonstrates to employees that the company cares about them as individuals and desires to treat everyone fairly, while also recognizing that it is human nature for these biases to exist. And it gives attorneys and staff the tools to recognize, explore and expose implicit bias when they encounter it.

Implicit bias training demonstrates a firm’s commitment to a professional culture that encourages the best in its employees, both at work and in their communities. ALA members should arm themselves and their organizations with the tools to meaningfully address implicit bias to improve employees’ experience and to enhance the legal profession overall.

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Kathlyn Perez is a Shareholder at Baker Donelson practicing primarily in Labor and Employment. In addition to defending companies against employment related claims in state and federal court and before the EEOC and DOL, Kathlyn conducts internal investigations, counsels employers on best practices and provides immersion training on a number of topics including sexual harassment prevention and implicit bias.

3 NALP Report on Diversity in U.S. Law Firms in 2017
AUGUST 2018
EDUCATIONAL LUNCHEON
Metairie Country Club
Remaining a Leader Through Personal Times of Crisis

DeAnna Lyons Lopez, CLM, SPHR, SHRM-SCP
Houston, Texas
ALA Region 4 Representative

DeAnna Lyons Lopez (luncheon speaker) sharing her personal experiences and lessons learned.

Vickie Generose, Speaker DeAnna Lyons Lopez, Melissa Tokar, Chapter President, and Lynn Johnston

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How will your firm replace that senior billing manager who handles conflict checks and invoicing when they retire? How about the collection specialist who knows everything about your client database? Is your firm addressing the evolving role of the legal administrative assistant? Current demographics in most law firms, regardless of size, now make succession planning a critical issue. How will your firm identify and execute the critical steps for effective succession planning within key administrative positions? Are you developing your next generation of leaders? What methods will help you gain the buy-in of the lawyers to the process?

For Whom the Bell Tolls

Our law firms are aging rapidly. By 2020 more than 50% of the legal work force will be over 55. This will be accompanied by a sharp reduction in the available work force between the ages of 35 and 55. These demographics appear to indicate many law firms face a potential 20% reduction among their current staff. However a recent survey confirmed that only 26% of law firms have succession plans in place for their key leadership positions and administrative teams. More than 60% of the law firms claimed to be relying on an informal or ad hoc process if needed.

Effective succession planning usually begins with analyzing the firm’s specific demographic trends. Pending separations from service may be caused by retirement, disability or unfortunately, even death. Many law firms are already operating with minimum staff levels and most positions are already multi-functional. You may have specific strategies to transfer critical operational knowledge of day to day responsibilities among various staff positions who may have little capacity to absorb it. Therefore you may also need an effective plan to fill key positions quickly when members of your senior administrative team leave the firm.

Knowledge succession

Effective succession planning also includes specific strategies to transfer knowledge, not simply functions. Law firms create, use, and store large and valuable amounts of information. Examples include key client details, the firm’s core cultural values, its best practices and even important historical details. This information has recognized value because it includes both knowledge and experience. However this value can be lost if effective knowledge transfer methods are not expanded beyond the occasional one-on-one teaching moment.

Every law firm has a unique defined culture created by the shared values of the people at the firm. These shared values are demonstrated through behaviors that are deemed appropriate and acceptable for creating success at the law firm. The values then become internalized, part of daily routines. The values also help define the expectations of team members who make up the unique culture of each law firm. This is because successful leaders of law firms are most often the role models of the firm’s cultural values.
Leadership Succession

Effective succession planning requires developing future leaders. My experience working with law firm leaders at firms of various sizes has confirmed that they need specific skills to be truly effective in their role. These leaders need to have a financial understanding of their firm and the strategic thinking skills necessary to address increased competition. In other words, law firm leaders need to understand their markets and their firm’s place in them. Effective law firm leaders also need excellent interpersonal and communications skills. This includes both the courage to make tough decisions but also the patience to try and reach consensus. In addition, the most effective law firm leaders have a keen sense of humor. This is significant because lawyers frequently take themselves too seriously and creating a positive culture often requires the prioritization of positive things and injecting appropriate humor is often effective.

Depending on the structure of the specific law firm, there are different ways to transition leadership responsibilities. Assigning specific tasks to future leaders will test their ability to organize and handle projects. These “next generation” leaders should both understand and be involved in as many operational areas and decisions as possible. If the firm has a formal mentoring program, participation by the staff and administrative team may also be helpful.

Obstacles to getting started

Effective succession planning often requires some difficult conversations. Many people prefer to avoid these if possible. However it is usually better to get started rather than agonize over the inevitable. One place to begin the discussion is to focus on actual activity and not our impressions or expectations. What are the practical realities of the succession path? What are realistic timelines and objectives along that path? If possible try to identify some specific activities and avoid being generic or vague. If you are the one who must initiate the discussion, start with the positive. Try to be empathetic and see the situation through the eyes of the other person. Focus on needs, solutions and the details of execution.

Making succession planning a reality

Among my law firm clients, succession planning is rapidly moving from a strategic objective to a competitive necessity. Commencing the succession planning discussions is difficult. It will require changes to common methods and the adoption of new paradigms of success. An effective succession plan of action will need to include knowledge transfer and leadership development as well as competitive adjustments for the market impact of diversity and value migration. However we know that a knowledge advantage means nothing unless you also have an action advantage. Law firm leaders need to be proactive and plan now for the inevitable impact of demographics and time on themselves, their teams and their law firms.

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NOPSIS Hotel
August 23, 2018

Jeff Saint-Saens and Patrick Beahm of Bellwether, King of Mardi Gras Sponsor
with Bobby Douglas, Chair,
Business Partner Committee

Jeff Saint-Saens and Patrick Beahm of Bellwether, King of Mardi Gras Sponsor
with Amy Norman and Bonnie Aucoin

Shanon Hanken, CLM, Teresa Douglas, CLM, Jo Light, CLM, Renee Hymel, CLM
and Michelle Arseneaux with Wes Lemoine of Prosource Insurance Services, Jesters of Mardi Gras Sponsor

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It’s no surprise to anyone that with the popularity and ease of electronic communication, the use of stationery has decreased. However, paper is not dead as was once predicted. And stationery isn’t either. It is simply evolving like other communication vehicles.

**Stationery of Tomorrow**

Stationery, in the broadest definition, includes letterhead, business cards, envelopes, note cards and other personalized materials. It is used to make an impression, to communicate. But did you know that it can also create a connection on a deep and meaningful level? Sensory marketing, or marketing that engages more than one sense affects perception, judgment and behavior. Simply put, giving a prospective client something that they can see, hold and interact with is more memorable than just sending an email. There are many simple ways to join the stationery evolution and create the best impression. Below are just 3.

1. **Stand Out with Great Business Cards**

Many business leaders agree the practice of carrying and exchanging business cards is alive and well. When you hand your business card to someone, that person is now interacting with you on multiple levels. He or she is hearing you speak, maybe looking down at the card and back at you and possibly or just holding the card, flipping it over and playing with it. With so many different senses being triggered, your meeting is sure to leave a lasting memory.

With all the production options today, your card can truly be an ambassador for your brand. Creative designs, double-thick stocks, colored stocks, clipped or rounded corners, two-sided, vertical layouts...the list goes on and on for ways that you can make your business cards reflect your brand and still be professional. Cards that stand out are memorable and get shared with others continuing to elevate your brand.

Pay close attention to the tactile feel of your cards. Is the paper thin or does it have a nice heft to it? When you run your hand over it, does anything stand out or is the paper and print smooth and flat? The sensory impact of your card can create a lasting impression that will impact potential customers.

2. **Make Letterhead More Versatile**

Gone are the days of black ink on cream paper with every partner’s name listed. Firm names have shortened. Brands are now more colorful with over 85% of firms having 2+ color logos.
Take advantage of the more modern, simple branding and letterhead design and create “masthead” letterhead. This type of letterhead features just the firm logo and/or name. You can now use your letterhead to send traditional business communications and use it in other communication vehicles such as proposals as attorney bios and marketing packets as practice area sheets. By just featuring your logo, all the offices and all personnel can print using the same letterhead with different print templates with their specific information (phone, address and even name, title and email). It becomes a multi-purpose sheet that ensures the consistency of your brand with the flexibility of on-demand print.

3. Send Snail Mail with Personalized Note Cards

Are you relying mostly on digital communication – online, email, social sites? If you are like most modern businesses, you are. And actually that’s great! Digital communication is “cheap” and easy. It also touches a mass of contacts at one time. However, it can be hard and expensive to really target specific prospective clients electronically. For those opportunities that require a more personal touch, sending a handwritten note card can send just the right message.

Be bold! Your note cards don’t have to be 3 x 5 folded cards with just your name. They can be configured in all shapes and sizes – flat or folded. You can “flood coat” the back with your firm color and engrave the your name on the front. Or even emboss your logo for an added touch of sophistication. All of these little touches will encourage the reader to touch and feel the card – making their interaction longer, more meaningful and more impactful.

Plus, what says “you are important” and “I value our relationship” more than someone taking the time to find a pen and write a sincere note?

Join the Stationery Evolution

Contact your account manager today to discuss the many ideas on how to join the stationery evolution and see live samples of law firm brands, stationery and marketing materials.

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Everyone hopes their employees are engaged in their work. However, according to a recent poll they probably aren’t.

Engaged Employees are great! They are genuinely more likable, more committed to their work, and are often more optimistic about the companies they work for. While everyone can appreciate employees that are engaged, few companies understand the HUGE impact that employee engagement has upon their business.

Let’s look at the numbers (according to a recent Gallup Meta-Analysis):

Only 29% of employees are Engaged in the average US company (globally the number drops to 17%).

71% of employees are disengaged at work

24% of employees are Actively Disengaged, meaning that they are consciously working against the best interest of their companies.

This is essentially stating that at any given moment, at any given company, half the employees don’t care about the work they are doing or the success of their employer and another quarter of all employees actually hindering their company’s success. These numbers are abysmal! How can any company accept such terrible performance from their team members?

The answer to this question is quite simple: Complacency

Companies have become complacent in their hiring, on boarding, and in their expectations of employees. When did companies begin to accept mediocrity as an acceptable level of performance? So can employees half-heartedly complete their work? Yes, sort of, but at a huge cost to the organizations.

In the same Gallup analysis they compared the top and bottom 25% of the companies with the most and least engaged employees. They found that companies with more engaged employees were:

22% More Profitable

48% Fewer Safety Incidents

28% Less Theft

10% Higher Customer Ratings
All this because the employees at these companies are engaged. They people that work there actually CARE about the organizations that employ them and are committed to their success.

In research conducted by SHRA they found that Committed Employees have 20% Better Performance and are 87% Less Likely to Leave! According to research conducted by the HAY Group: in professional service firms Engaged Employees are 43% More Productive!

If you want an extraordinary company the only way you can ensure success is to focus on obtaining and retaining Engaged Employees!

So how can we combat complacency and sow the seeds of engagement in our organization? How can you eliminate the ever prevalent complacency that is wreaking havoc on our organization’s productivity?

Here are 7 tips for eliminating complacency in your workplace:

1. Mandate Involvement. Don’t let people be wallflowers in meetings. Set a rule that phones cannot be used during team meetings and watch as people find themselves having to actually be involved.
2. Gamify a piece of your team’s work. Find something mundane or monotonous and turn it into a game. People love competition and fun, how can you make something dull into something exciting?
3. Change up the routine. If you have always had Monday morning meetings try changing them to Tuesday or Friday. Breaking routine can be a great way to awaken staff that has been lulled into just going through the motions.
4. Cross train you teams. People can easily become complacent when they do the exact same thing every day. Pick a day every month where your team learns something new about someone else’s.
5. Field trip! I know it sounds sophomoric, but engaging your team in a new environment can be refreshing. There is a rejuvenate quality to stepping outside the one’s common environment and it can help your team re-engage.
6. Set a new, common goal that everyone has a stake in. Putting together a simple task that needs the entire team’s involvement can be a great way to bust out of an organizational rut. Incentivize involvement and make rewards contingent upon the entire team’s participation.
7. Get an outsider. Bringing in an expert to help your team re-engage is a great way to restart your team and build momentum. When facilitated correctly, new ideas and concepts from an authority can catapult your organization out of complacency.
Always look for way to get your team recommitted and re-engaged! If you fail to be vigilant, then complacency will take hold and become almost impossible to unroot. Take the initiative today to help your team overcome the workplace doldrums.

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The way organizations buy has dramatically changed in recent years, creating the need for a consistent, resourceful approach to business development. Nearly every ALA member is directly responsible or involved in the source selection process and having great business partnerships is critical to their firm’s success. Relationships are the foundation for sustained revenue results. It’s about being authentic, generous and intentional. Your mindset as to how you develop these relationships cannot be one that comes from a desire to sell or the “get”. By shifting the focus from selling to serving will give members what they need to solve their problems and build your credibility as a trusted resource and partner. But how?

Listen – The average ALA member is responsible for nearly 100 business partnerships for their firm, so ditch the script or traditional sales pitch. Establish and open dialogue with the goal of an authentic connections. Ask good questions and listen to the answers. Look for opportunities to offer help.

Seek to understand – let the member know they are being heard by becoming knowledgeable about their big picture situation (priorities, goals and objectives). Reference other customers you have in similar situations. ALA members rate member reference as a leading reason for their source selection, so create ALA advocates among your customer base.

Provide solutions – if a business partner listens to a member’s problems they can provide a range of possible solutions. This range may or may not include the business partner’s product or service, but it might also include an introduction to another business partner or the sharing of insight that will help the member advance their goals. By embracing this type of generosity in a targeted way, it creates a positive experience, builds your reputation as resourceful and client-focused, and will lead to referrals and sales down the road.

Plant seeds – focus on the long game. Some sourcing decisions can have 18-24-month decision-making cycles. By establishing themselves as a resource, a business partner will be able to anticipate future solutions through conversations that engage members on a deeper level. Abandon the “pain point” selling philosophy to create a quick purchasing decision. This is rarely in the member’s best interest and creates those negative “vendor” stereotypes. Rather, think service instead of sales which will create an experience that focuses on generosity and providing solutions to problems that need to be solved. Become a student of ALA and learn the topics and issues our member firms are facing each day. ALAnet.org and Legal Management magazine offer opportunities to get connected through social networks and subscriptions.

Can you envision what your engagement with ALA members would look like under this different paradigm of service not sales? It’s a game changer. Your generosity will develop relationships with decision-makers. You’ll learn about their challenges and goals. You will build your credibility as you position yourself as a resource of information and expertise. While these acts of generosity may not lead to immediate sales, they establish you as a source of solutions and as a person invested in the member’s success.

ABOUT THE AUTHOR: Katie Bryant, CLM, serves as the Chair of ALA’s Business Partner Relations Project Team. She is the Executive Director of Udall Shumway PLC in Mesa, Arizona.
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Melissa Tokar, Chapter President, Speaker Kathlyn Perez of Baker Donelson, and Vickie Generose, President-Elect

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2018 Annual Retreat was held September 14 – 15, 2018 at the Beau Rivage in Biloxi, MS. Our theme this year was Cowboys and Cowgirls. We started with a cocktail party followed a delicious dinner. Looking around the room, you saw cowboy hats, boots, cowgirls, sheriffs and outlaws. Thank you to all who participated in the Costume Contest, Rope Toss, Pin the Tail on the Pony and Line Dancing contest. Special thank you to our line dance teacher – Cheryl Innis. The DJ kept the tunes spinning all night and the dance floor was seldom empty. It was a great night of socializing with friends old and new, dancing, singing and great fun. The following morning after a wonderful breakfast, we attended our educational seminar. The guest speaker, Joshua M. Evans is a best-selling author. His topic was A Culture of Engagement – Enthusiasm Now. His enthusiasm was contagious. We all learned how to be more engaged in our jobs and our life.
Denise Abadie  
Member, Retreat Committee

As this was my 2\textsuperscript{nd} ALA retreat but my 1\textsuperscript{st} time being on a committee, I was asked to write something about my experience. Well, it was an exciting event! I thoroughly enjoyed assisting Carrie Dunn and Kerri Caputo in the planning process. I can’t imagine that any of the 60 or so attendees for the Friday evening dinner and cocktails did not have a great time. Yeehaw... right! Joshua Evans gave an amazing talk on Saturday. His personality seem to set a “spark” in a few people but that is not necessarily a bad thing. He was entertaining, enthusiastic, and positive and I believe he was able to get his point across.... he kept many of us engaged in his presentation even after a LONG night of dancing and socializing.

I was asked at the end of my first retreat if the event was what I had expected it to be. My answer was NO. As a brand new member of the ALA, I was welcomed by everyone at the retreat as if I had been part of the Association for years. This year, just having been a member for 1 year, I feel that I am part of the ALA Chapter. I can only hope that other organizations, legal and non-legal, have as much fun and as much comradery as there is with our ALA Chapter. Thank you for allowing me to work on the Retreat Committee and to have fun!
Teresa Douglas, CLM, Jo Light, CLM, Debbie DeRouen, and Carrie Dunn, CLM

Drew Lukinovich, Ray Lightell, CLM, Bobby Douglas, and Jeff Saint-Saens and Patrick Beahm of Bellwether, King of Mardi Gras Sponsor

Drew and Mayra Lukinovich

Ray Lightell, CLM

Debbie Rivolo, Gerri Walters, Darlene Cook and Karen Toepfer

Linda and Ike Soileau

Catherine Johnson, Bonnie and David Aucoin
Pin the Tail on the Donkey
Winners: Kevin Randazzo, Ray Lightell and Scott DeRouen

Rope Toss
Winners: Carol Abadie, Daniel Simpson and Patrick Beahm, Bellwether, King of Mardi Gras Sponsor

Line Dance Teacher
Cheryl Innis
Dance Contest Winners:
Gerrl Walters and Rebecca Lapeyrouse

Costume Contest
Winners: Carrie Dunn, CLM and Patrick Beahm of Bellwether, King of Mardi Gras Sponsor

Door Prize Winners:
Carlotta Duhe
Cheryl Innis
Jo Light
Kevin Randazzo
Patty Vickers
Ray Lightell
Shanon Chehardy
Vickie Generose

Josh Evans (Speaker) and Daniel Simpson
"A Culture of Engagement
Why and how to build a passionate, engaged team."
By: Josh Evans

Vickie Generose, Ginnie Blake, Jo Light, CLM, Joshua Evans (Speaker),
Melissa Tokar, Chapter President, Tricia Hennessey, CLM, Daniel Simpson,
and Linda Soileau

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the New Orleans Chapter.
Many times we want to edit a document that has been converted from PDF to Word. Unfortunately, the document has formatting that causes us problems with editing. The same problems occur when a WordPerfect document has been converted to Word.

**Deleting Section Breaks**

One of the problems is that there are section breaks instead of page breaks. In a short document, you can just delete the section breaks, but in a long document Find and Replace is a more efficient way to clean up the document. To Find and Replace section breaks:

1. Press CTRL + Home to place the cursor at the top of the document.
2. On the Home Tab, click the Replace button on the far right of the ribbon.
3. Click the More Button toward the bottom left of the screen.
4. Then click the Special Button and select Section Break from the list.
5. Leave the Replace with Field blank.
6. Click the Replace All Button.
7. Click the OK Button for the number of replacements made, then click the Close Button.
Fixing Pagination Options

Pages may be breaking too short or it appears that the page size is too small. This is caused by Keep with Next and other pagination options being set improperly by the scanned or former WordPerfect document. To remedy it:

1. Select the entire document by pressing CTRL + A.
2. On the Home tab, click the Paragraph Launch Button.
3. Click the Line and Page Breaks Tab.
4. Click the Check box for Widow/Orphan control to have it checked.
5. Double click each of the other boxes to deselect them. The square in each box indicates that some paragraphs have the item checked and others do not have the item checked.

Clear the Document Pre-fix

To ensure that the document is absolutely trouble free for editing, a new document pre-fix must be established.

1. Select the entire document by pressing CTRL + A.
2. Copy the selected text.
3. Open a new blank document.
4. Right mouse click.

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