



Gateway (St. Louis)
A Chapter of the Association of Legal Administrators

Gateway Connection

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Association of Legal Administrators – Gateway Chapter

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From the President, Mary Jennings

My term as the Gateway Chapter President is closing and it’s been a rewarding opportunity for me. At our last monthly meeting, someone made the comment “How did you find time to serve on the Board?” The opportunities, friendships and encouragement ALA and especially the Gateway Chapter members have provided me far outweighs that time commitment. I am a better administrator having served.

The Chapter has lots to celebrate as we end the 2009 – 2010 Chapter year!!!!

Meet me in St. Louis for the Region 3 Conference far exceeded the expectations of ALA International. The Legal Forum brought a nationally recognized program to our Chapter members on disaster awareness. Ross Fishman of Fishman Marketing in Chicago



Jennings

traveled to St. Louis to address our managing partners and member firms on being creative and taking that next step in marketing and business development initiatives.

The Chapter continued to give back to the Community through the 1,300+ Easter baskets donated through Operation Bunny Hop and the ongoing success of the trivia night. Through a “Night at the Prom” theme, the trivia night raised over \$13,000 for Shriner’s Hospital and the Ronald McDonald House. Our diversity and bar relations committees made inroads in developing relations with diverse communities within the legal field.

The Board was unsure of what 2009 would bring for our business partners. They came through for our organization through their sponsorships and a sold out vendor fair.

This year we transitioned from printing and binding to the star war age with an electronic salary survey and electronic business partner directory. The Gateway Chapter website is one click away to your local and national resources.

Finally, the *Gateway Connection* keeps us connected with the Chapter even if we miss a monthly meeting.

Through the leadership of our membership committee promoting all of these resources and opportunities, the Chapter maintained over 90% of its members.

I cannot say enough about the commitment and dedication of our Board members, the Committee Chairs and all the supporting Gateway Chapter members.

I look forward to sitting on the sidelines and supporting the 2010–2011 Board as they continue to grow and enhance our Chapter.

Catching Up With...Joan Gleich!

Joan Gleich, CLM is the Co-Chief Operating Officer of Husch Blackwell Sanders LLP. She has been an ALA member since August 7, 1985. We recently quizzed Joan for the “Catching Up With...” section, and her answers are below.



Gleich

1. My main responsibilities are...*(along with my Co-COO), all of the administrative and day-to-day operations of the firm in all offices, plus other things that are delegated by the Co-Chairs of the Firm.*
2. I became a legal administrator when...*I thought it was time for a change from public accounting; but to be honest, this job found me. I was not specifically looking for a position in legal administration when I started in this field. But the planets must all have been in alignment for me because I have been with the same Firm (thru all of its growth and change) for over 25 years and I still love it.*
3. The thing I like best about being a legal administrator is...*the ability to have an impact on the development of the business, but I also enjoy getting to know all the people in all of our offices*

and learning what works for them and what presents challenges to them so that we can help them feel more connected to the whole organization.

4. The thing I like least about being a legal administrator is...*watching people keep tabs on each other and adjusting their performance based on what other people do (or don't do). This may not be unique to law firms – but it's something I could do without.*

5. The hardest situations I have had to deal with...*always involve a person whose personal sense of entitlement and importance is out of proportion with reality.*

6. As a legal administrator, I never thought I'd have to...*I had no idea what a legal administrator was supposed to do or not do when I first started, and over the years I have never been surprised by anything that was required.*

7. The best advice I'd received from a fellow legal administrator is...*"There are countless differences of opinion about how anything could or should be done; is this the hill you want to die on?"*

8. To be successful, legal administrators have to be...*open-minded, exceptional communicators who can interact with anybody at the perfect level for the other person in the interaction (this does not mean that everybody is treated in the exact same way); successful administrators have to be able to learn from their mistakes the first time and anticipate the needs of the lawyers and the firm so they will become known as proactive rather than reactive managers.*

9. I decided to join the ALA because...*I had no previous experience in the legal profession, and I needed information. It was a good organization for that then – and the resources today are far more extensive.*

10. My impression of the Gateway Chapter is...*that it is a far more dynamic organization than when I was involved in Chapter management a number of years ago. I find that there are a lot of people that I don't know, but wish I did. My travel schedule takes me out of St. Louis every Wednesday, so I have not been able to participate locally in the monthly meetings as I have in the past.*

11. Before I became a legal administrator I...*was a CPA practicing in the Audit Division of Arthur Andersen & Co.*

12. I think legal administrators are important to the legal industry because...*they bring business discipline and analytic skills to the table that help the lawyers understand their businesses better - and they help the lawyers make decisions and interpret the results of those decisions, so that better decisions can be made in the future.*

13. I knew I was in the right profession when...*I was happy with the job year after year and knew that if I ever changed jobs it would be in the same industry.*

14. In the office, I try to set an example by...*being calm, conscientious, consistent and committed to the Firm.*

15. I try to encourage my staff to...*push themselves to perform better than the average so that they will always stand out from the crowd (I often tell them that if it was easy – anybody could do it) and to stay focused on the goal (whatever that might be in the particular situation).*

16. If I were not a legal administrator I would be...*an artist or a writer – something that could be done anywhere.*

17. In my spare time I like to...*travel, read, work out (spinning and pilates are my favorites), and shop the I-tunes store.*

18. If I could change one thing about myself it would be...*to let my funny side come out a little more – I am pretty serious most of the time.*

19. Three words that best describe me are...*tenacious, loyal, insightful.*

20. My plans for the next 20 years include...*transitioning to some other way to spend my days – but I can't see myself retiring!*

21. My family is...*My husband, Joe, and I have no children of our own. I have two sisters and sixteen brothers/sisters-in-law who have blessed us with seven godchildren and about twenty nieces and nephews, so I get in quite a bit of “kid time”. There are no pets in our house – they would have to feed and walk themselves, which doesn't work very well!*

22. The biggest change I've seen in the legal industry is...*technology, of course, which has had a huge impact on the way we get things done, but it's almost surprising that the structure of the organization and the way legal services are delivered hasn't changed as much as we might think, or wish, would have happened. Consultants say globalization, the economy and the clients will have much to say about that in the next few years.*

23. The most challenging part of being a legal administrator is...*learning how to decide which “crises” are real and which just need a little time to work themselves out; and which ones need your involvement and which ones don't. It's also challenging to Legal Administrators to find ways, and the time, to maintain their own good attitude and good health. There are many competing areas of responsibility, all want the best effort and it's hard to be calm in the center of the storm of activity and competing demands.*

24. On my dream day off from work I would...*fly to Paris for lunch – you may as well dream big!*

ALA Annual Conference & Exposition Set for May 3-6, 2010

The ALA Annual Conference & Exposition is being held May 3-6, 2010 in Boston, Massachusetts. Additional information is available at <http://www.alanet.org/conf/2010/default.html>.

Don't forget that the Gateway Chapter has scholarships available for members who qualify. Please contact Lisa Lange at llange@stinson.com for information regarding scholarships.

ALA Value in Partnership (VIP)SM Program

Information taken from ALA web site

ALA's Value in Partnership (VIP)SM Program provides discounts and special benefits from the following organizations:

- ABA Retirement Funds
- Allied Van Lines
- Bank of America
- Daryl Flood Mobility Solutions/Agent for Mayflower®Transit
- GLJ Benefit Consultants, Inc.
 - John Hancock Life Insurance Company
 - Principal Life Insurance Company
- Grand & Toy (Canada Only)
- The Gunlocke Company (Office Furniture)
- OfficeMax® Legal Solutions
- Quill.com
- Robert Half Legal
- Thomson Reuters myPay Solutions
- United Parcel Service

Additionally information can be found at <http://www.alanet.org/members/prog.aspx>

As Seen on the Listserv

The Chapter's listserv is an excellent resource for information. If you are not on the listserv and would like to be added please contact Marie Vogt (mmvogt@lashlybaer.com).

Below is a recent exchange, as seen on the listserv.

Question: We are in the process of redoing our office lease. The landlord would like to insert language that allows for temperatures ranging from 68-79. Can you share with what you have in your lease if anything on this subject? Thanks.

Response 1: We do not have anything in our lease. Our facilities are computer controlled with digital sensors which can be preset with a 5 degree range. Most are set between 68-73 and some based on area and employees are set between 70-75.

Response 2: Our lease only vaguely states "heated or refrigerated air conditioning at such temperatures and in such amounts as are standard for comparable buildings in the vicinity of the building." In a prior building, we had issues and argued with the landlord that 78-80 degrees was unacceptable.

Gateway Chapter Vendor Appreciation Event Held February 25, 2010

The Gateway Chapter held its annual Vendor Appreciation event on February 25, 2010 at Thompson Coburn LLP.

The luncheon food was ordered from various chapter vendors who provide catering services. Cheri Meier welcomed attendees and spoke of the important of our vendor relationships.

Jill Sickmann, of Mid-America Coffee Service, Inc. and a member of the Chapter's Operation Bunny Hop Committee, spoke to attendees about the project. Other committee members wore rabbit-eared headbands to advertise the event.

Attendees commented very favorably on the strong turn-out, excellent food, and opportunity to mingle in a relaxed environment.





Did You Know?

There has been a change in the Missouri ethics CLE requirements. Missouri was requiring three hours of ethics credit every three years. The new rule requires two hours of ethics credit every year, and it applies to the current compliance period (7/1/09-6/30/10). Missouri is allowing ethics credit obtained July 1, 2008 and forward to count toward this compliance period. The requirements for newly admitted lawyers have also changed. More details are at <http://www.mobar.org/621efcd5-1aa9-444e-b7be-1ea5a8d2f2c9.aspx>.

Gateway Chapter Anticipating Platinum Level Presidents Award

The Gateway Chapter has submitted its documentation for the Platinum Level of the Presidents Award of Excellence. The Award is named in honor of ALA's Past Presidents and recognizes chapters for their efforts in effective chapter management.

Chapters receive points toward chapter management work such as hosting professional development programs in various educational areas, holding retention and recruitment campaigns, having an orientation and mentoring program, meeting ALA deadlines, etc. A total of 6,325 points is possible. The Platinum level is the highest of six levels and requires a minimum score of 6,000 points.

The ALA is reviewing the submission for approval. The Presidents Award of Excellence will be presented at the Chapter Awards Reception on Monday, May 3 at the ALA Annual Conference in Boston.

Gateway Chapter Submits Materials for Six Awards

The Gateway Chapter has submitted documentation for six chapter awards: Education Excellence, Recruitment & Retention, Newsletter Excellence, Chapter Web Sites, Achievements in Diversity, and Visibility.

For most awards the Chapter is competing in the large chapter category (101+ members). Awards will be given in each size category for first place, second place, third place and honorable mention.

The Education Excellence award will be presented to one program in each of the five educational areas. Chapter size is irrelevant for that award.

Awards will be announced at the Chapter Awards Reception on Monday, May 3 at the ALA Annual Conference in Boston.

Jennings Obtains SPHR Certification

Congratulations to Mary Jennings for obtaining the Senior Professional in Human Resources (SPHR) designation. Mary passed the SPHR exam, which focuses on the strategic and policy-making aspects of domestic human resources management.

According to the HR Certification Institute, an ideal SPHR candidate 1) designs and plans rather than implements; 2) has extensive knowledge of all aspects of human resources and ultimate responsibility in the human resources department; and 3) has four to eight years of progressive exempt-level (professional) experience.



Jennings

Congratulations, Mary!

Full Course Ahead to Certification.....

by Sue Powers, ALA's Education Staff Writer and Program Administrator. You can reach her at spowers@alanet.org.

Fulfill *ALL* of Your Certified Legal Manager (CLM)SM Application Education Requirements at ALA's 2010 Annual Conference in Boston!

Are you planning, thinking, or perhaps just dreaming about becoming a Certified Legal Manager (CLM)SM some day? That dream may become reality sooner than you think, for you can now complete *ALL* of your general education credits requirements at this year's Annual Conference!

ALA's Annual Conference in Boston offers a full menu of courses specifically designed to allow you complete all 10 hours of the education required of everyone applying to take the CLM exam.

Whether you are a Principal Administrator or a Functional Specialist*, such as an HR Manager, Financial Manager, etc., with a bit of planning you can fulfill:

- A **100%** of the educational requirements required of *all* applicants in each of the five Management Categories

- Scads of education that fulfill the additional 15 hours required of Functional Specialists
- And all the education you earn in Boston in 2010 is good for 24 months!

To help manage and maximize your schedule, check out the **CLM Course List** below.

Date	Time	Code	Title	Minutes	Management Category
Monday 5/3/2010	8 – 9 a.m.	CM10	Keynote Address - Fun Works! The Power of Humor in the Workplace	60	Organizational Development Skills
	10:30 – 11:45 a.m.	OM10	Time Management in the Electronic Age	75	Self-Management Skills
	2:15 – 4:15 p.m.	CM13	Writing to Influence Outcomes	120	Writing Skills
	4:30 – 5:30 p.m.	CM14	Being Smart Isn't Enough – Business Etiquette that Builds Positive Relationships	60	Self-Management Skills
Tuesday 5/4/10	8:00 – 10:00 a.m.	CM20	Seize the Day, Not the Podium	120	Communication Skills
	8:00 – 9:30 a.m.	CM21	Developing Your Leadership Roles	90	Organizational Development Skills
	11:00 a.m.-12:15 p.m.	CM22	Immunity to Change- How to Overcome It	75	Self-Management Skills
	2:30 – 4:30 p.m.	CM23	Developing Authentic Leadership for Professional Success	120	Organizational Development Skills
Wednesday 5/5/10	8 – 9:30 a.m.	CM33	Brezina Memorial General Session - The Adventure of Change: Timeless Certainties for Uncertain Times	90	Self-Management Skills
	10:45 a.m. – 12:00 p.m.	FM30	Financial and Operational Dashboards	75	Information Technology
	10:45 a.m. – 12:15 p.m.	CM30	Safe Stress!	90	Self-Management Skills
	10:45 a.m. – 5 p.m.	CM31	Leading and Managing Change and Alignment in the Law Firm	255	Organizational Development Skills
	10:45 – 12:15 p.m.	HR30	Communicating Benefits to Reach and Engage Employees	90	Communication Skills
	2:15 – 3:30 p.m.	HR34	Changes in Latitudes, Changes in Attitudes	75	Self-Management Skills
	2:15 – 5 p.m.	CM32	Effective Negotiation Techniques	150	Organizational Development Skills
	2:15 – 5 p.m.	OM32	Excel®: PivotTables and PivotCharts	150	Information Technology
Thursday 5/6/10	8 – 9:30 a.m.	CM40	Hey You! Listen Up!	90	Communication Skills

Annual Conference is always a great opportunity to make new connections, deepen existing ones, and get useful and timely education you can take back to the job. This year's Annual conference also a great place to start on your path to certification. And once you've fulfilled all your education requirements for the CLM application, you're nearly there!

As Michael Steiner, CLM, Principal of Steiner & Associates has noted, “Regardless of the results, the CLMSM process is one that can benefit everyone. Is it hard work? Yes. Is it a challenge? You bet. A commitment? For sure. Worthwhile? Without a doubt!”

So start planning now. Exams are being offered in the fall in Dallas, San Diego and Philadelphia on September 30, 2010 (application deadline of August 12, 2010), or perhaps you have your eye on the May 22, 2011 annual conference in Orlando (application deadline of March 31, 2011).

Whatever exam date you're planning for, you won't want miss this opportunity to start the application process in Boston, and *finish it there too*.

We look forward to seeing you there!

*see page 17 of the CLM Information & Application Packet at www.alanet.org/clm

New Chapter Officers Sworn In

The Gateway Chapter swore in new officers on March 17, 2010, with their duties taking effect on April 1, 2010. The new officers are:

- President - Angela Louis, Rabbit, Pitzer & Snodgrass, P.C.
- President-Elect – Donna Sobkoviak, Summers Compton Wells PC
- Vice President – Julie Hill, Husch Blackwell Sanders LLP
- Treasurer – Lisa Lange, Stinson Morrison Hecker LLP
- Secretary – Patty Barbachem, Thompson Coburn LLP
- Past President – Mary Jennings, Sandberg, Phoenix & von Gontard, P.C.

ALA President Susan French Koran attended the meeting and administered the oath to the new officers. She also provided attendees with an update of ALA activities.



Officers (l to r) Mary Jennings, Patty Barbachem, Donna Sobkoviak, Angela Louis, Julie Hill and Lisa Lange with Susan French Koran after the swearing-in



Susan French Koran speaks to attendees

2010 Operation Bunny Hop a Success

Operation Bunny Hop is an annual Chapter event held to assemble and donate Easter baskets to underprivileged children who wouldn't otherwise receive them. This year's event was held on

Friday, March 19. Participants assembled 1,614 baskets, and collected donations in excess of \$3,350!

Ana Helton chaired the committee and committee members were chapter members Andrea Conley, Lisa Lange, Donna Sobkoviak and vendors Jill Sickmann (Mid-America Coffee Service), Lori Hill (Aramark), Jamie Case (Pohlman Reporting), Ryan Quinn (Pohlman Reporting), Wanda Mohan (Des Peres Graphics) and Heidi Grosch (IKON Office Solutions)



Finished Easter baskets await final packaging



Volunteers assemble baskets



Participants pause for a group photo

Calendar of Upcoming Events (2010 through 2012)

2010

April 21, 2010

- Program: ALA National Webinar – Administrator’s Role as Coach in a Multi-Generational Workplace
- Speakers: Judy Hissong and Camille Grabowski
- Downtown Location: Greensfelder, Hemker & Gale, 10 S. Broadway, Ste 2000
- Clayton Location: Husch Blackwell Sanders, 190 Carondelet Plaza, Ste 600

May 2, 2010

- Program: ALA National Certified Legal Manager (CLM) Exam
- Location: Boston, Massachusetts
- Contact: Lisa Mikita, ALA Headquarters

May 3 – 6, 2010

- Program: ALA National Annual Educational Conference & Exposition
- Location: The John B. Hynes Veterans Memorial Convention Center
- Contact: Kathleen Rossell, ALA Headquarters

May 19, 2010

- Program: ALA National Webinar – The Social Networking Revolution
- Speaker: Ross Fishman
- Contact: Rosemary Shields, ALA Headquarters

June 14-16, 2010

- Program: ALA Essential Competencies for Legal Administrators
- Location: Grand Hyatt, Denver, CO
- Contact: Lisa Mikita, ALA Headquarters

June 16, 2010

- Program: ALA National Webinar – The Keys to Develop and Implement the Firm’s Dreaded Strategic Plan
- Speaker: John Remsen
- Contact: Rosemary Shiels, ALA Headquarters

June 25-27, 2010

- Program: ALA Chapter Leadership Institute
- Location: Caesars Palace, Las Vegas, NV
- Contact: Nicole Larson, ALA Headquarters

July 21, 2010

- Program: ALA National Webinar – Legal Risks to Assessing Candidates by Social Network Sites
- Speaker: Shelly Freeman, J.D., HROI
- Contact: Rosemary Shiels, ALA Headquarters

August 13-14, 2010

- Program: ALA National-Board of Directors Meeting
- Location: Marriott Portland Downtown Waterfront, Portland, OR
- Contact: Nicole Larson, ALA Headquarters

August 18, 2010

- Program: ALA National Webinar – Law Firm Profitability Enhancement
- Speaker: Richard Turnbow
- Contact: Rosemary Shiels, ALA Headquarters

September 15, 2010

- Program: ALA National Webinar – Electronic Records Management: How to Manage Your ESI in the 21st Century
- Speaker: Dana Moore
- Contact: Rosemary Shiels, ALA Headquarters

September 23 – 25, 2010

- Program: ALA National Large Firm Administrators Retreat
- Location: Barton Creek Resort & Spa, Austin, Texas
- Contact: Lisa Mikita, ALA Headquarters

October 15-16, 2010

- Program: ALA Region 3 Educational Conference & Exposition
- Location: The Drake Hotel, Chicago, IL
- Contact: Jane Mundell, ALA Headquarters

November 5-6, 2010

- Program: ALA National-Board of Directors Meeting
- Location: Renaissance Pittsburgh Hotel, Pittsburgh, PA
- Contact: Nicole Larson, ALA Headquarters

2011

January 2011 2011 Nominating Committee Selection & Meeting

February 16, 2011 2011 Slate of Officers presented to Membership

March 16, 2011 Election of 2011-2012 Officers

May 23 – 26, 2011

- Program: ALA National Annual Educational Conference & Exposition
- Location: Orlando World Center Marriott Resort & Convention Center, Orlando, Florida

2012

January 2012 2012 Nominating Committee Selection & Meeting

February 15, 2012 2012 Slate of Officers presented to Membership

March 21, 2012 Election of 2012-2013 Officers

April 23 – 26, 2012

- Program: ALA National Annual Educational Conference & Exposition
- Location: Hawaii Convention Center, Hilton Hawaiian Village, Honolulu, Hawaii