

June / July 2018  
Vol. 2018, No. 3



# HUMAN RESOURCES

**DON'T MISS:**

**Pg. 6**

Just Do It!

**Pg. 17**

President's Column

**Pg. 18**

Appreciation

## TABLE OF CONTENTS

### EVENTS

- 5 Calendar of Events
- 10 ALAMN Summer Social
- 16 ALAMN 4th Annual Career Fair a Huge Success
- 16 ALAMN Diversity Scholarship Award
- 16 June General Meeting

### MEMBERS

- 3 2018 - 2019 ALAMN Officers & Directors
- 4 2018 - 2019 ALAMN Committees & SIGs
- 9 Got CLM?
- 17 Welcome New ALAMN Members

### COMMITTEES

- 11 Financial SIG Meeting
- 12 Small/Medium Firm SIG
- 14 Community Service Committee – COOKIE CART

### COLUMNNS

- 6 Just Do It!
- 17 President's Column
- 18 Appreciation
- 20 Dear Laura Advice Column

### JUST FOR FUN

- 14 Know Your Legal Jargon

### MORE INSIDE

- 8 2018 ALAMN Business Partner Sponsors
- 22 Advertisers in this Issue

## 2018 - 2019 ALAMN OFFICERS & DIRECTORS

### OFFICERS



#### PRESIDENT

Abby Rooney, PHR, SHRM-CP  
Foley & Mansfield  
612.216.0369  
[arooney@foleymansfield.com](mailto:arooney@foleymansfield.com)



#### PAST PRESIDENT

Sarah Evenson, JD, MBA  
Barnes & Thornburg LLP  
612.367.8717  
[sarah.evenson@btlaw.com](mailto:sarah.evenson@btlaw.com)



#### PRESIDENT-ELECT

Jessica Gerhardson  
Monroe Moxness Berg PA  
952.885.5999  
[jgerhardson@mmblawfirm.com](mailto:jgerhardson@mmblawfirm.com)

### DIRECTORS



#### ADMINISTRATIVE DIRECTOR

Jessica Johnson  
Zimmerman Reed LLP  
612.341.0400  
[jessica.johnson@zimmreed.com](mailto:jessica.johnson@zimmreed.com)



#### COMMUNICATIONS DIRECTOR

Tracey Grill  
Gustafson Glueck, PLLC  
612.333.8844  
[tgrill@gustafsonglueck.com](mailto:tgrill@gustafsonglueck.com)



#### EDUCATION DIRECTOR

Tracey Johnson  
Eckland & Blando LLP  
612.236.0163  
[tjohnson@ecklandblando.com](mailto:tjohnson@ecklandblando.com)



#### FINANCE DIRECTOR

Kim Pepera  
Eckberg Lammers, P.C.  
651.351.2129  
[kpepera@eckbergammers.com](mailto:kpepera@eckbergammers.com)



#### MEMBERSHIP DIRECTOR

Kelly Thaemert, CLM  
Hellmuth & Johnson PLLC  
952.746.2170  
[kthaemert@hjlawfirm.com](mailto:kthaemert@hjlawfirm.com)



## THE VERDICT STAFF

### Editor

Gretchen L. Luessenheide  
763.443.5139  
[gretchenluessenheide@msn.com](mailto:gretchenluessenheide@msn.com)

### Advertising

Shelly Losinski  
IntrinXec Management, Inc.  
952.564.3077  
[slosinski@intrinxec.com](mailto:slosinski@intrinxec.com)

### Letters to the Editor

Letters to the Editor of *The Verdict* are welcome and can be e-mailed to [gretchenluessenheide@msn.com](mailto:gretchenluessenheide@msn.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 may be on any topic. You will be contacted before your letter is published. Thank you.



## 2018 - 2019 ALAMN COMMITTEES & SIGs

**ALAMN COMMITTEES** serve as liaisons between membership and the respective director, representing the **ALAMN** Board of Directors.

### BUSINESS PARTNER RELATIONS

Patti Ploehn 763.560.5700 [pploehn@hennsnoxlaw.com](mailto:pploehn@hennsnoxlaw.com)  
Vanessa Kahn 952.345.9808 [vek@mccollumlaw.com](mailto:vek@mccollumlaw.com)

### COMMUNITY SERVICE

Darlene Downs 612.252.2865 [d downs@hensonefron.com](mailto:d downs@hensonefron.com)  
Sheila Johnson 612.752.6615 [sheila@hcba.org](mailto:sheila@hcba.org)

### COMPENSATION & BENEFITS SURVEY

Jodi Schmidt 612.632.3321 [jodi.schmidt@gpmlaw.com](mailto:jodi.schmidt@gpmlaw.com)  
Tammy Warren 612.492.7120 [twarren@fredlaw.com](mailto:twarren@fredlaw.com)

### DIVERSITY & INCLUSION

Carlene Holter 612.656.4002 [carlene.holter@bowmanandbrooke.com](mailto:carlene.holter@bowmanandbrooke.com)

### EDUCATION AND CONFERENCE

Caitlin Niedzwiecki 612.216.0211 [cniedzwiecki@foylemansfield.com](mailto:cniedzwiecki@foylemansfield.com)  
Jen Lenander 612.336.6861 [jennifer.lenander@ogletree.com](mailto:jennifer.lenander@ogletree.com)

### HUMAN RESOURCES

Sarah Duerscherl 612.216.0247 [sduerscherl@foylemansfield.com](mailto:sduerscherl@foylemansfield.com)  
Stacy Locsin 612.339.3003 [locsin@ptsllaw.com](mailto:locsin@ptsllaw.com)

### LARGE FIRM

Ann Rainhart 612.977.8288 [arainhart@briggs.com](mailto:arainhart@briggs.com)

### MEMBERSHIP DEVELOPMENT

Catherine Gorr 612.879.1817 [cgorr@mulliganbjornnes.com](mailto:cgorr@mulliganbjornnes.com)  
Teresa Reiner 763.225.6022 [treiner@gislason.com](mailto:treiner@gislason.com)

### NOMINATING

Sarah Evenson 612.367.8717 [sarah.evenson@btllaw.com](mailto:sarah.evenson@btllaw.com)

### SMALL & MEDIUM FIRM

Laura Broomell 612.373.8395 [lbroomell@greeneespel.com](mailto:lbroomell@greeneespel.com)  
Deb O'Connor 651.332.8315 [deb@aj-law.com](mailto:deb@aj-law.com)

**ALAMN SPECIAL INTEREST GROUPS (SIGs)** are educational forums specific to functional specialty. Special Interest Group (SIG) meeting attendees need not be ALAMN members.

### FACILITIES MANAGEMENT

Cynthia Trana 612.977.8686 [ctrana@briggs.com](mailto:ctrana@briggs.com)

### FINANCIAL MANAGEMENT

Josh Wolff 612.305.7616 [jwolff@nilanjohnson.com](mailto:jwolff@nilanjohnson.com)  
Julie Zierden 612.216.0321 [jzierden@foylemansfield.com](mailto:jzierden@foylemansfield.com)

### INTELLECTUAL PROPERTY

Val Studer 612.573.2008 [vstuder@dbclaw.com](mailto:vstuder@dbclaw.com)  
Susan Sutton 612.349.5764 [sutton@ptsllaw.com](mailto:sutton@ptsllaw.com)

### ST. CLOUD

Ann Entenmann 320.656.3538 [aentenmann@rinkenoonan.com](mailto:aentenmann@rinkenoonan.com)

### TECHNOLOGY FOR THE LEGAL PROFESSIONAL

Sarah Didrikson [sdidrikson@nilanjohnson.com](mailto:sdidrikson@nilanjohnson.com)



## ALAMN CALENDAR OF EVENTS

**\*PLEASE NOTE:**  
SPECIAL INTEREST GROUP (SIG) attendees need not be ALAMN members

### JUNE 2018

SU	MO	TU	WE	TH	FR	SA
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

### JUNE 2018

- 6 Large Firm SIG Meeting**  
12:00 pm – 1:00 pm  
Larkin & Hoffman
- 6 CLM Study Group**  
3:30 pm – 5:00 pm  
Brown & Carlson
- 12 General Meeting**  
11:30 am – 1:00 pm  
Gray Plant Mooty
- 14 Simpson Shelter Meal**  
5:00 pm – 8:00 pm  
Simpson Shelter
- 19 Facilities SIG Meeting**  
12:00 pm – 1:00 pm  
Robins Kaplan
- 21 Small/Medium SIG Meeting**  
11:30 am – 1:00 pm  
Town and Country Club

- 22 Business Partner Committee**  
12:00 pm – 1:30 pm  
Location TBD
- 26 ILTA CIO/Director Monthly Meetings**  
12:00 pm – 1:00 pm  
Location TBD
- 27 CLM Study Group**  
12:00 pm – 1:30 pm  
Eckland & Blando

### JULY 2018

SU	MO	TU	WE	TH	FR	SA
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

### JULY 2018

- 10 HR Committee Meeting**  
11:30 am – 1:00 pm  
Foley & Mansfield
- 12 Facilities SIG Meeting**  
12:00 pm – 1:00 pm  
Foley & Mansfield
- 12 ALAMN Summer Social**  
4:00 pm – 7:00 pm  
Tavern 333
- 18 Community Service Committee Meeting**  
11:30 am – 1:00 pm  
Henson & Efron
- 18 CLM Study Group**  
3:30 pm – 5:00 pm  
Brown & Carlson
- 24 ILTA CIO/Director Monthly Meetings**  
12:00 pm – 1:00 pm  
Location TBD

## ALAMN has adopted ALA's 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.



## JUST DO IT!

By Abby Rooney, PHR, SHRM-CP

Do you have a great idea that you would like to implement at your firm? What is holding you back? Time? Funding? Buy-in from the managing partner? Fear of failure?

I had an interesting conversation with a fellow ALA member at the conference in National Harbor a few weeks ago. He and I were paired up during an exercise in one of the sessions, and we got to talking. He told me about some cool things he had implemented at his firm, with both his staff and the firm's attorneys. It all sounded really great and really "big firm," as in, he came from a big firm and therefore had a bigger budget, more resources, and larger teams than those of us in other firms. I thought, "Of course he was doing great things; he had a head start." My assumption was that his firm provided him with everything he needed to get his initiatives up and running. As is often the case with assumptions, mine proved to be incorrect.

When I asked my new friend how he had convinced his firm to provide the support and the resources to get his idea off the ground, I was surprised at his answer. He said it was simple. He said he "just did it." He didn't ask for a budget or resources. In fact, he covered the up front costs himself. He paid for some training for himself to learn more about some of the tools he would need. Then he worked, on his own time, to try it out, little by little, fine tuning the process over time, and took it from the "what if we..." stage to a successful program. It is now part of the firm policy, championed by the firm's executive team. In fact, they have asked him to roll it out firm-wide, when he originally had no larger aspirations beyond the administrative team. This was all because he invested himself wholly, giving up his own time, money, and energy.

I was inspired by this possibility. It made me realize that I actually have the power to bring real change to my firm. It is exciting, but also a bit intimidating. I could let the typical reasons stop me. Limited time and funding, the effort that would be involved, the fear of failing or embarrassing myself. But if I let those things hold me back, my ideas won't make it outside of my office. My firm won't benefit from an idea that I don't have the courage to try.



I have resolved to move some of my ideas forward, using my own resources and on my own time. I am truly excited to roll up my sleeves and dive in. This isn't necessarily because my firm doesn't support my efforts. In some cases it is because I would rather "tinker" first – research, design, and try some ideas out before making them public (and to those at my firm who might be reading this – I'm not going rogue. I'm just looking for enhancements that could benefit the firm).

If you are a staff of one or work for a small firm or a firm that isn't as generous with funding for unproven initiatives, I challenge you not to let those limitations be a barrier to great things. If you are really passionate about your ideas, find a way to implement them. It might not cost you anything but time and effort. Please don't let the clock or the calendar determine when you are working and when you are not working. Instead, carve time out before or after your work day to dedicate to your special projects.

Dare I predict it might even prove to be more successful *because* you got it off the ground without the safety net of firm resources? If you build it, they will come.

# PRESIDIO®

Future. Built.



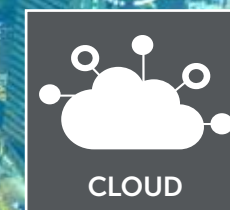
## EVERYONE DEMANDS MORE FROM TECHNOLOGY TODAY.

Presidio® enables our clients to capture the economic value of digitally transforming their businesses. Bringing deep solutions expertise and a full lifecycle of services, we help our clients build the connected, cloud-agile, secure IT infrastructures that will drive them forward.

At Presidio, we think, architect, implement, and support the practical reality of advanced technologies every day. As one of the largest solutions providers in the US, we combine the experience and stability with regional expertise and service. We are proud of the impact our solutions help create for our clients and how that impact is intertwined with millions of people every day.

[presidio.com](http://presidio.com)

© 2018 Presidio, Inc. All rights reserved. Proprietary and Confidential.





## 2018 ALAMN BUSINESS PARTNER SPONSORS



**Presidio**



**Alerus Financial**



**First Choice Services**

**Fluid Interiors**

**Loffler Companies Inc.**

**Marco**

**Marsh & McLennan Agency LLC**

**Ricoh USA**



**ABA Retirement Funds**

**All-State Legal**

**Aramark**

**Associated Private Client Services**

**Atomic Data**

**Beacon Hill Legal Staffing**

**BigHand, Inc.**

**Business Essentials**

**Canon Business Process Services**

**Consolidated Communications**

**Coordinated Business Systems, Ltd.**

**Cushman & Wakefield**

**Depo International**

**DLR Group (Studio Hive)**

**Element Technologies**

**Epiq**

**FRSecure LLC**

**Gardner Builders**

**Greiner Construction**

**Hays Companies**

**Henricksen**

**Innovative Office Solutions**

**IST Management Services, Inc.**

**LexisNexis**

**Minnesota Lawyers**

**Mutual Insurance Company**

**National Institute**

**for Trial Advocacy**

**Northland Business Systems Inc.**

**Olsen Thielen CPAs**

**Payroll Direct, Inc.**

**PROSHRED Minnesota**

**Rippe & Kingston**

**Robert Half Legal**

**RSM US LLP**

**Special Counsel, Inc.**

**SUCCESS Computer Consulting, Inc.**

**Thomson Reuters**

**US Bank Equipment Finance**

**USI Insurance Services**

**Verus Corporation**

**Wells Fargo Bank**

**Willis Towers Watson**



**Arthur J. Gallagher & Co.**

**Christensen Group Insurance**

**CloudBoltz Solutions**

**Coyote Analytics**

**Flagship Technologies**

**JLL**

**Xigent Solutions**

## GOT CLM?

### What is certification?

Certification is defined as a credentialing process by which a profession grants recognition to an individual who meets certain predetermined qualifications specified by that profession.

### Why certification?

ALA's voluntary Certified Legal Manager (CLM) program was developed in order to provide legal administrators with an opportunity to demonstrate a command of the core areas of knowledge identified as essential to the effective performance of a principal administrator. CLMs are recognized as administrators who have met the work experience requirement, displayed a commitment to continuing education, and passed a comprehensive examination.

### What does competency mean?

In 2012, ALA conducted its fourth Competency-Based Education Job and Needs Analysis. Through this extensive research, ALA investigated the job of a legal administrator and identified an impressive 65 competencies (knowledge, skills, and abilities) critical to successfully perform the administrator's job. These analyses are the guidelines used in the development of ALA's educational and certification programs.

### How does becoming certified benefit me?

Certification ensures recognition of your expertise, and assists you in your development and self-improvement by identifying a body of knowledge and establishing professional standards. In addition, certification helps junior-level professionals gain top-level management approval, while enabling senior practitioners to remain current in the field and improve their performance and proficiency.

### How does this benefit my employer/organization?

Certification serves as an aid for recruitment, provides a way to encourage and improve job performance for its employees, and acknowledges training and development of those who are certified.

### What must I do to become certified?

To become certified, ALA members or nonmembers must meet the eligibility requirements and pass the certification examination given by the Association of Legal Administrators. Legal administrators in Canada and other countries are eligible to become certified, but must realize that major portions of the examination are based on U.S. federal law.

### Interested in taking the next steps? ALAMN's CLM Study Group is here to assist you!

A preview of discussion topics studied are as follows:

- Legal Industry – Conflict of Interest Issues/Law and Regulations re Business Insurance Coverage/ Professional Liability Insurance/Trust Account Procedures and Regulations/ABA Model Rules of Professional Responsibility/Changes & Trends in the Legal Industry
- Financial Management – General Tax Regulations/ General Accounting/Analysis
- Human Resources Management – Employee Selection & Promotion/Performance Management/ Compensation & Benefits/Organization Development
- Office Operations – Technology & Automation Management/Office and Project Management/ File Management/Strategic, Disaster, and Business Planning

For further information regarding ALAMN's CLM Study Group, please contact Tracy Johnson at [tjohnson@ecklandblando.com](mailto:tjohnson@ecklandblando.com).

Members in attendance at the summer social can enter a drawing for a chance to win a scholarship to an ALA conference! Must be present to win.

AROUND  
— the —  
**World**

**PARTY**

**July 12, 2018**

**4:00 to 7:00 pm**

Food | Drinks | Games | Prizes

**Tavern 333**

333 S 7th St • Minneapolis, MN 55402

**RSVP Today: <http://bit.ly/2s8acup>**

## FINANCIAL SIG MEETING

The Financial Special Interest Group met on Thursday, May 10, 2018 at Foley & Mansfield. Bob Karau, Manager of Client Financial Services at Robins Kaplan LLP, was guest speaker. Bob Karau's presentation was called "30+ Ways Your Firm Can Improve Client Experience, Accelerate Cash & Mitigate Risk."

### Some key concepts/ideas in the presentation were:

- Be proactive – What you do not know and what you do not do in client relationships can hurt you.
- Some business problems at firms – large write-offs, poor cash flow, billing problems, poor client service, malpractice risk, increased A/R delinquency (every collection issue is a client service issue).
- Knowing your client is key – prescreen clients through: financial review, lien & judgment searches, entity checks through Secretary of State.
- Client engagement process should include conflict check, fraud check and OFAC check prior to engagement execution.
- Engagement letters should meet client expectations, including compliance with outside billing guidelines, ebilling portal terms & conditions, and client vendor portal terms.
- Engagement letters should address right to withdraw, escalation clauses, retainer clauses, and clear payment terms.
- Credit checks protect both the firm and the client. Firms should measure risk v. reward as well as considering establishing credit lines for clients.
- How you respond to a client's first payment default often dictates the future payment habits of a client, both good and bad.

- Ebilling does more than dictate billing and payment, it can also push new business bids, deliver advanced analytics, and provide a timekeeper/firm grading system.

The next meeting for the Financial Special Interest Group will be held on July 12 at Foley & Mansfield. The Financial SIG is in need of meeting hosts for the September 13 meeting. If you are interested in hosting a meeting, please contact Josh Wolff at [jwolff@nilanjohnson.com](mailto:jwolff@nilanjohnson.com) or Julie Zierden at [jzierden@foleymansfield.com](mailto:jzierden@foleymansfield.com).

FLUID

UNCOMPLICATE

#### WHAT

We Service, Design & Create Workspaces

#### HOW

We Uncomplicate the Undesirable Process

#### WHY

We Focus on Great Experiences

HAWORTH®

fluidinteriors.com (612) 746-8700  
haworth.com





## ALAMN SMALL/MEDIUM FIRM SIG

By Deborah P. O'Connor, CLM and Laura J. Broomell, CLM

As Past Presidents of ALAMN, we are delighted to be co-chairing the ALAMN Small/Medium Firm Special Interest Group for the upcoming chapter year. Both of us got our start as chapter volunteers by previously serving as co-chairs of this great section.

We are excited about our ALAMN Past Presidents Series. Each of our meetings will feature an ALAMN Past President speaking about an important subject or facilitating a lively open discussion meeting.

Sarah Evenson, JD, MBA (2017-2018), started our Series on April 19, with an inspiring presentation on "Employee Engagement: What is it and how do you get it?" Sarah discussed the drivers of employee engagement, how to measure it, and ideas and activities to improve employee engagement in our firms. We learned that

51% of the U.S. workforce is not engaged and 56% of employees are planning to look for a new job in the next six months. Sarah shared that communication is a key in employee engagement, as is growth and development, recognition and reward, and employee benefits. Some specific ideas for making your firm a great place to work include: professional development (training), partner treat cart, networking Donut Friday, employee of the month celebration, and many more.

### Our upcoming sessions include:

#### June 21, 2018

**Speaker:** Richard J. Nigon, CLM (2000-2001)

**Topic:** Pricing and Profitability: What all firms need to know

#### August 16, 2018

**Speaker:** David H. Oxley, CLM, CISM (2013-2014)

**Topic:** Information Technology Security and Risk

#### September 20, 2018

**Speaker:** Cheryl A. Nelson, PHR, CLM, SHRM-CP (2008-2009)

**Topic:** HR on Purpose

You will not want to miss these! If you have any questions about our fun group, please contact us.

Deb O'Connor, CLM (2014-2015)

[deb.oconnor@aj-law.com](mailto:deb.oconnor@aj-law.com)

651.332.8315

Laura Broomell, CLM (2002-2003)

[lbroomell@greeneespel.com](mailto:lbroomell@greeneespel.com)

612.373.8395



**MARSH & MCLENNAN AGENCY**  
marshmma.com

**REDEFINING WHAT INSURANCE AGENCIES SHOULD BE.**

At MMA, providing insurance and employee benefits is just the beginning.

We **identify, prevent and manage** your risk so you can focus on running your firm.

**Pat Whannell**  
1 763 746 8287  
[pat.whannell@marshmma.com](mailto:pat.whannell@marshmma.com)

**Ryan Wahlund, J.D.**  
1 763 746 8558  
[ryan.wahlund@marshmma.com](mailto:ryan.wahlund@marshmma.com)

**Seth Spreadbury**  
1 763 746 8553  
[seth.spreadbury@marshmma.com](mailto:seth.spreadbury@marshmma.com)

WORLD CLASS. LOCAL TOUCH.

# ALA WEBINARS\*

Crucial education – 24/7



ON DEMAND • ON TOPIC • ON YOUR SCHEDULE

### Gain essential education on:

- Increasing profitability
- Decreasing inefficiencies
- Advancing professional development



**SUBSCRIBE TODAY!**  
[alanet.org/webinars](http://alanet.org/webinars)

\*in partnership with WestLegalEd



## COMMUNITY SERVICE COMMITTEE – COOKIE CART

On Wednesday, May 9, 2018, ALAMN Members and Business Partners had a great time getting to know and working alongside the teen employees at the Cookie Cart bakery, located at 1119 W. Broadway Ave. in Minneapolis.

Cookie Cart was started in 1988 by Sister Jean as a safe, secure, and engaging space for North Minneapolis' youth. She saw the need to engage the neighborhood's young people in educational and empowering activities.

Our gift of volunteer hours not only helps lighten the kids' work load for the day, but gives them the chance to practice their interpersonal skills by chatting with the diverse members of our group. The conversations go both ways; we learn about their current obstacles and their desires and plans for their futures, and they are able to ask us about our careers and the paths we have taken to get here.

The bakery is a classroom that teaches essential employment skills: managing work schedules, taking direction from supervisors, efficient task completion, and other problem solving skills.

There are also classroom learning opportunities as part of the program. Some of these include: customer service training, employer expectations, resume and cover letter writing, and financial literacy training.

**Thank you to our volunteers** who helped in the bakery by scooping dough and washing cookie sheets for several hours alongside the teen employees, while sharing your unique experiences and outlooks with them. It means a lot!

- Janet Tschida - Innovative Office Solutions
- Claudett McCune - Coordinated Business Systems, Ltd.
- Nicholas Hawkinson – CloudBoltz Solutions
- Katherine Hubbard – Madigan, Dahl & Harlan, P.A.
- Sheila Johnson – Hennepin County Bar Association
- Tracy Johnson – Eckland & Blando LLP
- Curt Okerson – Fredrikson & Byron, P.A.
- Jack Duffy - Gallagher
- Barbara Romanko (and her husband Larry) – Brown & Carlson, P.A.
- Abby Rooney – Foley & Mansfield, PLLP
- Norma Thayer - Zimmerman Reed, LLP

**Thank-you!**

## COMMUNITY SERVICE COMMITTEE – COOKIE CART



## KNOW YOUR LEGAL JARGON

### **Quantum Meruit – Latin for “as much as it deserves”**

Typically used in contract law to provide or allow reasonable payment for work or services that were not completed or for which no price was previously established or agreed upon.



## ALAMN IS ON SOCIAL MEDIA



If you are a tweeter, don't forget to follow us! Our handle is [@minnesotaala](https://twitter.com/minnesotaala). You will also find links to ALAMN's Facebook and LinkedIn pages above.

**GET FOLLOWING & TWEETING!**



## ALAMN 4TH ANNUAL CAREER FAIR A HUGE SUCCESS

Students from South and Fair High Schools were raving about their experience at the ALAMN 4th annual law firm career, fair which was held on April 13, 2018. The event is put on annually by the Diversity and Inclusion Committee with assistance from other members of ALAMN and various legal organization representatives. The students visited booths, asked great questions, participated in mock interviews, had the chance to win gift cards, and enjoyed lunch before heading back to

school. The purpose of the event is to give inner-city high school students an opportunity to see all of the many careers law firms provide, to feel comfortable at a law firm, and to increase our recruiting pipelines for future talent. The committee is discussing expanding to three high schools next year. The committee would like to thank the numerous volunteers and those organizations and law firms that provided gift cards and items for swag bags.

## ALAMN DIVERSITY SCHOLARSHIP AWARD

The winner of the 2018 ALAMN Diversity Scholarship of \$1,000 is Mikoto Dyer. Mikoto is a senior at Washburn High School and plans to attend the University of

Minnesota this fall. She currently has plans to get her master's degree and would like to go to law school. We wish her all the best. Congratulations, Mikoto!

### JUNE GENERAL MEETING

Tuesday, June 12, 2018 - 11:30 a.m. - 1:00 p.m. - Gray Plant Mooty

**Topic:** "The Real Deal About Stress, Impairment, And Legal Organizations"

**Speaker:** Joan Bibelhausen, Executive Director, Lawyers Concerned for Lawyers

Stress is a fact of life. Our responses to the daily challenges we face at work and at home determine our levels of stress and the effect it has on our thinking, performance, productivity, mental health, and well-being. It is not a secret that being a lawyer can result in a lot of stress. The most recent research from the ABA confirms that stress, anxiety, depression, and substance abuse among attorneys, judges, and law students is significantly greater than the general population.

This program will help law firms recognize when something is wrong and offer options to respond and support the lawyer. It will also provide examples of ways to create an environment that supports well-being and reduces risk. Further, attendees will learn about the recommendations for employers from the ABA's report, "The Path to Lawyer Well-Being: Practical Recommendations for Positive Change." Knowing how to identify these problems and institute well-being practices is not only cost-effective, but also reduces risk for professional misconduct and could help save a life.

**Register Now @ [www.ala-mn.org](http://www.ala-mn.org)**

## PRESIDENT'S COLUMN

By Abby Rooney



Are you looking to get more out of your ALAMN membership? Consider this simple step – Just show up!

There are so many events each month open to members. You really just have to show up. It is always appreciated when you RSVP in advance, but if that isn't possible, go for it anyway. Refer to the [ALAMN website's calendar](#) often and get involved! It is a surefire way to meet other members, build your network, and educate yourself on legal industry trends. When your managing partner asks you "What are other firms doing about x?" you will have an answer or at least an idea of who to reach out to in the ALAMN community.

### Here are some ideas to get you started:

- Do you enjoy helping others in the community? Check out a Community Service event. The events are always fun and the work is easy. As a bonus, you get to meet great people from all walks of life. At a general meeting earlier this year, Cheryl Nelson challenged the each Minnesota Chapter member to attend just one Community Service event. *Caution! Side effects include temporary damage to your smile muscles and a charitable feeling that could last for more than 24 hours.*
- Are you interested in topics specific to your department or firm size? Save the date for an upcoming Special Interest Group meeting in the one of the following: Finance, Human Resources, Small/Medium Firms, St. Cloud, Facilities, Intellectual Property, and Technology for Legal Professionals. You will meet peers from other

firms who are dealing with many of the same issues you are facing in your role. You may also join an email list related to the groups – just contact one of the chairs for more information.

- Take advantage of a variety of social activities planned throughout the year. Many of these events include our Business Partners. It is a great way to build relationships and find resources. The ALAMN Summer Social will be held on July 12. Take a break from your busy summer and join the fun. This is another opportunity to find answers to your managing partner's directives such as "Please find a company that can do x for the firm."
- Each of the committees and groups has a team that plans the events. Consider getting involved with the groups that plan the Education Conference and Community Service events, champion Diversity & Inclusion matters, work with our Business Partners, or onboard new members. These committees have opportunities, both large and small, to help out throughout the year. Those who lead committees receive scholarships which can be applied to ALA conferences. Again, just attend a meeting or contact one of the co-chairs for more information.
- Thinking about becoming a Certified Legal Manager, or just interested in expanding your legal industry knowledge? Sit in on a session with the CLM Study group.

You will get more out of your ALAMN membership the more you put in to it. Get involved and you will be glad that you did. Just show up!

## PLEASE WELCOME OUR NEWEST ALAMN MEMBERS

**Ann E. Thorne**  
Office Manager  
Rupp Anderson Squires  
& Waldspurger, PA

**Gayle Hildahl**  
LAA Supervisor  
Ballard Spahr LLP

**Sylvia R. Naim**  
Office Manager  
Messerli Kramer

## APPRECIATION

By Kelly A. Thiemert, CLM



With Administrative Professionals Day being in the not so distant past, this is a perfect time to remind myself that I need to appreciate my staff on a regular basis. Often times I forget that staff should not be appreciated just one week out of the year. For all of the work they do, they should be appreciated year-round. We should help them celebrate their victories, large or small.

Recently I attended an ALAMN Small/Medium Committee meeting. We discussed our plans for Admin Day/Week. Here are some of the ideas that were shared:

- Baked potato bar
- Lunch outside of the office
- E-mail Bingo
- Flowers

**VERSATILE**  
Because one size doesn't fit all.

The need for innovative business technology and managed services is constantly evolving. Finding a partner with that "glass slipper" isn't easy. Choose a team that ensures the shoe-lution fits, and doesn't take a "one size fits all" approach. We're BIG ENOUGH to do it right and SMALL ENOUGH to listen.

**LOFFLER**

COPIERS & PRINTERS • IT • VOICE • SECURE PRINT • COST RECOVERY  
ADVANCED SCAN WORKFLOWS • ONSITE MANAGED SERVICES

WWW.LOFFLER.COM • 952.925.6800



- Gift cards
- Succulent make & take
- Potluck provided by the attorneys

In March my firm invited our Business Partner, Depo International, to talk to our employees about Gratitude. Depo International is based on the foundation of gratitude and appreciation. This made me think about ways that we can show gratitude and appreciation to our employees.

First, let's take a look at the definition of appreciation. It is the recognition and enjoyment of the good qualities of someone or something. So many times our employees are showing us their good qualities all of the time. Shouldn't they be recognized for their many good qualities?

Second, it is important to know how your employees want to be appreciated. Do they like to be appreciated publicly? Or, do they prefer something more private? Do they appreciate a gift card? Or, is a simple "thank you" enough for them? When I interview candidates for positions at my firm, I always ask them their preference for appreciation. This gives me the information I need to know if they prefer something more public or something more private. Also, it has taught me that a simple "thank you" is usually all they want.

During another interview a candidate answered a question with a comment that has stuck with me. I don't even remember the question, but she said that her boss told her "thank you" all of the time. After a while she said that her boss said "thank you" so much that it started to lose its effect. So the candidate created a calendar that showed her boss 30 different ways to say "thank you." While I thought this was odd at the time, it stays in the back of my mind every time I tell an employee "thank you." I often ask myself if there is a better way to say it.

Continued on page 19

## APPRECIATION - CONTINUED

Continued from page 18

This has challenged me to be more creative. From time to time I will give staff a gift card for going above and beyond. I will send out an e-mail to everyone thanking someone for their efforts. During our quarterly staff meeting, I always recognize three employees for doing a great job. Employees nominate and vote for other employees. Each person who wins the award gets \$25. But what else can I do?

During the same ALAMN Small/Medium Committee meeting, we discussed ways we show our staff appreciation at times other than Admin Week. Here are some of those ideas.

- Kombucha on tap (soon to have beer on tap)
- Putting competitions
- Ice cream treats
- Staff meeting awards
- Gift cards or cash
- Social events
- Bring in speakers for staff

Last year I decided to do something fun just for our staff. Attorneys have their networking meetings. I host staff meetings, but those are not always a lot of fun. So I hosted a family picnic at my place. This did mean that people had to travel 30 miles west of the Twin Cities. The staff who attended really enjoyed the gathering. They were able to bring their families and talk about anything but work. They are all looking forward to doing it again. This was something that did not cost my firm any money. It was a potluck, and all I had to provide was the location.

It doesn't take a lot to make your employees feel appreciated. Just make it fun!

TOGETHER,  
WE'LL DO GREAT  
THINGS.

Welcome to a financial partnership that's all about you.

When you work with Alerus, you'll partner with one trusted relationship manager, an experienced professional who understands the unique financial needs and challenges of law firms.

Together, we'll go where you lead.

ALERUS.COM :: 612.436.3519  
BANKING :: MORTGAGE :: RETIREMENT :: WEALTH MANAGEMENT



## DEAR LAURA ADVICE COLUMN

**Dear Laura,**  
*A senior partner at my firm occasionally treats staff members unfavorably. I think he is unaware of how demoralizing some of his negative comments can be. How do I ask a well-respected, high-ranking member of the firm to change his behavior?*

**Signed, Intimidated in Isanti**

Dear Intimidated in Isanti,

It is always frustrating when I hear that partners are treating employees in a less than respectful way. It is sad because most of the time that happens due to insecurity, although it can certainly occur because of feelings of power and entitlement.

I would urge you to schedule a meeting with the partner at your earliest opportunity to discuss the partner's

behavior and the impact it has on others. I find open and direct conversations to be the best. About a year after I started at my firm, an LAA told me she could no longer work with an assigned attorney because the attorney would often belittle her in public. The attorney had a strong and direct communication style, but I also knew her to be kind. I invited her to happy hour one late afternoon, and I asked her if I could share some feedback. I gave her a few specific examples of how her communication and behavior negatively impacted the relationship with her LAA. She had no idea. She immediately changed her communication style, not only with her LAA, but with everyone at the office. It saved me a bit of work, because I no longer needed to do a reshuffle of the LAA/attorney assignments, and because the two ended up working well together for many years. That conversation created a strong bond between the partner and me, in addition to the LAA and me. The partner knew I would always go to her directly with any issue, and the LAA knew I would act on important matters.

I am also a fan of encouraging employees to stand up for themselves, and if someone feels they are the recipient of unfair negative comments that are demoralizing, they should be empowered to suggest that the conversation shift to a more positive tone.

Luckily, the #MeToo movement has been beneficial with all forms of employment harassment, bullying, and negative communication. This is a good opportunity to remind your partners and employees about the expectations of maintaining a quality work environment for all.

If you are uncomfortable about having difficult conversations, there are two books I recommend: *Crucial Conversations: Tools for Talking when Stakes are High* by Patterson, Grenny, McMillan and Switzler; and *Difficult Conversations: How to Discuss What Matters Most* by Stone, Patton, and Heen.

**Continued on page 21**

## DEAR LAURA ADVICE COLUMN - CONTINUED

*Continued from page 20*

**Dear Laura,**  
*I just became a supervisor, and I am now "above" my former peers. Should I still go to lunch with them? How about being Facebook friends or getting together on weekends?*

**Signed, Admin in Annandale**

Dear Admin in Annandale,

Congratulations on your promotion!

It is never easy to transition from peer to supervisor, but you can make it work well with compassion and great communication. Even so, you will need to change some of your interactions with the co-workers you now supervise.

This is an uncomfortable situation for both you and your co-workers. I suggest you meet with your colleagues individually. Let them know you are excited about your new position, you are happy you get to continue to work with them, you will support them, and you will give them direct and honest feedback. Ask them what concerns they may have. Be upfront about the need to modify the relationship, which includes how often you can go to lunch and your caution about after-work socialization.

Can you still go to lunch with your co-workers, even if you supervise them? Sure thing, but not as often as you used to. If you go to lunch as a group, make sure you are not leaving anyone out. Getting out of the office is a great time to catch up on what is happening in someone's personal life, and that is important to maintaining trust. If lunch conversations go toward

office politics, gossip, and complaining, be upfront and let your colleagues know you don't feel comfortable participating in the conversation. But also remind them you care, and encourage them to set up a meeting to discuss their concerns.

Can you be Facebook friends with those you supervise? Certainly. But, be thoughtful about what comments you make on any social media platform about anyone you work with.

Getting together on weekends is the tough one. As a new supervisor, I would limit socializing individually or with select members of your team. As with lunch, feel free to join a happy hour if the whole team is attending, and you could even pick up a round. But, consider exiting early. Since you will not be socializing with your employees, one alternative would be to plan a community service event a few times a year. A late afternoon outing at a charitable organization is a great way to bond and keep the conversations flowing.

Don't forget to take care of yourself during this transition. You may feel excluded and judged. You can no longer chat with your former peers, so you need to develop a new network of trusted colleagues. As of member of ALA, you have many colleagues ready to listen.

Congratulations again on your promotion and good luck.



**Author Bio:**

Laura J. Broomell, CLM, is the COO at Greene Espel PLLP. She served as the 2016-17 ALA President, and has contributed to numerous ALAMN committees during her 20+ years as an ALA member. Rich with experience in the legal industry and in ALA, Laura has become the ALAMN de facto go-to person for advice of all kinds. Leading by example, she strives to educate all legal professionals to be diplomatic problem-solvers.

How can Laura help you? Please send your "Dear Laura" questions to *The Verdict* editor, Gretchen Luessenheide, at gretchenluessenheide@msn.com.

**PUT OUR TECH IQ TO WORK FOR YOU.**

At Marco, we specialize in business IT. We know it. We live it. And we speak its language. Learn how Marco can help you work smarter and get a bigger return on your technology investment.





**MARCONET.COM**

business IT // managed services // cloud services // copiers & printers

ADVERTISERS IN THIS ISSUE

Page Advertiser

19 Alerus

22 First Choice Services

11 Fluid Interiors

18 Loffler Companies Inc.

Page Advertiser

20 Marco, Inc.

12 Marsh & McLennan Agency LLC

7 Presidio

22 Ricoh USA



Office Coffee Services  
Specialty Coffees  
Office Water Services



Those who know, demand Ricoh eDiscovery.

**RICOH**  
imagine. change.  
952-885-3764

Ricoh's eDiscovery teams know that technology alone doesn't get the job done. It takes experience. It takes passion. In fact, that's why so many law firms and corporations trust Ricoh. When we're needed the most, we're there every time. Find out how Ricoh's eDiscovery experts can deliver for you. Visit [ricoh-usa.com/legal](http://ricoh-usa.com/legal).

© 2012 Ricoh Americas Corporation. Ricoh® and the Ricoh logo are registered trademarks of Ricoh Company, Ltd. All other trademarks are the property of their respective owners.

**ALAVIP**<sup>SM</sup>  
Value in Partnership

# Get the VIP Treatment



As an ALA member, save money and receive exclusive benefits all year through our VIP Business Partners.

- Save up to 70% on products and services
- Buy with confidence
- Enjoy exclusive benefits

Get the VIP treatment with ALA's VIP business partners!

► Learn more at [alanet.org/vip](http://alanet.org/vip)