

June / July 2022
Vol. 2022, No. 3

HUMAN RESOURCES



DON'T MISS:

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The Multigenerational
Workforce

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HCM Trends Legal
Professionals Can't Ignore

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Paid Time Off: Things to
Consider & The Impact
of Firm Culture

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Editor

Gretchen Luessenheide
763.783.5102
gluessenheide@bgs.com

Advertising

Emilie LaBonte
Jaffe Management
952.564.3076
elabonte@jaffemanagement.com

Letters to the Editor

Letters to the Editor of *the Verdict* are welcome and can be e-mailed to Gretchen Luessenheide at gluessenheide@bgs.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.

2022 - 2023 ALAMN OFFICERS & DIRECTORS

OFFICERS



PRESIDENT

Chong Lee
Fish & Richardson P.C.
612.204.4633
clee@fr.com



PAST PRESIDENT

Caitlin C. Niedzwiecki, PHR
Foley & Mansfield
612.216.0211
cniedzwiecki@foleymansfield.com

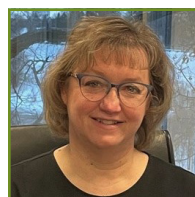


PRESIDENT-ELECT

Carrie Patton
Winthrop & Weinstine
612.604.6626
cpatton@winthrop.com



DIRECTORS



ADMINISTRATIVE DIRECTOR

Pat Stender
Cousineau, Van Bergen, McNee & Malone, P.A.
952.525.6996
pstender@cvmmlaw.com



COMMUNICATIONS DIRECTOR

Samantha Tschida
Ogletree, Deakins, Nash, Smoak & Stewart, P.C.
612.336.6855
samantha.tschida@ogletree.com



EDUCATION DIRECTOR

Gretchen Luessenheide
Barna, Guzy & Steffen, Ltd.
763.783.5102
gluessenheide@bgs.com



FINANCE DIRECTOR

Vanessa Kahn
Monroe Moxness Berg
952.885.1294
vkahn@mmbllawfirm.com



MEMBERSHIP DIRECTOR

Sarah Duerscherl
Foley & Mansfield, PLLP
612.216.0247
sduerscherl@foleymansfield.com

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Oasis
Paylocity
Shepherd Data Services

ALAMN TEAMS & SIGs

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

BUSINESS PARTNER RELATIONS

Deb O'Connor	651.332.8315	deb.oconnor@aj-law.com
Kelly Thaemert	952.746.2170	kthaemert@hjlawfirm.com

COMMUNICATIONS

Gayle Hildahl	612.752.1029	hildahlg@ballardspahr.com
---------------	--------------	--

COMMUNITY SERVICE

Wendy Jo Cornelius	612.726.8192	wendy.cornelius@mspmacc.org
Pam Gerads	612.336.4668	pgerads@merchantgould.com

COMPENSATION & BENEFITS SURVEY

Laurie Greenberg	612.977.8608	lgreenberg@taftlaw.com
Laurie Percy	612.376.1621	lpercy@bassford.com

DIVERSITY & INCLUSION

Stacy Locsin	612.766.2050	stacy.locsin@fr.com
<i>Open Position</i>		

EDUCATION AND CONFERENCE

Catherine Gorr	612.879.1817	cgorr@mulliganbjornnes.com
----------------	--------------	--

Open Position

HUMAN RESOURCES

Kim Motzko	612.351.4148	kim.motzko@avisonyoung.com
Josh Campion	218.998.9409	j.campion@pemplaw.com

LARGE FIRM CHIEF OFFICERS

Abby Rooney	952.201.3729	arooney@foleymansfield.com
-------------	--------------	--

MEMBERSHIP DEVELOPMENT

Open Position

SMALL & MEDIUM FIRM

Jeff Downes	612.244.2755	jeffrey.downes@raswlaw.com
-------------	--------------	--

Open Position

EMERGING LEADERS

Nick Manty	612.367.8770	nick.manty@btlaw.com
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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

Kim Motzko	612.351.4148	kim.motzko@avisonyoung.com
Katie Burns	612.343.3269	kburns@blackwellburke.com

FINANCIAL MANAGEMENT

Suzette Allaire	612.672.8287	suzette.allaire@maslon.com
Rebecca Doyle	612.672.8258	rebecca.doyle@maslon.com

INTELLECTUAL PROPERTY

Val Studer	612.573.2008	vstuder@dbclaw.com
<i>Open Position</i>		

ST. CLOUD

Ann Entenmann	320.656.3538	aentenmann@rinkenoonan.com
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If you are interested in serving as a co-chair for a Team or SIG, please contact Chong Lee (cleefr.com, 612.204.4633).



ALA's Career Center is a place to find a variety of articles and resources to help you develop your skills and enhance your career. Check out the featured article from Robert Half, "2022 Forecast: In Demand Practice Areas and Jobs," found [HERE](#).

ALAMN ORGANIZATIONAL TABLE

BOARD OF DIRECTORS						
President: Chong Lee						
President Elect	Past President	Communications Director	Membership Director	Education Director	Administrative Director	Finance Director
Carrie Patton	Caitlin Niedzwiecki	Samantha Tschida	Sarah Duerschler	Gretchen Luessenheide	Pat Stender	Vanessa Kahn
SERVICE TEAMS						
(ALAMN Membership is required to participate; Regular ALAMN Membership is required to Chair; Service Teams work serves entire chapter)						
Business Partner Relations	Diversity, Equity, Inclusion & Access	Communications	Membership Development	General Meetings		Compensation & Benefits Survey
Deb O'Connor Kelly Thaemert	Stacy Locsin (Open Position)	Gayle Hildahl	(Open Position)	(Open Position)		Laurie Greenberg Laurie Percy
	Community Service			Education & Conference		
	Wendy Cornelius Pam Gerads			Catherine Gorr		
SECTION TEAMS (ALAMN Membership is required to participate; Regular ALAMN Membership is required to Chair; Section Teams work serves sub-section of chapter membership)						
			Large Firm Chief Officers	Small and Medium Firm	Human Resources	
			Abby Rooney	Jeff Downes (Open Position)	Kim Motzko Josh Campion	
SPECIAL INTEREST GROUPS (Non-members may participate; Regular ALAMN Membership is required to Chair)						
Corporate & Government					Facilities Management	Financial Management
(Inactive)					Kim Motzko Katie Burns	Suzette Allaire Rebecca Doyle
St. Cloud					Intellectual Property (IP)	Pricing, Legal Project Management (LPM) & Knowledge Management (KM)
Ann Entenmann					Val Studer (Open Position)	
ADMINISTRATIVE VOLUNTEERS (Regular or Associate ALAMN Membership is required)						
Also serves as:	Also serves as:	Newsletter Editor	Emerging Leaders Group	CLM Study Group Coordinator	Staff & Member Placement Coordinator	
LPACC Liaison	Past President Liaison	Gretchen Luessenheide	Nick Manty	Tracy Overson Tracy Skjeveland	(HR) Laurie Greenberg	
ALA Region 3 Representative	Nominating Committee (chair)	Social Media		Bar Liason		
		Jaffe Management		Sarah Evenson		

PRESIDENT'S COLUMN

By Chong Lee, **ALAMN** President



April 1 marked the beginning of **ALAMN**'s new year. With each new year comes change, such as membership renewal, a leadership transition across the Chapter, and the ALA Annual Conference. I am glad to report that we made it through all these with flying colors.

- Membership renewal - This year **ALAMN** was excited to offer organizational pricing for members. We had a rocky start with the registration process but ended on a positive note with fifteen firms signed up for organizational membership.
- Leadership transition – April 1 also marked a new term for new board members and chairs of our service teams and special interest groups (SIG). I would like to thank the following outgoing chairs for their year(s) of service: Bernadette Theis, Terri Stewart, Kathy Hubbard, Tracey Skjeveland, Phil Rush, Karen Davis, Carrie Patton, Stephanie Unterberger, and Kim Pepera.
- ALA Annual Conference – the largest gathering of legal administrators took place in Kissimmee, Florida in mid-May. This year I had a chance to connect with 27 other **ALAMN** members and many other attendees from across the country. This conference was extra special, as our very own Sarah Evenson, JD, MBA, took over as ALA President at the Association Luncheon on Tuesday, May 17. Congratulations Sarah! We're all looking forward to your excellent leadership!

I can't imagine how it is possible, but this year marks my 15th attendance at an ALA Annual Conference and Expo. I have been fortunate enough to work at firms that understand and value the conference enough to support my attendance. I recognize that not everyone is as fortunate as I am. For members whose firms are not able to financially support their attendance at conference, **ALAMN** has three scholarship opportunities: First Time Attendee, Outstanding Member, and Opportunity Scholarships. The Board recently reviewed and finalized these scholarships. Keep an eye out for information on these opportunities.

Warm weather always signals a time of gathering with friends and family. In May we kicked off the gathering season with a meeting of **ALAMN** conference attendees, Breakfast with the Board, and the ALA Annual Conference in Kissimmee, Florida. As we move into even warmer weather, **ALAMN** has the following in-person events planned.

- Tuesday, June 14 – General meeting – Managing Finances in a Complicated Economy
- Thursday, July 21 – the annual Summer Social
- Tuesday, September 20 – the **ALAMN** Education Conference and Expo

Registration information has been or will be available shortly. I look forward to seeing everyone at least once this summer. If you are able to make one of these events, please make sure to say hello to me. Enjoy your summer.

ALAMN MASTER CALENDAR

ALAMN leadership has created a master calendar for 2022. This calendar includes the all-member events and special interest group meetings. Service team meetings are not included on the master calendar and will continue to be scheduled by service team chair(s). You will notice fewer events on the ALAMN master calendar. Our goal is to elevate the quality of and attract more attendees to each event.

Be sure to check out the Full Calendar on our ALAMN website for more details about upcoming meetings and events!

JANUARY	FEBRUARY	MARCH	APRIL
1/18 - Facilities 1/25 - Small/Medium	2/1 - HR 2/8 - General Meeting 1 2/17 - Finance 2/22 - Facilities 2/22 - Winter Mixer w/ BPs	3/1 - Community Service 3/8 - General Meeting 2 3/15 - Facilities 3/22 - Finance 3/24 - IP Leadership Orientation	4/12 - Small/Medium 4/19 - Facilities 4/26 - HR 4/28 - Foot in the Door Social
MAY	JUNE	JULY	AUGUST
5/10 - Finance 5/15 - 5/18 ALA National Conference 5/17 - Facilities	6/7 - IP 6/14 - General Meeting 3 6/16 - Large Firm Chief Officers 6/16 - Finance 6/21 - Small/Medium 6/21 - Facilities	7/19 - Finance 7/21 - ALAMN Summer Social 7/21 - Large Firm Chief Officers	8/2 - HR 8/18 - Large Firm Chief Officers 8/23 - Finance
SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
9/13 - Salary Survey Results 9/15 - Finance 9/15 - Large Firm Chief Officers 9/20 - Facilities 9/20 - ALAMN Education Conference	10/4 - HR 10/11 - Diversity & Inclusion Education Event 10/18 - Facilities 10/20 - Large Firm Chief Officers 10/27 - ALAMN Fall Social	11/8 - Law Firm Leaders Networking Event 11/17 - Small/Medium 11/17 - Large Firm Chief Officers	ALAMN Holiday Social 12/13 - IP 12/15 - Large Firm Chief Officers 12/20 - Facilities

ALAMN Has Adopted ALA's Mission Statement

ALA is the premier professional association connecting leaders and managers within the legal industry. We provide extensive professional development, collaborative peer communities, strategic operational solutions, and business partner connections empowering our members to lead the business of law.

ALAMN CALENDAR OF EVENTS

JUNE

SU	MO	TU	WE	TH	FR	SA
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	1	2

JULY

SU	MO	TU	WE	TH	FR	SA
26	27	28	29	30	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	5	6

*PLEASE NOTE:

SPECIAL INTEREST GROUP (SIG)
attendees need not be
ALAMN members

JUNE

- 7 IP SIG Meeting**
12:00 – 1:00 pm
- 14 General Meeting**
11:30 am – 1:00 pm
Minnesota Center Building,
Suite 205
- 16 Finance SIG Meeting**
12:00 – 1:00 pm
- 16 Large Firm Chief Officers Meeting**
12:00 – 1:00 pm
- 21 Small/Medium Firm Meeting**
11:30 am – 1:00 pm
- 21 Facilities SIG Meeting**
12:00 – 1:00 pm

JULY

- 19 Finance SIG Meeting**
12:00 – 1:00 pm
- 21 Large Firm Chief Officers Meeting**
12:00 – 1:00 pm
- 21 Summer Social**
4:30 – 7:30 pm
Pryes Brewing Company



The Association of Legal Administrators has specially designed its events to advance the development of professionals from all walks of law. View the ALA Event Calendar [HERE](#).

THE MULTIGENERATIONAL WORKFORCE

By Annie Dittberner, Client Executive, EB at Homes Murphy

Throughout the last two years, businesses have been forced to adapt to a new normal impacted by a global pandemic, rising inflation, an ultra-competitive talent market, and changing workplace dynamics. While employers may have shifted their attention to keeping up with these challenges, many have lost sight of one of the most important variables — the multigenerational workforce.

A LOOK AT THE CURRENT WORKFORCE

Today, there are four generations in the workforce. While there is a slight disagreement on the absolute years in which each group is, I will use the stats from the Pew Research Center for purposes of this blog, which states:

1. Baby Boomers (born between 1946 and 1964)
2. Generation X (born between 1965 and 1980)
3. Millennials (born between 1981 and 1996)
4. Generation Z (born after 1996)

This topic has been thoroughly studied, with articles published in the *Society for Human Resource Management (SHRM)*, *Forbes*, and *Harvard Business Review* on how to manage, lead, and value a multigenerational workforce. A LinkedIn study concluded that 89 percent of talent professionals believe that a truly multigenerational workforce makes a company more successful.

EMPLOYER RESPONSE TO MULTIGENERATIONAL WORKFORCE NEEDS

So, what can employers be doing to ensure they are attracting and retaining all generations equally?

While I don't have one simple answer to this question, I can provide the perspective of a 20-something millennial woman who made a job transition during the COVID-19 pandemic.

When I started my career just five years ago, I had aspired to work for an organization that offered hands-on training and development, flexibility, and opportunity for growth. Years later, the same rings true; however, I also look to my employer to cultivate a supportive

environment for working parents as I make plans to start a family someday.

During my interview process, I was introduced to accomplished Gen X female leaders with long tenures at Holmes Murphy. In addition to a generous paid leave program, it was clear to me that women are celebrated, valued, and supported through all life stages at Holmes Murphy.

As crucial as it is for employers to recognize the generational differences in the workplace, leaders must ask the right questions to really understand what their employees need and expect from their employer at this time in their life, and continually adjust this.

Just last week, I was one of 15 in our Minneapolis office who participated in an employee experience session with Ali Payne and our ethOs team. During the small group meeting, we were asked to speak to certain aspects of our own individual experiences at Holmes Murphy. Ali acknowledged that just because you have two employees in the same generation doesn't mean you can assume they want and expect the same things from their employer. Stereotypes are easy to draw. Asking intentional questions, understanding individual strengths, and listening to your people requires more effort.

We know that crafting a comprehensive employee benefits package is an important part of an employer's attraction and retention strategy, but I believe organizations need to take it a step further. Leading with a people-first mindset, investing time and resources to understand the expectations of your employees across all generations, and equipping them with tools, resources, and training will enhance their employee experience, just as it has mine.

In a time when attracting and retaining employees is harder than ever, knowing your organization is doing all it can to support all employees at every stage in their journey is crucial.

HCM TRENDS LEGAL PROFESSIONALS CAN'T IGNORE

By Susan Prebola, *isolvd*



The verdict is in – employee experience is critical now more than ever.

According to *isolvd*'s Transforming Employee Experience Report, 92 percent of the 500 HR leaders surveyed said employee experience (EX) was a top priority for them. And for good reason – a favorable EX is what gives an organization a competitive edge in the hunt for talent, a necessity in today's competitive job market.

Positive EX follows an employee's journey within the organization, from attraction through separation. It's influenced by the connection employees have with the corporate mission, the relationships they have with their colleagues and how they are compensated and rewarded.

Achieving a favorable EX is not an easy feat, especially among organizations in complex fields like the legal industry. In fact, 40 percent of employees in the legal industry surveyed in *isolvd*'s Embracing 2022's Biggest HR Trends rated their company's EX as poor or average.

It's likely that many of your colleagues and clients are facing the same challenge. Fortunately, the same survey revealed that many of the year's top HR trends will help organizations achieve better EX. We explore four:

1. Greater Focus on Company Culture

To nurture the EX, there needs to be an environment in which it can thrive. HR leaders are redirecting their attention on company culture since healthy culture and a favorable EX go hand in hand.

At a time when many are experiencing financial strain, it comes as no surprise that providing competitive compensation boosts culture. In fact, our research found that 21 percent of employees consider it to be the best way. Flexible working environments and better internal communications also top the list.

Nothing extinguishes company culture faster than employee burnout, which was identified as the number one threat to company culture. And it's even more

prevalent within the legal profession, with 80 percent of respondents reporting burnout over the last year (vs. 75 percent across all industries).

Key takeaway: Focus on company culture. Ensure employees are fairly compensated and provide opportunities or resources to support their mental health.

2. Evolved COVID-19 Protocols

The pandemic continues to impact the workplace. While we'd all like to put it in the rear-view mirror, smart HR leaders recognize there is still much to do.

Like much of the workforce, the pandemic forced the legal community to accommodate remote work. While 80 percent are still remote or hybrid, 80 percent prefer to work on-site at least part of the workweek. Moving forward as work-from-home policies are amended, HR leaders should ensure they are clearly communicated and documented in the employee handbook.

Vaccine policies in the workplace must also be closely monitored, as there is still uncertainty surrounding this topic. Legal practices that lack sufficient HR support are likely to pursue expertise to help ensure compliance with these tricky regulations. Human capital management (HCM) technology options that are built to store vaccination records, policy attestation forms, and other compliance documents within an employee record can help with these tasks.

Key takeaway: The pandemic continues to impact the workplace. Policies surrounding remote work and vaccines need to be monitored and communicated. HR support and HCM technology can help ensure compliance.

3. Reimagined Approach to Talent Acquisition

HR leaders anticipated that recruiting would be difficult in 2021, and it continues to keep them up at night. In this challenging environment, creativity is key.

[continued on page 12]

HCM TRENDS LEGAL PROFESSIONALS CAN'T IGNORE - CONT.

continued from page 11

One untapped area of opportunity is employee referrals. According to isolved's Transforming Employee Experience Report, 22 percent of HR leaders identified referrals as their most valuable recruiting tool, yet only 10 percent of employees working in the legal industry have made referrals within their organizations. The reasons? Poor leadership tops the list, but 30 percent of respondents said they were unaware of open positions within their organization. This is an obstacle easily remedied through better communication.

Offering incentives may also help move the needle. A cash bonus is always a safe bet, yet those in the legal field indicated they appreciate extra paid time off too.

The application process itself may be hindering recruitment efforts as well. Forty-seven percent of employees who applied for a new job this year rated their experience as poor. A long process and lack of important information contributed to this perception. A modern talent acquisition platform can boost recruiting efforts by delivering a streamlined application process that improves the experience for candidates.

Key takeaway: Think outside of the box when recruiting. Maximize employee referrals by communicating open positions and offering incentives. Achieve simplicity in the application process.

4. Emphasis on Engagement for Retention

Considering the amount of time, effort, and resources it takes to make a hire, it's in an organization's best interest to retain and nurture talent from within. However, there is work to be done here. While engagement is critical for retention, only 9 percent of employees feel their employer prioritized it in 2021.

When asked what would engage them, opportunities to learn and collaborate topped the list. Fortunately, there are robust engagement tools on the market to help address these requests. Investing in this technology allows employees to communicate and connect. Additionally, an integrated learning management system not only satisfies employees' need for professional development, but it also helps train staff and hone leadership skills, an area that was cited as needing attention.

Key takeaway: Engagement is necessary for retention. Providing engagement and learning management tools engages the workforce and helps develop talent from within.

What will emerge as the leading driver of change this year? The jury is still out. However, HR professionals in the legal profession and beyond agree that focusing on these top trends will help facilitate a more positive EX.



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ALAMN'S SHINING STAR - TRACY SMITH

The ALAMN Board of Directors is pleased to announce that Tracy Smith has been selected as a Shining Star for the Minnesota Chapter!

Tracy has been the Office Administrator at Smith Gendler, P.A., for nine years, and, shortly after joining the firm, joined ALAMN. Prior to entering the legal field, Tracy worked in finance and insurance, collections, and in retail.

Tracy has been a continually active member of the Community Services Team from the start! In addition to volunteering at most CST events, she always coordinates the Cookie Cart events. Tracy is also a member of the Small/Medium section. On behalf of ALAMN, Tracy recently authored an article for the Minnesota Lawyer titled, "Community Service: Value of an ALAMN Membership for Your Staff."

Besides volunteering with ALAMN, Tracy is an active volunteer in her community and church. She has a passion for social justice and equality and is continually educating herself in these areas.

When asked about what she finds most valuable about ALAMN, Tracy said she enjoys connecting with other administrators, having the opportunity to discuss issues, processes, procedures, and sharing (and gaining)

knowledge with other members. Tracy's firm is small, and she said that it's very valuable to get together and discuss issues with others in similar positions.

Tracy and her family enjoy "being tourists in the Twin Cities," finding unique activities and restaurants to check out, but always finding time for regular things like a stop for a Juicy Lucy at The Nook in St. Paul, attending Twins and Saints games, going to the movie theater, and playing pickleball!

Tracy's favorites and/or recommendations:

Best Local Museum – Minnesota Institute of Arts

Favorite Author – Anne McCaffrey and J.K. Rowling

Favorite Genre of Books – Science Fiction, Fiction, Mysteries, Historical Fiction

Currently Reading – *The Rose Code: A Novel* by Kate Quinn

Last Vacation – Harry Potter Book Club trip to Harry Potter World in Orlando this past winter

Favorite TV Show – *The Walking Dead*

Binge-Worthy TV Shows/Movies – *Misfits*, *After Life* and the Marvel movies

Please join the Board in thanking Tracy for her commitment to ALAMN.

SAVE THE DATE

ALAMN Annual Education Conference September 20, 2022

This year's conference will be held at the Golden Valley Country Club, a large facility that will accommodate all of our business partners and members. The planning team is working hard to secure relevant speakers and education sessions you won't want to miss. It will be a great day of networking with business partners and ALAMN members. Watch for more details soon.

PAID TIME OFF: THINGS TO CONSIDER & THE IMPACT OF FIRM CULTURE

By Caitlin Niedzwiecki



With the rise in remote work brought on by the pandemic and the increase in employee burnout, paid time off has been a hot topic in the HR world as of late. PTO reduces burnout, improves mental and physical health, and leads to more productive workers. Whether designing a time off policy for the first time or updating an existing policy, there are many questions to consider and decisions to make.

Paid Time Off vs. Separate Vacation and Sick Time

Many companies offer separate vacation and sick time, while other companies offer a general paid time off (PTO) that can be used for any reason. General PTO has grown in popularity over the past decade. It is enticing to employees because they no longer need to worry about running out of one type of leave (i.e., vacation or sick). Instead, they can use their leave for a variety of reasons and must keep track of only one total. And for managers, having one PTO bank is much easier to administer and track. On the other hand, the benefit of splitting out vacation from sick leave is that employees may take fewer days off because they do not end up using all their sick leave. Many states have paid sick and family leave laws that need to be followed, so it is important to do research before implementing any type of policy.

Unlimited vs. Accrued PTO

Should you offer a set amount of paid time off or make it unlimited? Giving employees a set amount of time off each year seems to be the trend in law firms. For unlimited time off to work there must be mutual trust between employees and their employer. Employees must feel supported to take the amount of time off that feels right for them. The employer must trust that employees will not take advantage of the policy. If giving a set amount of PTO, you need to determine whether you want it to be accrued (small amounts earned throughout the year)

or given as a lump sum. Should balances rollover from year to year? Should there be a limit to how much can be earned? Will you pay it out at termination? And of course, the most important question of all: How much time off should be given? There are many factors to consider, including logistics, budget, and industry standards. It's important to find the sweet spot between giving enough PTO to attract and retain talent, while not giving so much that it becomes a burden to facilitate.

Firm Culture Related to Time Off

What is your firm culture surrounding time off? Is it encouraged or is there an underlying pressure that keeps employees from taking time away? You may find it beneficial to survey employees about their perceptions and preferences related to PTO. From there you can use it as an opportunity to reaffirm your firm's position and values. To all the managers reading this: When was the last time you took a vacation and truly unplugged? Employees learn much of their behavior from us, which is why it is critical that we model good habits when it comes to taking time off work.

Communication between managers and employees is key. My firm recently implemented a practice of sending quarterly PTO reports to managers. Each report includes employees' time off usage, along with their current and projected PTO balances. We encourage managers to have follow-up conversations with employees who are leaving large amounts of PTO unused. When a manager reminds his or her employee to take time off, it can be very impactful. That small nudge lets the employee know that they are supported and encouraged to take time away from work.

Keeping the Conversation Going

To engage in further conversation about paid time off or other relevant HR topics, join ALAMN's HR email distribution group, attend an HR meeting (the next one is in August), and be sure to participate in and purchase ALAMN's annual Compensation and Benefits Survey.

SARAH EVENSON: ALA 2022/2023 PRESIDENT!



On Wednesday, May 17, 2022, ALAMN's own Sarah Evenson was handed the Association of Legal Administrators President's gavel during the Association Lunch at the ALA Annual Conference and Expo held in Kissimmee, Florida.

In Sarah's gracious and heartfelt acceptance speech she thanked the current ALA Board, ALA staff, ALAMN members, friends, and family, and she talked about the impact of the "power of one." Sarah's power of one theory is that it takes just **one person** - **one person** to stop and say hi to someone new at a meeting, **one person** to invite another to a meeting or an event, **one person** to ask if there is an interest in a leadership role. Sarah believes that we all have the power to be that **one person**. She gave a special shout out to Sarah Didrikson (Practice Support Manager at Nilan Johnson), who was the **one person** who

walked across the room to introduce herself to Sarah E. at one of the first ALAMN events Sarah E. attended shortly after joining ALA/ALAMN in 2009. From that one connection, Sarah began attending meetings and socials, got involved on ALAMN teams, joined the ALAMN Board of Directors in 2014, and served as ALAMN president in 2017. In January 2018 Sarah was asked to fill an unexpected mid-year vacancy on the ALA Board - and is now the President of the Association of Legal Administrators!

The 30+ ALAMN members attending the conference, along with members of Sarah's firm, her parents, and her husband, were proudly wearing "Nobody Doesn't Love Sarah E" shirts at the luncheon!

Sarah's speech touched on some typical Minnesota things, so in true Minnesota fashion, we say, "Skol Sarah," and, "Holy buckets, she's the ALA President - you betcha ALA is in good hands!"

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Carrie Birath

Office Administrator
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Mark Bradley

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ALAMN'S SHINING STAR - DEB O'CONNOR

The ALAMN Board is pleased to announce that Deb O'Connor has been selected as a Shining Star for the Minnesota Chapter! Deb is currently serving as the ALAMN Board Advisor – a new, non-voting position added to assist the current Board of Directors with continuity (and historical knowledge) by attending Board meetings and advising on discussion items.

Deb started her career in the legal field in 1998 and has been the Firm Administrator at Jellum Law (fka Anastasi Jellum) for six years. Deb passed the Certified Legal Administrator exam in 2009 at the ALA Conference in New Orleans.

Prior to her current role as Board Advisor, Deb was on the BOD for six years, serving as Administrative Director, Membership Director, President-Elect, President, and Past President.

In addition to her role as Board Advisor, Deb is currently serving her third year as co-chair of the Business Partner Relations Team and is active in various teams, sections, and SIGS. In addition to this, Deb is very involved with ALA on the national level – she is a member of ALA's Business Partner Relations Team, is an ALA Membership Ambassador, and has served on four ALA nominating committees. She is always willing to answer questions, offer her expertise, and/or mentor ALAMN or ALA members. It is no wonder that everyone knows Deb!

When Deb started her legal career in 1998, she found ALA and ALAMN most beneficial for the education. Deb said, "I was new, inexperienced, and had a lot to learn." Over the years, that has changed, and when asked what is the most significant benefit she now gets from of ALAMN and ALA, Deb enthusiastically says "It's the people! It's the personal, professional, and business partner relationships that I have developed and continue to develop."

Deb is a busy outside of work, too! She loves live music, attending the theater, and, most of all, she LOVES to travel! This year, her goal is to get on an airplane every month – so far, she has been to the Florida Keys, Arizona (twice), Las Vegas, and Kissimmee, Florida for the 2022 ALA Conference.

A few of Deb's favorites and/or recommendations:

Dessert – Any fruit pie

Recently Binge Watched and Recommends – *Bridgerton*

Beverages – Iced Tea and Tito's and Tonic

Currently Reading – *Moral Intelligence 2.0: Enhancing Business Performance and Leadership in Turbulent Times* by Doug Lennick and Fred Kiel

Bucket List Travel Destination – Ireland (maybe May 2023!)

Favorite Play – *Beautiful* (The Carole King Musical)

Please join the Board in thanking Deb for her commitment to ALAMN and ALA.



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BUSINESS PARTNER SPOTLIGHT: ANNETTE WANCHENA LEAD TREASURY MANAGEMENT SPECIALIST, ALERUS



As lead treasury management specialist, Annette Wanchena oversees the treasury team at Alerus and is responsible for account fulfillment, ongoing servicing, compliance, strategy, and support of treasury products and services. She collaborates with Alerus specialists

throughout the organization to provide comprehensive cash management tools and serves as a subject matter expert for all treasury-related products, services, and discussions.

Annette joined Alerus in December 2021, bringing nearly 30 years of experience in the financial services industry. She previously served in roles at financial organizations in the Twin Cities area, including firm administrator, vice president of e-banking, commercial deposits, cash management, and business banking officer, enabling her to build an extensive knowledge base with an emphasis on treasury management services. She is a Certified Treasury Professional and holds a bachelor's degree in marketing management and innovation from Concordia University in St. Paul, Minnesota.

In her free time, Annette co-leads her church's youth group and serves as a mentor and trainer for WomenVenture, which provides small business training and services to women. She lives in the southeast metro with her husband and two children.

How long have you been involved with ALAMN?

Alerus has a long history of involvement with ALAMN. Our Twin Cities Regional President, Sara Ausman, has been involved with the group for more than 20 years. I became involved when I joined Alerus in December 2021.

What is your favorite tv show?

Outlander. Don't ask – it's a guilty pleasure.

What is the last vacation you took? We were lucky to take a breather from the long winter with a trip to Oahu for spring break this year.

What is your favorite weekend activity?

Watching my child play soccer or basketball.

What is your favorite way to pass 30 minutes of free time?

Playing Solitaire – Grand Harvest. It's one of those apps that really sucks up time!

If you could learn to do anything, what would it be?
To snowboard without killing myself.

At what age did you become an adult (in your opinion)?

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KNOW YOUR LEGAL JARGON

Alter ego - Latin for "another I."

A second identity.



BUSINESS PARTNER SPOTLIGHT: GREGG EASTIN

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I manage our partnerships with Law Firms in the Twin Cities area and am responsible for representing all of our solutions, which include: IT Professional/Managed Services, IT/Physical Security, Multi-Functional Copiers/Printers, Managed Print Services, Unified

Communications, Software/Workflow Technologies, Scanning Projects, Mail Solutions, and Onsite People-Based Services. I have been at Loffler Companies since 2008 and in the industry since 1998.

How long have you been involved with ALAMN?

Since 2001

What is your favorite tv show this past year?

Any home building/fixer upper type show

What is the last vacation you took?

My parents bought a winter home in Arizona and we visited them over Christmas. Hiking is super fun!

What is your favorite weekend activity?

Coaching youth sports or enjoying Northwestern Wisconsin.

What is your favorite way to pass 30 minutes of free time?

A walk in the Oakdale Nature Center with my dog.

If you could learn to do anything, what would it be?

I would love to be expert level at woodworking and building things.

At what age did you become an adult (in your opinion)?

I am planning that for retirement...

TEAM AND SIG MEETING MINUTES

Small/Medium SIG

The Small/Medium SIG met via Zoom on April 12, 2022, with eight members attending. Topics of conversation were:

- Office Software – experience with moving from ProLaw
- How to identify good IT support, and how to deal with “poor” support
- How to manage the various viewpoint/value considerations between “age groups” in your firm
- Staffing conversation
- Administrative Professional week activities

With a little time remaining after the conversations, the group played a round of the “Jeopardy” game Gretchen Luessenheide wrote for employee appreciation week at her firm.

GET TO KNOW YOUR ALAMN BOARD

When was the last time you did something for the first time?

Chong Lee, President

Most recently in January I took a road trip to Florida.

Caitlin Niedzwiecki, Past President

I don't think I've done anything for the first time lately. However, Chong has graciously offered to teach some of us how to make egg rolls, so I'm very much looking forward to learning how to do that!

Carrie Patton, President-Elect

Last month I had my first tattoo! My niece, Lily, is 14 and was recently diagnosed with a brain tumor. All my family got lily tattoos in her honor on our wrists. Feel free to say something about it next time you see me since it's hard to miss.

Pat Stender, Administrative Director

Professionally, I would say that doing a build out of our (now not so new) office space in 2016 may be the last time I did something really big for the first time. Personally, it would be trying oysters on the half shell a few months ago – and, it will be the first and last time I have them!

Samantha Tschida, Communications Director

Still being within a year of starting a new role, it seems everything I do is for the first time. A lot of learning going on this year!

Gretchen Luessenheide, Education Director

Earlier this year I managed to break both of my feet when I missed the last step on my stairs. It was the first time I had ever broken a bone. I spent only a few weeks in a wheelchair, but I gained a new appreciation for the importance of having handicapped parking spaces well-plowed in the winter!

Vanessa Kahn, Finance Director

In February this year I went deep sea fishing for the first time in the Pacific Ocean.



ALA members receive an association newsletter every week titled *BOLD Bites*. BOLD stands for “Business of Law Discussions,” which is also the inspiration for BOLD Bites talks during ALA events. The newsletter is a source for quick, informational “bites” about upcoming ALA events, new offerings, chapter kudos, industry thought leadership and more. Current and past issues of *BOLD Bites* can be found [HERE](#).

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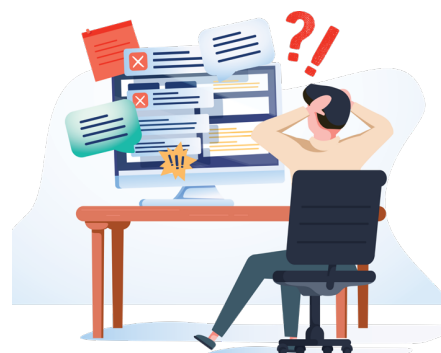
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