

February / March 2019  
Vol. 2019, No. 1



## Membership

**DON'T MISS:**

**Pg. 6**

President's Column

**Pg. 8**

Meet the ALAMN Board  
Nominees for 2019-2020

**Pg. 16**

What You Can Expect  
from Membership

## TABLE OF CONTENTS

### EVENTS

- 5 Calendar of Events
- 7 29th Annual ALAMN Educational Conference and Business Partner Expo

### MEMBERS

- 3 2018 - 2019 ALAMN Officers & Directors
- 4 ALAMN Committees & SIGs
- 8 Meet the ALAMN Board Nominees for 2019 - 2020
- 10 ALAMN Shining Star
- 12 Benefits of CLM
- 14 Celebrating 20+ Years of ALAMN Membership!
- 14 Welcome New ALAMN Members
- 22 Get to Know Your Board

### COMMITTEES

- 13 Community Service Project – Happiness Is a Warm Blanket

### COLUMNS

- 6 President's Column
- 16 What You Can Expect from Membership
- 18 New Year, New Goals
- 20 Leadership Success: Empowering Organizational Support and Cultivating Self-Awareness

### MORE INSIDE

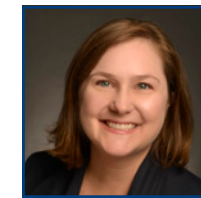
- 11 2019 ALAMN Business Partner Sponsors
- 11 Know Your Legal Jargon
- 24 Advertisers in This Issue

## 2018 - 2019 ALAMN OFFICERS & DIRECTORS

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### 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.

## THE VERDICT STAFF

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## ALAMN COMMITTEES & SIGs

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

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## ALAMN CALENDAR OF EVENTS

### FEBRUARY 2019

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	1	2

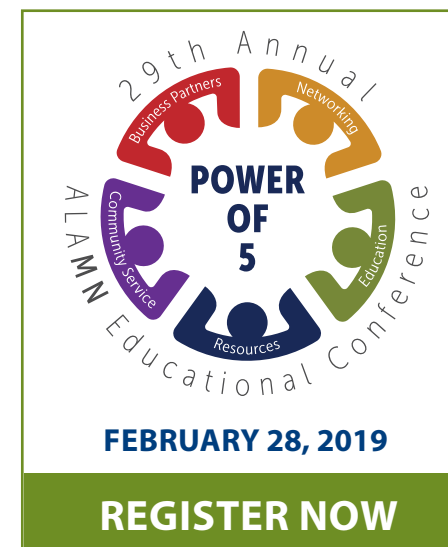
- 5 Networking and Self-Defense Training**  
5:00 PM – 7:30 PM  
222 S 9th Street (Street Level), Mpls
- 6 Large Firm SIG Meeting\***  
12:00 PM – 1:00 PM  
Bowman & Brooke
- 12 General Meeting – Round Table Discussion**  
11:30 AM – 1:00 PM  
Fredrikson & Byron
- 13 Business Partner Relations Committee Meeting**  
10:00 AM – 10:30 AM  
Conference Call
- 19 Facilities SIG Meeting\***  
12:00 PM – 1:00 PM  
Briggs & Morgan
- 20 CLM Study Group**  
3:30 PM – 5:00 PM  
Brown & Carlson
- 28 29th Annual ALAMN Educational Conference and Business Partner Expo**  
7:30 AM – 5:00 PM  
Earle Brown Heritage Center

### MARCH 2019

SU	MO	TU	WE	TH	FR	SA
24	25	26	27	28	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

- 5 HR Committee Meeting**  
11:30 AM – 1:00 PM  
Foley & Mansfield
- 6 Large Firm Committee Meeting**  
12:00 PM – 1:00 PM  
Briggs and Morgan
- 13 CLM Study Group**  
12:00 PM – 1:30 PM  
Eckland & Blando
- 19 Facilities SIG Meeting\***  
12:00 PM – 1:00 PM  
Briggs & Morgan
- 20 Young Professionals Social**  
4:30 PM – 6:30 PM  
Barrio

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



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PRESIDENT'S COLUMN | LEARNING FROM AND WITH EACH OTHER

29TH ANNUAL ALAMN EDUCATIONAL CONFERENCE AND BUSINESS PARTNER EXPO

By Abby Rooney, PHR, SHRM-CP



One of my favorite things about ALAMN is the opportunity we all have to learn from each other. We learn from fellow members as well as business partners. We learn not only from those among us who have more experience but also from those who are either new to the legal industry or from a younger generation.

These learning opportunities happen both formally and informally. Sure, we set aside time to hear from industry and subject-matter experts at our regular meetings. But what you might not expect is a casual conversation with another member before the meeting starts. Those ten minutes could lead you to a brilliant solution for your firm. Be open to those conversations and deliberately initiate conversations with members whom are new to you. Challenge yourself to get at least one other person's perspective on a current issue you are facing in your role.

This year's ALAMN Educational Conference and Business Partner Expo on February 28th will be a wonderful opportunity to talk with ALAMN friends, new and old. There will be many formal education sessions as well as time dedicated to learning from our incredibly knowledgeable business partners. Then, to top it off, there will be social time to catch up with members you haven't seen in a while or haven't met yet. Please take the time to mingle and talk with as many people as possible. Take full advantage of the networking benefit ALAMN offers through this annual event!

When I think about it, I have learned many things from my fellow members since joining this amazing organization. While the educational opportunities are obvious and easy to spot (e.g., we have the ability to poll each other on firm policies, practicalities, and the like), it can sometimes be more difficult to recognize the soft skills we learn from each other. That said, I would be remiss if I didn't mention the following ALAMN board member that I have had the privilege to learn from for the past few years:

Thank you, Sarah Evenson, JD, MBA, for everything you have done for the ALAMN Board of Directors, the Minnesota Chapter of ALA, and for me personally. You will be missed!

She may not realize it, but ALAMN past president, Sarah Evenson, JD, MBA, has taught me countless things during our time together on the ALAMN board. And, although her time on the board will be up in just a couple of months, her influence will leave a long-lasting imprint. Just by watching her, I have become more likely to take risks; I have worked on being more direct; and I've worried less about what's been done before. I have tried to emulate her many abilities – to name just a few: she is a more creative, ideas person and a more eloquent speaker than me. So, when I channel my "inner Sarah Evenson", I'm less concerned about whether an idea I propose will be shot down. I also feel less nervous when speaking in front of groups. I know I will never be just like Sarah, but I have observed and practiced valuable skills because of her influence.



Thursday, February 28, 2019  
7:30 a.m. – 5:00 p.m.

Earle Brown Heritage Center  
6155 Earle Brown Drive, Brooklyn Center, MN 55430

**SPEAKERS:**

- **Sunjay Nath**, Engineering Human Performance – Morning Keynote
- **Judy Hisson**, Nesso Strategies – Afternoon Keynote
- **Susanne Egli**, Communication Navigation – Breakout Session 3
- **Kate Bischoff**, tHRive Law & Consulting – Breakout Sessions 2 & 3
- **Paul Burton**, QuietSpacing – Breakout Sessions 1 & 2
- **Teresa Walker**, 2015-2016 ALA President – Breakout Session 2
- **Todd Scott**, MN Lawyers Mutual – Breakout Session 1
- **Evan Francen**, FRSecure – Breakout Session 1
- **Lance Odegard**, Thomson Reuters – Breakout Session 3
- With standup comedian **Tiffany Norton** as emcee!

**Top 5 Reasons to Register Now**

- 1. Education:** You asked for it and we are delivering! This year we will offer 5 educational sessions on today's hot topics! And further, you will have the opportunity to earn up to 5 CLM credits.
- 2. Networking:** Through networking with others who have the same or similar role as you, you can help each other uncover ideas and spark inspiration!
- 3. Business Partners:** Not only do they support our organization and make events like this possible, business partners are also great connections for learning about emerging trends, ideas, and technologies!
- 4. Headshots:** Comb your hair and grab a suit coat; that's right, the 2019 ALAMN Annual Conference will have a photographer onsite to take your headshot – for FREE!
- 5. FUN!** Participate in interactive sessions, eat lunch with new friends, and share a hard-earned beverage at the end of the day!

**REGISTER NOW**

**ALAMN IS ON SOCIAL MEDIA**

If you are a tweeter, don't forget to follow us!  
Our handle is @minnesotaala.

You will also find links to ALAMN's Facebook and LinkedIn pages above.

**GET FOLLOWING & TWEETING!**



## MEET THE ALAMN BOARD NOMINEES FOR 2019-2020



### President – Jessica Gerhardson

Jessica Gerhardson is the Administrator at Monroe Moxness Berg where she has worked since 2014. She has a Bachelor of Science in Legal Studies from the University of Central Florida. She attended a year and a half of law school, but ultimately decided she preferred the business of law to practicing law. Jessica has been in law firm administration since 2010 and has worked in both small and medium firms in operations and human resources capacities. As the Administrator at a small firm, Jessica wears many hats, and she wouldn't have it any other way. Jessica has been a member of ALAMN since 2010 and has actively served the Association as a member of the Membership Development Committee, Communications Committee, co-chair of the Small and Medium Firm Group, and participant in the Diversity & Inclusion Career Fair and Community Service events. Jessica has served as President-Elect and Membership Director on the Board.

Jessica lives in Eagan with her husband, 11-month-old son, rambunctious Labrador, and two cats. When she's not working, Jessica enjoys spending time with family, volunteering, curling up with a good book, and traveling to her native Florida to visit family and friends.



### President-Elect – Kelly Thamer, CLM

Kelly Thamer, CLM, joined Hellmuth & Johnson as the accounting assistant in 2009. Her role has continued to transition through the years; she was promoted to HR and Facilities Director in 2013 and Firm Administrator in December 2016.

Kelly joined ALAMN in the spring of 2013. She attended her first national conference in Toronto, Canada in 2014 through a scholarship from ALAMN. After that conference, she quickly realized the immeasurable value

of ALAMN and jumped in head first. She was asked to co-chair the Human Resources Committee, and shortly after that volunteered to co-chair the Facilities Special Interest Group. Kelly also attends ALAMN general meetings, ALAMN Finance SIG meetings, ALAMN annual conferences, and ALAMN socials. Kelly earned the CLM (Certified Legal Manager) designation in 2016.

Kelly and her husband live in Watertown along with their Puggle, Demsey. They enjoy traveling together, camping, riding their Harleys, and spending time with family.



### Past President – Abby Rooney, PHR, SHRM-CP

Abby Rooney, PHR, SHRM-CP, is the Director of Human Resources at Foley & Mansfield. She has a BA in Sociology from the University of Minnesota.

Abby has been with Foley & Mansfield for about ten years, and she enjoys her role at the mid-sized firm because she is truly an HR generalist. Abby gets to work in many areas, including benefits, recruiting, employee relations, and more. She appreciates the variety she gets from her role. Abby believes it is a wonderful organization, and she has a great team.

Prior to moving into human resources, Abby worked as an accounting professional. Abby was on a path to becoming a CPA when she realized that, while good with numbers, she prefers to work on the "people" side of business. Abby's accounting background often comes in handy when analyzing benefits data or reviewing vendor contracts.

Abby has served as co-chair of the Human Resources Committee and is finishing her fourth term on the ALAMN Board.

When not at work, Abby enjoys spending time with her family. She lives in Edina with her husband, Colin, and their sons, J.J. (9-1/2) and Will (6). The boys are very active and keep them exhausted and busy.

[ continued on page 9 ]

## MEET THE ALAMN BOARD NOMINEES FOR 2019-2020 - CONT.

continued from page 8



### Finance Director – Kim Pepera

Kim Pepera is the Firm Administrator at Eckberg Lammers in Stillwater. She has been with the firm since 1996. Her role has morphed and expanded over the years, and she has truly enjoyed the journey. Working at a smaller firm, she has been involved in all aspects of the firm's management and gets to wear several hats at the firm, including financial analysis, human resources, supervising IT, and facilities. She joined ALAMN in 2004 and is the past co-chair of the Small and Medium Firm Group. Kim has attended five annual conferences and is excited to expand her involvement in ALAMN.

Kim lives in Stillwater with her husband, Tim, and their new dog, Griffin. She has three grown daughters who are scattered through the US and have made her the person she is today.



### Administrative Director – Tracy Johnson, CLM, SPHR, SHRM-SCP, C(k)PF

Tracy Johnson, CLM, SPHR, SHRM-SCP, C(k)PF, is the Executive Director at Eckland & Blando where she has been employed since 2011. She has a Legal Secretarial Certificate from Anoka Vo-Tech, an AAS in Accounting from North Hennepin Community College, and a BS in Management from Cardinal Stritch University. Tracy has been a member of ALAMN from 1992 to 2009 and again since 2011 upon her return from a Legal Administrator position in Miami, Florida. In the mid-2000s, she served on the Vendor Relations Committee. Tracy is the co-chair of the CLM Study Group as well as the Education Committee.

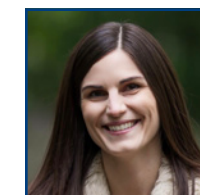
Tracy resides in Fridley with her fiancée, Joel, and their Field Bred English Spring Spaniel, Harley. They enjoy taking Harley on walks, their annual trip to Gunflint Lodge, reading, book club, and spending time with family and friends.



### Membership Director – Jessica Johnson

Jessica Johnson is the Assistant Office Administrator at Henson & Efron. She brings with her over ten years of experience in administrative positions at law firms. At Henson & Efron, Jessica works with all departments of the firm in determining staffing needs, administering benefits, marketing and collaborating with the Office Administrator in all aspects of managing a law firm. She enjoys working in a variety of areas and collaborating with all members of the firm. Jessica joined ALAMN in 2013 and has served the Association as a member of the Business Partner and Conference Committee, co-chair of the Small and Medium Group, and as the Administrative Director on the ALAMN board this past year.

Jessica lives in Andover with her husband, Josh, and their daughters, Abby and Stella. She enjoys spending time with her family, camping, exploring state parks and playing the piano.



### Education Director – Caitlin Niedzwiecki, PHR

Caitlin Niedzwiecki, PHR, is a Human Resources Generalist at Foley & Mansfield where she has worked since 2013. She has bachelor's degrees in Psychology and Biology from St. Olaf College and a master's degree in Education from Hamline University. She also holds the Professional in Human Resources (PHR) certification. Prior to joining Foley & Mansfield, Caitlin worked as an elementary teacher and reading tutor for several years. She enjoys the variety in her current role, getting to have a hand in recruiting and onboarding, benefits administration, employee relations, diversity and inclusion initiatives, community service projects, and event planning. Since joining ALAMN in 2017, Caitlin has served as co-chair of the

[ continued on page 10 ]

## MEET THE ALAMN BOARD NOMINEES FOR 2019-2020 - CONT.

continued from page 9

Education Committee and been an active member on the Diversity and Inclusion Committee. She also recently joined the Business Partner Relations Committee.

Caitlin lives in Southwest Minneapolis with her husband and two kids, Emmy (4) and Stanley (2). She enjoys running around the lakes in Minneapolis, trying out new restaurants, and traveling.



### Communications Director – Nick Manty

Nick Manty is the marketing manager for the Minneapolis office of Barnes & Thornburg. Before his current position, he was the firm administrator at Manty & Associates for eight years. Nick has been an active member of ALAMN since 2014. During his time with the chapter, he first served as Communications Committee Chair, and then later served as the Communications Coordinator. Nick has also worked with the chapter's Young Professionals Group and the Education Committee.

Nick believes in ALAMN and ascribes fully to its mission and goals. More importantly, he considers the chapter's most valuable resource to be its members. The connections he has made through the

organization have been invaluable to him, personally and professionally. He is particularly passionate about fostering connections between and among members and building new relationships in the legal community.

Nick and his partner, Eric, live in Northeast Minneapolis. In his free time Nick enjoys cooking, traveling, and climbing at the Minneapolis bouldering project.

### NOMINATING COMMITTEE 2019 - 2020

I would like to take this opportunity to send out a huge thanks to this year's nomination committee members: Kathy Hubbard; Sarah Duerscherl; Robert Karau; and our President-Elect, Jessica Gerhardson. All of the nominations committee members took time out of their busy schedules to select the above slate of talented people to be our 2019/2020 ALAMN Board of Directors. We are deeply appreciative to our nominations committee and all the wonderful volunteers they have selected to lead ALAMN fearlessly into the future. Likewise, thank you to all of the nominees for their willingness to share their time, talent, and expertise with ALAMN.

Sarah L. Evenson, JD, MBA  
2019/2020 Nominating Committee Chair

## 2019 ALAMN BUSINESS PARTNER SPONSORS



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Coordinated Business Systems Ltd  
Cushman & Wakefield  
DLR Group (Studio Hive)  
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Epiq  
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Marco Technologies  
Minnesota Lawyers Mutual Insurance Company  
National Institute for Trial Advocacy

Northland Business Systems Inc  
Olsen Thielen CPAs  
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Robert Half Legal  
RSM US LLP  
Special Counsel Inc  
SUCCESS Computer Consulting Inc  
US Bank Equipment Finance  
Versus Corporation  
Wells Fargo Bank NA



DI Recruiting LLC  
Geyen Group Inc  
LawPay

NELSON  
Pro Legal  
PS Companies

Ryan Financial Group

## KNOW YOUR LEGAL JARGON

### Ad Litem – Latin for “for the case”

A person representing a party who is incapable of representing one-self, such as a child or incapacitated adult. Often referred to as the “guardian ad litem.”



### And the next ALAMN Shining Star is...



The Board is pleased to announce the selection of Sarah Duerscherl as a Shining Star for the Minnesota Chapter! Sarah is a Human Resources Generalist at Foley & Mansfield. Encouraged to join ALAMN in 2015, Sarah has gotten involved in different committees quickly. She currently co-chairs the Human Resources Committee and is a member of the Membership Development Committee. Sarah also heads up the Young Professionals Networking Group. Sarah's enthusiasm for the chapter is contagious and she embodies what it means to be an active member of ALAMN. Thank you, Sarah, for your contributions and commitment to the Chapter!

## BENEFITS OF CLM

### 1. What is the function of Application Service Providers (ASPs)?

- (a) To provide in-house help desk services to organizations
- (b) To host software applications and store data accessible over the internet
- (c) To link voice and data systems using fiber optics
- (d) To provide analysis of optimal software applications to maximize workflow

### 2. When may funds not be disbursed from a trust fund account?

- (a) Before a prescribed number of days after receipt of funds
- (b) Without specific written instructions from the client to the firm
- (c) Until the specific funds to be disbursed have been collected by the firm's bank
- (d) If the firm has co-mingled those funds into a common client trust fund

### 3. In the strategic planning process, what addresses (1) what is involved, (2) when it begins and ends, (3) who will do it, (4) how much it will cost, and (5) the expected outcomes?

- (a) Vision statement
- (b) Goals statement
- (c) Statement of objectives
- (d) Action plan

**ANSWERS: ON PAGE 24**



AS A CLM, YOU'LL CREATE  
A BRIGHTER FUTURE.



Certified Legal Managers (CLMs) have increased knowledge about the business of law:

- More professional expertise
- Industry recognition and respect
- Proven value

[alanet.org/clm](http://alanet.org/clm)

**WHAT IS CLM?** ALA's Certified Legal Manager (CLM) program provides the opportunity to demonstrate you have mastered the knowledge, skills, and abilities to operate at a high level of expertise in the field of legal management.

**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. While legal administrators in Canada and other countries are eligible to become certified, major portions of the examination are based on U.S. federal law.

**Interested in taking the next steps toward CLM?**

All members, whether planning to sit for the exam or not, are welcome to join ALAMN's CLM Study Group anytime. Reference the ALAMN calendar for meeting dates, time, and location.

For more information regarding ALAMN's CLM Study Group, please contact Barb Romanko, CLM, at [bromanko@brownandcarlson.com](mailto:bromanko@brownandcarlson.com) or Tracy Johnson, CLM, at [tjohnson@ecklandblando.com](mailto:tjohnson@ecklandblando.com)

A complete list of ALAMN members who have earned the CLM designation can be [found here](#).

## COMMUNITY SERVICE PROJECT | HAPPINESS IS A WARM BLANKET



On Wednesday, December 5, 2018, ALAMN members and business partners tied twelve fleece blankets together between 11:30 a.m. and 1:30 p.m. at Robins Kaplan. Volunteers could stop by anytime during this 2-hour period to help; however, with 27 volunteers, we finished all the blankets in less than two hours! The blankets were delivered to Avenues for Homeless Youth to split between their two locations in Minneapolis and Brooklyn Park.

On any night in the state of Minnesota, 6,000+ youth and young adults are homeless and unaccompanied by an adult (Wilder Research). Avenues for Homeless

Youth partners with youth experiencing homelessness to achieve their dreams. If you would like to learn more about how to make a difference, [click here](#).

This community service project allowed members to network with fellow ALAMN Members and business partners, all while helping make differences in the lives of homeless youth.

Special thanks to Cheryl Nelson and Robins Kaplan for opening up their space; Mark Hinnenkamp of Business Essentials for bringing several scissors; and all of the following volunteers!

- Gillian Barrow**, ADP
- Karla Billehus**, Norton Rose Fulbright
- Wendy Cornelius**, Metropolitan Airports Commission
- Sarah Duerscherl**, Foley & Mansfield
- Mark Hinnenkamp**, Business Essentials
- Jeff Holds**, Element Technologies
- Jesse Holds**, Element Technologies
- Amanda Idinge**, Hennepin County Bar Association
- Janet Johnson**, Gregerson Rosow Johnson & Nilan
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- Shaun Lis**, Element Technologies
- Claudett McCune**, Coordinated Business Systems
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- Caitlin Niedzwiecki**, Foley & Mansfield
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- Teresa Reiner**, Gislason & Hunter
- Bret Roberts**, Presidio
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Congratulations to the following ALAMN members celebrating 20 or more years of chapter membership!

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**JeanneMarie Malush**  
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## WHAT YOU CAN EXPECT FROM MEMBERSHIP

By: Teresa Reiner, CLM, on behalf of the Membership Development Committee

I often say I could not do my job without this organization (You're nodding your head, aren't you?). My first legal job was managing a small firm of three attorneys – and I didn't know what I was doing. I had the education, but no experience and limited resources. I think about how much ALAMN membership would have benefited me then and wish I had known about this organization sooner. This is why I'm passionate about spreading the word about ALAMN and ensuring all members receive what they expect from their membership.

One of the tasks of the Membership Development Committee is to increase member engagement, but what does that mean? I have found that most disappointment in life occurs when two parties have different expectations of an interaction. If you joined ALAMN for the salary and benefits survey, and you participate in the survey, attend the survey results meeting, and appreciate the value the survey provides to your position – great! If you joined to meet other legal professionals and make friends, and you attend as many socials and events as you can – great! If ALAMN is meeting your expectations of membership, then congratulations! You're an engaged member!

There is no one-size-fits-all membership in the chapter. Not all members will find benefit in every resource ALAMN offers, and that's OK. ALAMN offers so much that not all members will be interested in all events. When I say we want engaged members, we want members whose expectations of membership are being met. If you feel that you are not engaged and your expectations are not being met, please let me know.

### Education

Each month I'm so impressed with the relevant topics and dynamic speakers chosen by the Education Committee for chapter general meetings and other events. Ellie Krug's story was powerful and touching, and her advice relevant. Judy Hissong lit a fire under us at the Law Firm Leaders event. The panel on law student recruiting gave

insight into what it's like to be a law student and how law firms can improve the recruiting process. These are real life issues, with real solutions.

Perhaps your job is a functional specialist and your expectation of membership is to stay up to date in your functional area. The Special Interest Groups (SIGs) and section Committees are smaller groups that focus on a specialty within legal management. Go to the ALAMN web site and click "**Participate**" to view a list of the SIGs and Committees that may be of interest to you.

### Service

ALA encourages us to elevate our profession with professional development, networking and service. The Minnesota chapter offers many opportunities to serve our industry, each other, and those in need. Our chapter will again host The Diversity & Inclusion Job Fair for high school students on Friday, April 12th, filling a need in the industry and the community. Each month the Community Service Committee also offers an opportunity to serve those in need by making meals, tying blankets, building furniture or donating needed items.

The chapter has a number of committees that allow the chapter to offer so many benefits to our members. The committees guide the organization in areas such as education, membership and communications, just to name a few. If your goal is to serve others, I encourage you to learn more about these committees and all they do to improve our chapter and elevate our profession. Please visit the ALAMN web site and click "**Volunteer**" to learn more.

### Networking

One of my favorite parts of attending chapter events is the networking with members and business partners. Even if you're not an extrovert like me, I bet you've met at least one other legal professional that you've added to your network – someone you can bounce off ideas with

[ continued on page 17 ]

## WHAT YOU CAN EXPECT FROM MEMBERSHIP - CONT.

continued from page 16

or email questions. Members have also introduced me to business partners, who then take the time to reach out and see how they can help me do my job better. Help me do my job better – yes, please!

As firms grow, shrink, convert systems, plan for succession, rebrand, restructure management or undergo any one of these major change movements, I encourage you to rely on your fellow chapter members and business partners. There is an abundance of knowledge in those with experience in these areas, and many are willing to share their experience and advice.

While I cannot list all the benefits of membership in ALAMN here (that may take over the entire issue), I hope you find your membership in the chapter as rewarding and essential to your job as I do. We strive to meet your membership expectations.

For an invaluable list of membership benefits and resources, please [use this Member Toolkit](#).

### About the Author:



Teresa Reiner, CLM, is the Assistant Office Administrator at Gislason & Hunter LLP where her focus is on human resources and operations. She earned her Bachelor of Science in Business from the Carlson School of Management. She became a Certified Legal Manager in 2016. Teresa is the co-chair of the ALAMN Membership Development Committee.

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## NEW YEAR, NEW GOALS

By: Tracy Johnson, CLM, SPHR, SHRM-SCP, C(k)PF

With 2019 already underway, let's take a few moments to reflect on that New Year's resolution you may have made. Was it of a personal or professional nature? Are you sticking to it? Do you need a buddy to motivate you in achieving your goal? If you are like me, I find the buddy system to be the best approach. Buddies keep us accountable and on track; they encourage us when we need a nudge to keep going. They push us to reach for the next goal and to be the best we can be

### Make Connections

Of the many benefits ALAMN membership offers, I believe the most valuable one is the opportunity to connect with like-minded individuals and to both learn and share knowledge with one another. These connections create bonds – buddies, if you will.



Over the years, I have made several buddies through ALAMN. These relationships have helped me achieve both my personal and professional goals. In fact, members of ALAMN are very generous and giving of their time and advice and truly want you to succeed in your endeavors.

There are several ways to make connections and to expand your knowledge through membership in ALAMN. From attendance at the many educational offerings, such as monthly general meetings or social events, seminars focusing on special topics, special interest group and committee meetings, to joining the CLM study group, attending local and/or national conferences, participating at chapter-arranged volunteer opportunities, checking out the Young Professionals Group, or attending business partner seminars and events, there really is something for everyone!

If you need a buddy to cheer you on, we also stand ready with a Peer Connection Program. This program matches new, and existing members if desired, with a peer or "buddy". Your buddy will be there to answer any questions you may have, attend ALAMN meetings and events with you, and introduce you to other members and business partners. If you are interested in being matched with a buddy, please contact the Membership Development Committee for more information or simply give me a call or send me an e-mail. I'd be happy to be your buddy.

### Discover Resources

In addition to the plethora of educational and networking opportunities, ALAMN membership also allows you access to industry trend watching through

The more you participate, the more connections you make, the more your support system grows.

[ continued on page 19 ]

## NEW YEAR, NEW GOALS - CONT.

continued from page 18

local, regional, and national resources. Not only does this help you in preparing for changes to come, it allows you to adapt to both technological and managerial advances within the industry.

### 1. Publications

- *the Verdict* – published electronically on a bi-monthly basis, this newsletter provides members with information on ALAMN board and chapter meetings, member and business partner activities, as well as various educational topics
- *ALAMN News Blast* – published bi-weekly, this email highlights both upcoming chapter and ALA events as well as chapter information and educational links
- *ALAMN Membership Directory* – distributed electronically on an annual basis; also available digitally, 24/7 to members via the ALAMN website
- *ALAMN Annual Salary and Benefits Survey* – based on survey data regarding the salaries and benefits offered to Minnesota-based private law firms and corporate and governmental-based legal departments, and tabulated by an independent third-party, this survey is circulated to participating members for a reduced cost as well as to other interested parties for a fee. Use this helpful information in administering competitive salary and benefit offerings to your employees.

### 2. Online Resources

- *Business Partner Directory* – find the products and services you need to run your organization at the click of your fingertips
- *Job Bank* – ALAMN offers two job banks for members: 1) management-level positions that qualify for ALA and ALAMN membership; and 2) staff-level positions. Firms or legal departments may post jobs at no cost if they are or have been a member of ALA or ALAMN within the past six-months

- *Diversity & Inclusion* – resources ranging from recommended speakers to educational links and other opportunities to enhance diversity within firms and organizations
- *Health/Addiction* – links to important resources regarding wellbeing, mental health, stress management, suicide awareness, addictions, disorders, and more

### 3. Scholarship Program

ALAMN facilitates a scholarship program to assist members with their professional development (a/k/a goals!). For more information, please visit the ALAMN website and click on "About/Scholarship".

Whether you are responsible for general, financial, human resources, systems, facilities, and/or practice management, you should find ALAMN membership beneficial. I challenge you to set a new goal for making more connections in ALAMN by partaking in the many member benefits and resources offered. I assure you, you will reap the rewards if you do.

### About the Author:



Tracy Johnson, CLM, SPHR, SHRM-SCP, C(k)PF, is the Executive Director at Eckland & Blando where she has been employed since 2011. She has a Legal Secretarial Certificate from Anoka Vo-Tech, an AAS in Accounting from North Hennepin Community College, and a BS in Management from Cardinal Stritch University. Tracy has been a member of ALAMN from 1992-2009 and again since 2011 upon her return from a Legal Administrator position in Miami, Florida. In the mid-2000's she served on the Vendor Relations Committee. Tracy is the current Education Director. Tracy resides in Fridley with her fiancé, Joel, and their Field Bred English Springer Spaniel, Harley. They enjoy taking Harley on walks, their annual trip to Gunflint Lodge, reading, book club, and spending time with family and friends.

## LEADERSHIP SUCCESS: EMPOWERING ORGANIZATIONAL SUPPORT AND CULTIVATING SELF-AWARENESS

By: Laura Boone and Kathy Hall, Gallagher

Driving a car is a serious responsibility, which is why lessons and practice are the norm for beginners. Yet this level of preparation is too often absent when developing leaders who control financials, operations and people. Leadership skills and characteristics that help direct an organization's course and shape its success can be cultivated with the right tools and opportunities. Employees become capable leaders by learning and practicing critical behaviors, integrating feedback and determining areas for improvement.

### An Evolving Approach to Leadership Development

Structured manager training began after the Civil War with the rise of the American Industrial Revolution. The focus was on developing transactional leadership that incentivized or rewarded good performance and punished poor performance. While this approach may still be effective with baby boomers who are known to put their heads down and work hard to get the job done, it's a tough sell for millennials. They prefer more collaboration, frequent feedback and clear opportunities for growth.

The changing makeup of the workforce is aligning with an increasing focus on human relationships. Most employees aren't motivated by their manager's mastery of numbers, process improvement or other technical skills. They care more about mutual trust and the manager's ability to support, challenge and hold them accountable while providing constructive feedback.

### Leadership Begins with Self-Awareness

People are an organization's most important asset, yet many leaders don't have the tools and coaching they need to perform at their best in this influential role. It's critical for leaders to not only understand where their expertise lies, but also to recognize where they have room to grow. And in the transition to leadership, employees must be self-motivated, internally driven to develop their abilities, and committed to making and executing their own plan. Successful leaders put time and energy into acquiring

relational/emotional intelligence and communication skills — including understanding and effectively managing their own style and how they come across to others. The most effective among them are trustworthy and authentic, have strong interpersonal skills and create an environment that encourages open dialogue. They're committed to continuous learning and growth, influence and drive the accountability of those they lead, and have an executive presence of composure and approachability. These are all traits that can be learned — and should be strengthened — through practice.

### The Characteristics of Successful Leadership Succession Planning



People naturally value purpose, are born to be autonomous and curious, and need to be challenged to learn and grow throughout their lives. Leaders emerge when employees are coached, supportively challenged, and given both a clear purpose and a path to achieve it. To the extent that organizations invest in them, these decision makers can more effectively drive business performance and serve as role models and mentors for their successors.

Leaders emerge when employees are coached, supportively challenged, and given both a clear purpose and a path to achieve it.

[ continued on page 21 ]

## LEADERSHIP SUCCESS - CONT.

continued from page 20

Organizations that develop good leaders are also more likely to retain them — including their vital institutional knowledge that's difficult and costly to replace.

### Action Steps

Three key development resources and practices support growth by aligning leaders' personal styles, values and goals with strategic organizational goals:

- **Assessments** — promote self-awareness by determining skill levels and areas for development
- **Executive Coaching** — fosters growth through successive one-on-one sessions focused on individual goals and performance
- **Customized Training** — provides a curriculum that targets maximum performance related to unique organizational challenges, dynamics and objectives

People are their organization's differentiators. When employers place a high importance on developing their leaders — modeling and demonstrating this priority with a dedication to continuous learning and development — they enjoy greater employee attraction, engagement and retention, and business performance.

### About the Authors:



Laura Boone, Organization & Leadership Development Practice Leader, Gallagher, leads a team that specializes in executive coaching as well as organization and leadership development and brings expertise in a range of for-profit industries and the nonprofit sector. Her key focus is helping clients to reach their business goals, and individuals to see more clearly the value they add to their organization.



Kathy Hall, Managing Director & Practice Leader, Gallagher Integrated Executive Search, and her executive search consulting team focus first on fully understanding their clients' unique business challenges, strategies and cultures. Based on that insight, they advise and provide effective leadership solutions in a style that is responsive, professional and personal.



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## GET TO KNOW YOUR ALAMN BOARD

### Why do you attend the ALAMN annual conference?



#### Abby Rooney, PHR, SHRM-CP, President

I look forward to the education – of course from the keynotes and session speakers but also from business partners and fellow members. It is a great “one stop shop” for everything I need to know for my position.

#### Sarah Evenson, JD MBA, Past President

I attend the ALAMN Annual Conference not only to learn about the newest trends in the legal industry and the current best practices, but also to meet new people and continue expanding my network.

#### Jessica Gerhardson, President-Elect

To receive top-notch education and networking with business partners, members and industry thought-leaders!

#### Jessica Johnson, Administrative Director

I attend the ALAMN Annual Conference to learn what I don't know. Also, making new connections (whether a business partner or another member), and the education/tools I can put in my back pocket or put to use right away are some of my highlights.

#### Tracey Grill, Communications Director

I attend the ALAMN Annual Conference primarily for the education and networking benefits. Business is ever-changing and the conference allows me to be away from the office for one full day to focus on education that is relevant and that centers around topics that are trending in law practices. The conference is also a great way to connect with members who are in similar roles and to connect face-to-face with new and existing business partners.

[ continued on page 23 ]

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### Why do you attend the ALAMN annual conference?

*continued from page 22*

#### Tracy Johnson, CLM, SPHR, SHRM-SCP, C(k)PF, Education Director

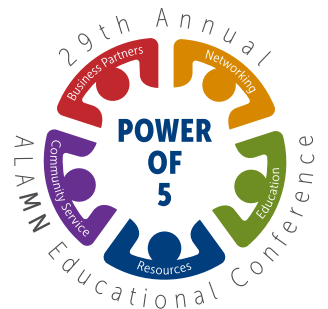
I attend the ALAMN Annual Conference for the educational offerings and to learn about new products and services from the business partners as well as for the networking opportunities with business partners and fellow colleagues. It is a great day away from the office full of all things pertaining to my career. I return to the office full of new ideas and am reenergized!

#### Kim Pepera, Finance Director

I attend the ALAMN Annual Conference for several reasons. First and foremost, I love the opportunity to get an entire day of quality education without leaving the metro area. This year, there are so many great sessions that I'm having a hard time picking which break outs to attend! Second, I love the networking and catching up with friends, which includes business partners and the members of ALAMN. These two groups of people are my main resource for information sharing, and I look forward to seeing everyone together that day. This event is truly worth so much more than the registration fee that it's an automatic for me every year.

#### Kelly Thaemert, CLM, Membership Director

There are many reasons I attend the ALAMN Annual Conference: 1) Education; 2) Member Networking; and 3) Business Partners (I can get so many of my questions answered in one day).



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Answers from page 12: 1. b, 2. c, 3. d



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