



ANNUAL SPRING CONFERENCE

March 27-28, 2014

Renaissance Charlotte Suites Hotel

You are cordially invited to attend the 2014 Spring Conference!

In this program you will find sessions that will help you do your job better. You can share notes from sessions, participate in discussion groups, meet vendors, and benefit from informal networking conversations. You'll be more valuable to your firm afterwards!

The purpose of ALA is to provide continuing support, educational opportunities and information designed to assist our members in the legal profession. The importance of ALA as a support network for the legal administrator cannot be stressed enough. The various active committees working within the organization offer resources and guidance not otherwise available to the legal administrator. The monthly meetings offer the opportunity to network with other administrators, exchange information and hear a speaker present a topic — assisting all of us in maintaining our professionalism.

12:00 Noon		Registration	Thursday, March 27	
12:30	Welcome Remarks		Ann Whichard Charlotte ALA President	
12:30-1:45	Opening Lunch Session Getting the Most Out of Our People and OurselvesWithout Killing Either of Them!		Judy Hissong Nesso Strategies	In order to maintain the stability and success of your organization during restructuring, economic conditions and new client demands, recognize the situations that build the stress level in your department, your work group, and your company; and identify tips and strategies for managing stress among the staff, colleagues, and yourself.
1:45-3:00	Session 1 Integrity: From the Cubicle to the Corner Office		Jeff Lanza	Leadership ethics applies insight and perspective to help administrators ensure a future of success and accomplishment while maintaining steadfast and unwavering integrity. We'll discuss traits of an ethical leader, contributing factors to lost integrity and tools to promote an ethical workplace.
3:00	Break			
3:15-4:15	Session 2 Ethical Dilemmas for Legal Administrators: What Would You Do?		Jeff Lanza	Individual table discussions on ethics, leadership and daily dilemmas faced by administrators; participants will share their discussions and decisions with the group.
4:15-5:15	Session 3 Innovations in Fraud: How to Protect Yourself and Your Firm From the Latest Threats		Jeff Lanza	Learn how criminals, fraudsters, scam artists and computer hackers have taken advantage of vulnerabilities and weak defenses to commit their crimes and what we can do to mitigate and prevent today's hoodlums and hackers from victimizing us on a personal and business level.
5:30-7:00	Business Partner Expo and Cocktail Party		Ballroom	Meet and greet our valuable business partners in an informal setting; drop off your business cards for valuable prize drawings between 6:15 and 6:30
7:15	Dinner (optional)		Renaissance Atrium	

8:00-

8:30 **Deluxe Continental Breakfast**

Friday, March 28

8:30 – **Session 4**

9:30

Effortless Efficiency

Peggy McGill

Tips and tricks for working with Outlook to organize your tasks and appointments; integration with smartphones and tablets.

9:30— **Session 5**

10:45

Expecting the Unexpected: Policies and Practical Steps for Dealing with Impaired Attorneys

Robert Bisanar, Esq.
Robynn Moraites, Esq.

How to deal with impaired lawyers, drug and alcohol abuse, depression and other scenarios. Learn the roles and responsibilities of administrators and human resources managers in writing an effective policy and properly coordinating internal investigations, client contact guidelines, referrals for treatment and return to work guidelines.

10:45-

Break

11:00

11:00- **Session 6**

12:15

Win at Work! The Everybody Wins Approach to Conflict Resolution

Diane Katz
The Working Circle

Law firms are inherently rife with conflict. Administrators are often caught in the middle, with underestimated organizational influence. How can administrators deal with conflict creatively and professionally? How can administrators deal effectively with all different types of personalities they come across?

12:15- **Closing Lunch Session**

1:15

Ethics, Conflict & Stress: OH MY!

Judy Hissong
Nesso Strategies, Inc.

We'll discuss take-away knowledge from the various sessions and enjoy a coaching session on returning to our workplaces with renewed energy and new tools to help us maintain enthusiasm for adding value to our firms every day!

1:15 Closing Remarks

Ann Whichard
Charlotte ALA President



Judy Hissong is a dynamic presenter who has spoken at numerous local and national ALA conferences. She was a professional volleyball player and has been an ACE-Certified Personal Trainer since 1993. She has a wealth of knowledge and expertise in successful business planning, writes articles and presents at many international conferences on the topic of strategic and long range planning for law firms and legal staff management. She is an instructor for the University of California San Diego and coaches on the necessary elements for success. Judy is an ICF Professional Certified Coach, a Certified Living Your Vision facilitator and a licensed SDI provider residing in San Diego, CA,



Jeff Lanza is an award-winning, nationally known speaker whose career as an FBI Special Agent has fueled his passion for helping people and organizations. His presentations of timely topics are communicated with the right touch of humor and are based on his experience as an FBI investigator, spokesman, speechwriter and trainer. "Leadership Ethics" applies insight and perspective to help administrators ensure a future of success and accomplishment while maintaining steadfast and unwavering integrity. This presentation will focus on how to develop great messages, deliver them effectively and to connect with your stakeholders to achieve maximum results. Jeff will facilitate a discussion on ethical dilemmas and follow up with an informative session on fraud, cyber-security and ID theft.



Robert Bisanar, Esq. is Of Counsel at Ogletree Deakins in Charlotte. In 1980 he joined Duke Energy as a senior attorney and retired as Deputy General Counsel with responsibility for the labor and employment practice group after 26 years. Bob will present on handling issues of impaired lawyers, drug and alcohol abuse, depression and other scenarios and the roles and responsibilities of the administrators and human resources managers in writing an effective policy and properly coordinating internal investigations, client contact guidelines, referrals for treatment and return to work guidelines.



Robynn Moraites, Esq., Executive Director of the NC Lawyer Assistance Program will discuss warning signs and resources available for these difficult situations.



Diane L. Katz, the President of The Working Circle, has transformed organizations and professionals across the U.S. She brings insight, humor, intelligence and a passion for helping organizations and their employees function exquisitely well together. With a Ph.D. in Conflict Resolution and a Masters in Organizational Psychology and years of success in organization development, she brings an understanding of people and what makes them work best together. Diane presents at conferences across the globe, speaking on conflict resolution, effective communication, and how organizations and professionals can be more successful through increased collaboration. Her focus is working with leaders that have a vision of where they want to go, but are not sure how to get there. Diane was formerly a Human Resources executive for a number of companies, including American Express, Chase Bank, KPMG, and Alexander & Alexander.



Peggy McGill is the Instructional Designer and Technical Trainer at Robinson Bradshaw & Hinson, P.A. in Charlotte. She has over 18 years of experience in developing and delivering training in the software industry and is Master Level A+ Microsoft Certified. Prior to joining Robinson Bradshaw, she was an IT Analyst at CPCC and a Technical Trainer at K&L Gates (formerly Kennedy Covington). Peggy has recently implemented a Learning Management System and will bring useful information with Outlook tips and tricks for more effectively organizing your Inbox, Folders and Calendar, along with tips on integration with your smartphone and tablet apps. Peggy is currently working toward her Master of Arts Degree in Communication at Queens University.

REGISTRATION FORM

**Registration Deadline
March 17**

CONTACT INFORMATION

Name	E-Mail
Firm	Title
Address	City
Name for ID Badge	Telephone

CONFERENCE REGISTRATION

Conference Attendance \$195.00 \$ _____

Includes registration for full educational program and:

		<u>Will Attend Y/N</u>
Thursday Lunch	[included]	_____
Thursday Expo and Cocktail Reception	[included]	_____
Friday Breakfast	[included]	_____
Friday Lunch	[included]	_____

Thursday - Atrium Dinner ____ @ \$50 each \$ _____

Total Enclosed: \$ _____

Make checks payable to "Charlotte Chapter ALA" and return with this form no later than **Monday, March 17** to:

Genny Dausman
McGuireWoods LLP
201 North Tryon Street, Suite 3000
Charlotte, NC 28202-2146

HOTEL INFORMATION

Charlotte Chapter ALA Rates at the Renaissance Charlotte Suites Hotel are \$159 per night. This reduced rate is guaranteed if you reserve a room before March 6.

For reservations, call (877) 212-5752 and request the ALA rate (Group #M-1EEOS86).

