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August 2010



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**EDUCATION, LEADERSHIP,
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BROOKE ATHERTON
LSI PRESIDENT

Brooke Atherton is a member of Butte County LPA and currently serves as LSI's President. She has served her local association as Governor, Secretary, President and various other chairman positions. Brooke is the office manager/paralegal at her husband's law office in Paradise, California.

Education, Leadership, Mentoring

BY BROOKE ATHERTON, CCLS

Hats off to Butte County LPA and Sacramento LSA for co-hosting our 76th Annual Conference. It was a fantastic weekend. If you did not attend our May Annual Conference, please consider attending our August Quarterly Conference, co-hosted by Merced County LPA and Stanislaus County LPA (August 13 - 15, 2010 in Modesto, CA).

Our Annual Conference began on Thursday, May 20 with business meetings. The members of the Executive Committee (EC) meet the day before each conference to discuss the business of the corporation. The Executive Secretary prepares the Executive Committee Resume for distribution to Governors and other conference attendees. If any member wishes to discuss items on the Resume, they are welcome to do so.

Also, members of the Publications Revision Committee (PRC) meet to work on revisions to our publications, *LSI - Legal Professional's Handbook and Law Office Procedures Manual*, and the Legal Specialization Section Leaders meet to discuss upcoming speakers for our educational workshops.

On Friday, May 21, our conference really hit full stride with Officer Chairman Workshops. Feedback on the workshops was very positive. The President's Roundtable and Newcomers workshop concluded with luncheons for each group. The format of luncheons following these two workshops was very well received, and requests have been made to include the luncheons following these workshops as part of our 77th Annual Conference schedule. Our Governors' Luncheon was also held on Friday for incoming and outgoing Governors. The day concluded with four Legal Specialization Section Workshops.

Saturday began bright and early with our Pre-Board of Governors' Meeting at 8:00 a.m.,

followed by our Board of Governors' Meeting. The CCLS Luncheon was also held on Saturday with a record attendance of approximately 90 members of LSI. We honored 19 of our newest CCLSs! LSI Honorary member, Kalman Zampleny II, of The Rutter Group, was in attendance to assist in honoring our new CCLSs. Did you notice the silver tiaras and one top hat? Eighteen hardworking, dedicated ladies and one gentleman shared their stories of perseverance in studying and passing the California Certified Legal Secretary (CCLS) exam. I am personally so proud of each and every one of them.

We were entertained at the Saturday Night Banquet by The Spokes, an accapella group of talented ladies from UC Davis. After dinner winners of the Golda J. Cooper Chapter Achievement Contest were announced. On hand to present the certificates and monetary awards in each category was Hugh Griffith of Stuart F. Cooper. I am pleased to announce that there were twenty two submissions to the contest, and each local association is a winner.

Our weekend concluded with Sunday Brunch and the Installation of Officers. Your new Executive Committee is as follows: President, Brooke Atherton, CCLS, Butte County LPA; Vice President, Sandra T. Jimenez, CCLS, Imperial County LPA; Executive Secretary, Mary J. Beaudrow, CCLS, Mt. Diablo LPA; Treasurer, Jennifer Page, CCLS, Marin County LPA; Executive Advisor, Christa Davis, Livermore Amador Valley LPA; and Parliamentarian, Julie Edsill, CCLS, Butte County LPA.

The weekend was filled with excitement, the exchange of ideas and networking. How do we keep that momentum going until our August Quarterly Conference? One way is to share your conference experiences with members who did not have the opportunity to

attend. You can also call a non-member now, before the excitement of conference starts to diminish, and invite them to your next general meeting or special event. Did you exchange contact information with someone you met at conference? If you have not followed up with that person, now is the time to do so.

Sharing our ideas and experiences will not only keep you motivated and excited about LSI, it will motivate and excite others as well.

My goal is to increase the membership of LSI and I need YOUR help to do it. I firmly believe that we can reach 2,011 members by the year 2011. How can we reach this goal? By sharing our excitement about LSI with others. Our conference theme was "shoes," and we did have fun with shoe trivia throughout the weekend. Coco Channel once said, "It does not matter what you stand in - it's what you stand for." At our foundation, LSI stands for education. We state this in our tagline, "LSI - Educating California's Legal Professionals" and in our motto, "Excellence Through Education." If each association takes the Golda J. Cooper Chapter Achievement contest form to use as a guide in planning their year, not only will the local association find that they maintain their membership, but they will also increase their membership. The success of LSI is dependent on the success of each local association. What does your association stand for? **LS**

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DIANE M. MECCA

Diane M. Mecca is a member of Stanislaus County LPA, and their current Governor. She is also an Assistant Editor on the PRC. She has been the Chief Paralegal and Office Manager with Friend & Walton, for the past 10 years. She is also the Program Director and Instructor of the Certified Paralegal program at Abrams College.



STEPHANIE HARRISON

Stephanie Harrison is a member of Merced County LPA. She has been a Legal Secretary since she was 18, working for Marvin Brown for the last 26 years. They practice in Family Law, and she is also a past Family Law LSS leader. She has been a member of LSI since 1984.

Cruise With Us On The LS-ISLE!!

BY DIANE M. MECCA AND STEPHANIE HARRISON — AUGUST CONFERENCE CO-CHAIRS

HOT AUGUST NIGHTS! No need to go to Reno, join us right here in Modesto! Stanislaus County LPA and Merced County LPA are teaming up, and hosting the First 2010 Quarterly LSI Conference. The event will be held August 13, 14 and 15, 2010 at the Doubletree Hotel in downtown Modesto. We have been working very hard to make sure that it is going to be a smooth sailing weekend. Although we have no control over the weather, and I'm sure it's going to be hot, we have enough scheduled that you won't even have to leave the hotel if you don't want to. But if you do decide to brave the heat, you are in driving distance to shopping malls, and within walking distance to Starbucks, The George Lucas Brendan Theatre, tons of downtown restaurants, and The Gallo Center for the Arts.

When traveling to Modesto, we are centrally located, so everyone has different options for getting here. The hotel is located 90 miles from the Sacramento Airport, and 90 miles from the San Francisco Airport, and 100 miles from the Fresno Airport. Modesto also has its own airport, and the hotel does have a shuttle to and from the airport. If you get your boarding pass early (i.e. Scrip ticket) the cost is \$99.00, and if you decide to book after July 13th, the cost will be \$109.00. Now, on to the rooms. As most of you may recall, when we bid on this conference almost two years ago, we started with the Red Lion Hotel, and then it changed to the Executive Suites, and then changed to the Clarion Hotel. Well, we got nervous, and with the hotels hurting in these economic times, we were able to work numbers and moved our event to the Doubletree Hotel. We are happy with the change, and the accommodations at the hotel are fantastic! The cost of the rooms is \$91.00 for single/double, and \$111.00 for a triple (plus applicable taxes and fees). Rooms are spacious, and include a refrigerator. Park-

ing is \$4.00 a day in the parking garage.

Now on to the Ports of Call for our Cruise (ok... it's really a conference, I know, but play along) we want everyone to have a fun filled, relaxing, but yet informative and productive weekend. Who said work has to be boring? Sure wasn't me! After you pass customs and board, your first port will be Cabo San Lucas for the Friday night reception. Be festive, and look forward to a taco bar, and Wabo Cabo margarita bar. We have a special game lined up that is going to be a blast! Bring your cameras and be prepared to laugh! We are also going to have a rubber ducky decorating contest. Be creative, start decorating now and bring your own, or we will have naked duckies and accessories at conference for you to decorate on site. There will be a \$5.00 entry fee, (for your pre-decorated ducky, or our ducky you decorate on site) and the LSI members will vote on the most creative ducky. The winner will spilt the entry fee pot with the conference committee. The reason for the Rubber Duckies is one of the next ports of call is Santa Catalina Island. We visited Catalina Island, and it was the same weekend they were holding their annual "Rubber Ducky Contest." We found it very fun. Hmmm... wonder how many years they have been doing that?? The Governors' Lunch, Membership Lunch and Presidents' Lunch will all be focused around Catalina Island.

Saturday, after the Board of Governors meeting, lunches and meetings, we are out to sea with no port of call. So, we will have our Captains dinner (i.e. Banquet) aboard ship. We want everyone to be relaxed and comfortable, and the captains will be out and about meeting and greeting everyone. We have worked very closely with the hotel to assure our menus are

Continued on page 15

LEGAL SPECIALIZATION SECTION WORKSHOPS**1st Quarterly Conference –August 2010 – Doubletree Hotel, Modesto –****Host: Merced County LPA and Stanislaus County LPA****REGISTRATION FORM - DEADLINE IS MONDAY, August 9, 2010**Registration **MUST** be **RECEIVED** by each Section Leader **on or before the deadline.****Please make advance reservations so materials may be prepared. Please check appropriate boxes below.**Mail, Fax or E-Mail a copy of this form to each corresponding Section Leader.

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Friday, August 13, 2010 -- 7:30 p.m. to 9:00 p.m.**LITIGATION/ LAW OFFICE ADMINISTRATION JOINT WORKSHOP:**Topic: ***Anatomy of a Wage and Hour Class Action***

Speaker: Anthony Raimondo, McCormick, Barstow, et al.

☐ I will attend ☐ Section Member ☐ Non-Section Member
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Send to: Denise Aguilar, CCLS, Civil Litigation Section Leader
8279 Philodendron Way, Buena Park, CA 90620-2120
(H) 714-670-0210
Email: daguilar57@att.net

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Speaker: Anthony Raimondo, McCormick, Barstow, et al.

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☐ Non-LSI Member ☐ Handout Only

Send to: Sara Mull, CCLS, Law Office Administration Section Leader
c/o Harris, Sanford @ Hamman
PO Box 908, Gridley, CA 95948
(P) 530-846-5691 (F) 530-846-5738
Email: Sara@sacvalleylaw.com

Saturday, August 14, 2010 — 10:30 a.m. to 12:00 p.m.**TRANSACTIONAL LAW:**Topic: ***The Advantages/Disadvantages of Different Business Entities***

Speaker: Jerry Callister, Callister & Hendricks

☐ I will attend ☐ Section Member ☐ Non-Section Member
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Send to: Belinda Owens, Transactional Law Section Leader
3163 Easy Street, San Diego, CA 92105
(W) 858-410-8951 (C) 619-261-9323 (F) 858-410-8928
Email: bowens0913@aol.com

PROBATE & ESTATE PLANNING:Topic: ***Speeding the Inventory & Appraisal Process***

Speaker: Michael Wright, California Probate Referee

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Send to: Linda Moore, Probate/Estate Planning Section Leader
c/o Stutz Artiano Shinoff & Holtz, APC
2488 Historic Decatur Road, Suite 200, San Diego, CA 92106
(H) 541-324-2870; (O) 619-881-1255; FAX: 619-232-3264
Email: lmoore@stutzartiano.com

Saturday, August 14, 2010 — 4:00 p.m. to 5:30 p.m.**CRIMINAL LAW:**Topic: ***When Children Commit Adult Crimes***

Speaker: Carlos Fuentes, Esq.

☐ I will attend ☐ Section Member ☐ Non-Section Member
☐ Non-LSI Member ☐ Handout Only

Send to: Cheryl Kent, PLS/CCLS, Criminal Law Section Leader
5534 Blackbird Drive, Pleasanton, CA 94566
(H) 925-462-3440 (O) 925-837-0585 FAX: 925-838-5985
Email: clkcls@comcast.net

FAMILY LAW:Topic: ***Family Law Issues During Severe Economic Times***

Speaker: Eddy Cash-Dudley, Family Law Specialist

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Send to: Judith Williams, Family Law Section Leader
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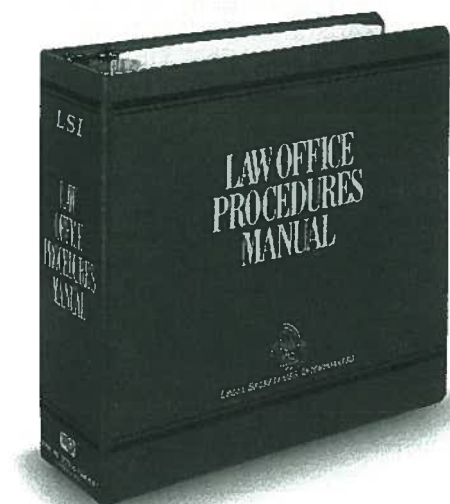
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My First Annual Conference – WOW!

BY SHERYL BROWN—SUBMITTED BY HUMBOLDT COUNTY LPA

I expected Annual Conference to be a good experience, as I had attended a Quarterly Conference and enjoyed it, but I never envisioned it would be this enjoyable or that the benefits of attending would go far beyond my work life. From my arrival on Friday morning as a first-time delegate to my departure on Sunday, I was met with friendly faces, helpful attitudes, and a wealth of information.

I attended two workshops, Ways and Means and the Presidents' Roundtable. There were so many good ideas flying around, I could barely keep up when trying to write everything down. I thought, I should have brought my Stenograph machine and taken this all down verbatim! I gleaned many ideas to bring back to my local Association and shared a few of my own with each group.

The Ways and Means Workshop, which was presented by Leisel Hart and Joyce Purvis, began with a general presentation and then progressed to a roundtable discussion, where each attendee shared successes and failures of different projects their association had tried. Questions were asked and answers given in abundance. There was standing room only and barely enough time for everyone to have a turn. The workshop was moderated well and moved along efficiently by the presenters.

The Presidents' Roundtable Workshop was presented by Past President Mary S. Rocca, CCLS, and attended by LSI President Christa Davis, who chimed in every now and then with her words of wisdom. All the LSI officers came by with a brief presentation and gave us an opportunity to ask them questions, as well. The handout Mary prepared was comprehensive and contained A LOT of information that we could take back to our local Associations and use. The input from Mary, Christa, and all the Presidents will be very useful.

Past President Mary S. Rocca, CCLS, also hosted the Presidents' Luncheon, another chance to give and get ideas. At both the Presidents' Roundtable Workshop and the Luncheon, Mary shared inspira-

tions that really made us think. We will never see another frog or goose the same again!


At Annual Conference, I used muscles – smile muscles, that is, because I had so much fun!! From the Presidents' Luncheon to the Banquet to Don Lee's Hospitality Suite to the room across the hall to lunch and dinner with fellow attendees to the Brunch, I shared so many laughs with so many people, all the while getting to know them better and realizing what good friends I have made through LSI and our local Association. I'm not saying we court reporters are dull, but I never had this much fun at a court reporting convention!!

I have a growing appreciation for LSI members. The skills, knowledge, and creativity they possess are not lost on me. Everyone leads by example. If they tell you it won't kill you to stretch your wings and step out of your comfort zone, it's because they have done so already and lived to tell about it. They share their experiences, and you learn from them.

Hosting a conference is a detail-oriented task, and I appreciated every one of those details. The decorations were fun, the speakers inspirational, the entertainment uplifting, the enthusiasm contagious, and the food was delicious. The contests made us strive harder. The vendors were plentiful, and they were generous. Your hard work paid off, Sacramento and Butte County! LSI is now well-heeled and full of sole!

I asked each attendee that made the trek from Humboldt County, including myself, for a word that summed up their experience at the 76th Annual LSI Conference. Those words were:

Energizing
Intellectual
Inspirational
Surprising!
Rejuvenating!!!!
Fantabulous!!!

I couldn't agree more. 



SHERYL BROWN

Sheryl Brown has been a court reporter for over 32 years, reporting depositions, arbitrations, and hearings. She was co-owner of Brooks & Ojeda in Oakland for 20 years and has owned Brooks & Brown Reporters in Eureka for the last six years. She believes that legal secretaries, paralegals, and legal assistants are vital links in providing efficient service to her clients and wanted to be a part of their organization. She served as Program Chair her first year with HCLPA, was elected to the position of Secretary for 2008-2009, then President for 2009-2010 and 2010-2011.



KRISTI ROYSE

Kristi Royse, CEO of KLR Consulting, partners with clients to provide coaching and leadership development programs which are direct, specific and improve bottom line results. Kristi ensures that all KLR Consulting programs inspire leaders and teams to higher levels of performance and success. She is a nationally recognized speaker and since 1987 has coached executives to be stronger leaders and has helped organizations optimize their most vital resource – people.

Kristi has used her extensive expertise to improve the success of Boards of Directors, Executives, Managers, Salespeople and Support Staff of many national companies and firms.

Kristi has a Bachelor of Science degree from California Polytechnic State University in San Luis Obispo, CA. For more information on Kristi and KLR Consulting, please visit the company website at www.klrconsulting.com.

Finding Your Leadership Voice: 10 Questions to Ask Yourself

BY KRISTI ROYSE—SUBMITTED BY ALAMEDA COUNTY LSA

You have to know yourself before you can effectively lead others. Many leadership experts call it “finding your voice,” and it is the best starting point when you decide to make improving your leadership skills a priority. Over the past two decades, my work in executive coaching and leadership development programs always begins with assessing and focusing on an individual’s strengths and weaknesses.

I have met many leaders who have learned how to do everything smarter - they are focused, passionate and committed to their life and

VALUE OF SELF

1. Do I clearly see my dream? If your core values and vision are not clear, no strategy will work and it will be impossible to prioritize correctly. You clearly need to see your vision and then develop your strategy to get you there. This will help you and your teams prioritize how you are going to make it happen. It is vital for today’s leader to bring others along on the journey; but you first have to know where you are going. Clarity of values will give you the confidence to make tough decisions, to act with determination, and to take charge of your life.

“They... understand the importance of self-reflection and a regular evaluation of skills and competencies to stay at the top of their game.”

work. They also understand the importance of self-reflection and a regular evaluation of skills and competencies to stay at the top of their game. I offer up the following questions which were developed based on my experience coaching these successful leaders and are meant to help you create more opportunities in your life. They will help bring focus and spur innovative action in your search to see new ways of making life better, not just for you but for the people around you.

When you are ready to improve your leadership abilities, start by asking yourself these questions. They are divided into three vital areas that are mastered by all successful leaders.

2. How do I spend my time? After setting your priorities, evaluate how you spend your time. John Maxwell said, “Nothing separates successful people from unsuccessful people more than how they use their time.” Successful people understand that time is the most precious commodity on earth.

3. Are you clear on what you bring to the table? You need to truly understand your strengths and weaknesses, be comfortable with them, and help everyone around you understand their assets. Using a tool like the DiSC assessment can help you and your team better understand one another. The leader has to take the lead on this self-evaluation. When you can be vulnerable and open yourself up, you can create uncommon levels of trust. Focus on exploring and enhancing what you

do well and reap the benefits of simplicity, standardization, and deep experience.

PEOPLE: YOUR MOST VALUABLE ASSET

1. Do you have the right people on the bus, the right people off the bus and the right people in the right seats? One bad apple can easily sabotage the morale and success of an entire team. How can you find the "right" people? Determine the knowledge, skills and abilities each job requires to support the business strategy and culture, and design an interview process to find them. "The toughest decisions in organizations are people decisions - hiring, firing, promotions, etc. These are the decisions that receive the least attention and are the hardest to unmake," advises Peter Drucker, management expert. There is no reason why your team should not be a dream team.

2. Do I invest in training and employee development? Do I give people timely and direct feedback they can act on? Your employees must have the tools to do their best work and this investment also strengthens their commitment to the company. What does developing people mean? According to John Maxwell, leadership expert, developing people means:

- a. I value them
- b. I commit time to them
- c. I mentor them
- d. I equip them
- e. I empower them

3. Are you willing to listen? This is your most powerful tool you have to get your organization to accomplish more. Do you know what it takes to be a good listener? Listening is not passively hearing words. Listening is the act of receiving, attending to, interpreting, and responding to verbal and non-verbal messages in ways appropriate to a situation. Real listening takes time and patience, and the payoff is definitely worth the effort. The flow of communication within an organization can improve greatly just by making people aware of how important it is to listen. Luckily, listening is a skill that can be learned. Remember, with two ears and one mouth we have twice the chance to listen before we speak. Who can you effectively listen to today?

BUSINESS PRACTICES AND PROCESS IMPROVEMENTS

1. Do you set and clearly articulate your goals? Unless you write your goals down they are often lost in the shuffle and excitement of new problems, challenges and decisions. The function of goals is, first of all, to get you into action. Goals also keep you on track. At any moment, you can ask yourself "Will this action or decision move me closer to my goals?" Finally, having goals give you a way to measure your effectiveness. If you are moving toward your goals, your actions are effective; if you are

not moving toward them, they are ineffective or not effective enough. Setting and then reconnecting with your goals on a regular basis is a powerful success discipline.

2. Do you cultivate good managers? It is widely known in the HR consulting world that the biggest reason for an employee's departure is a poor manager. Managers are the grass-roots implementers of the company culture. Successful leaders provide training and coaching to help their managers, especially those who over- or under-delegate. Many leaders have abandoned management development for fear that the investment will be lost if they leave. My question to those leaders is what if you don't invest in your management and they stay?

3. Do you encourage productive conflict? If harmony comes only as a result of people holding back their opinions and honest concerns, then it's a bad thing. Many believe that it is better for people to agree and get along than disagree and conflict with one another. I'd trade that false kind of harmony any day for a team's willingness to argue effectively about an issue and then walk away with an action plan and no collateral damage. There needs to be constructive conflict and a leader must be willing to start a difficult dialogue and show vulnerability to encourage others to join the discussion.

4. Are you willing to make the hard decisions? The willingness to go against the majority, to do what's right and make the tough calls is an important leadership trait that takes discipline and courage. This is not a character trait, it is a learned practice that can be developed and help separate you from the pack.

Success does not depend upon the brilliance of your plan but upon the consistency of your actions. It is time to identify possibilities, so chose a few tips, get started and adapt. With just a few small steps, you will start to see results and others will take note; which both inspires you to go further and builds support among the ranks. No matter how effective you are as a leader today, you can be a better leader and have a richer life in the near future; if you are willing to rise to the challenge and ask yourself some tough questions.

To become a great leader, one must first become a great person. You cannot lead others until you have learned to lead yourself. o quote Jim Rolm: "Don't wish it were easier, wish you were better. Don't wish for less problems; wish for more skills. Don't wish for less challenges, wish for more wisdom." **LS**



GINA M. EMERY

Gina M. Emery is a member of Humboldt County Legal Professionals Association and is its Governor. Gina has an AA degree in Legal Secretary Science from Mt. San Antonio Jr. College in Walnut, California, her paralegal certificate, and notary public commission. Gina has been employed in the legal field in California for over 30 years. She is currently employed as a paralegal with the law firm Mathews, Kluck, Walsh & Wykle, LLP, in Eureka, California.

Membership In LSI And Its Effect On Leadership In The Law Office

BY GINA M. EMERY, CCLS— SUBMITTED BY HUMBOLDT COUNTY LPA

Most of us employed in the legal field have bosses, managers, supervisors, etc. However, how many of us have a leader, or leaders, at the workplace? A leader does not necessarily have to be a boss, manager, or supervisor--a leader can be you, regardless of your position in the law firm. A leader is a model of behavior which can be work ethic, appearance, professionalism, or anything that exemplifies conduct of someone who others want to emulate.

One of the best ways to exemplify leadership conduct is to join LSI, either through a local association or as a member-at-large of LSI.

My affiliation with LSI over the past 20+ years has given me the opportunity to hold positions as secretary, president, and governor of local associations. My membership in LSI led to my becoming a CCLS, an achievement that, for me, far exceeds even my obtaining a college degree. Attending an LSI conference where accolades are being given to individuals who have attained CCLS status is truly a rewarding occasion for them and for me. Even if the people at the law firm where you are employed do not recognize your achievement in becoming a CCLS, believe me, your peers with LSI certainly do!

Becoming a member of LSI and attaining your CCLS status are building blocks in the process of becoming a leader at your office. Whether or not your bosses, managers, supervisors, and co-workers appreciate your accomplishments, you should still do these things for yourself. Leadership comes from within. If you feel like a leader, you will be a leader.

Another step to becoming an effective


leader is through training and education, which are easily attainable through membership in LSI. Some legal support staff believe that if they have been on the job for many, many years doing the same thing, additional training and education are not necessary. However, maintaining your training and education shows your commitment to professional development.

The legal field is constantly changing whether it be the laws, rules, procedures, technology, etc. Even the way employers have to deal with staff is much more diverse than it was years ago. When I began my career in the legal field some 30 years ago, work hours were set, i.e., Monday through Friday, 8:00 a.m. to 5:00 p.m. However, today's law firm must be much more flexible with staff. Some employees might have young children and need flexible hours that allow them to take them to daycare or school and pick them up during "regular" business hours, or some may be attending school. These employees are still productive team members of the office; they just require flexible schedules to allow them to function efficiently inside and outside of the office.

A good leader is able to recognize talented individuals and make the best use of their skills, knowledge, and experience, and to be able to coordinate those attributes with their office and outside obligations. This particular leader may not be your boss, manager, or supervisor. This leader may be you. You, being the person who enables your co-workers to maintain flexible work hours by offering to assist them by stepping up when they are away from the office and working together as a team to get tasks accomplished. In other words, an effective

tive leader is considerate and a team player.

The education and camaraderie of membership in LSI should be shared with our co-workers and employers. This will help LSI prosper and become more of a presence in our legal community, the state, and beyond. Take back what you gain from attending conference and/or legal education programs and share that experience with your co-workers and employers. If you keep your experiences to yourself, the world outside LSI will never learn of the advantages of membership.

Let's all get out there and spread the word of the advantages of membership in LSI. Lead your co-workers and others who you are in contact with in your legal community into membership in LSI. 

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JOYCE PURVIS

Joyce Purvis is happy to write about this event for Conejo Valley their Sister Association in Ventura County. She attends many of their dinners and events and enjoys sharing the work load with all the ladies of Conejo. She is Governor of Ventura County and presently mediates dissolutions to help them go smoothly and calmly.

Courtroom Drama Or Fun Raising Event

BY JOYCE PURVIS—SUBMITTED BY VENTURA COUNTY LPA

Are you looking for a different kind of fundraiser? Do you want to add some drama to your association? Are you ready to let your friendly attorneys take center stage? Then sit back for a moment and ponder the basic legal issues central to some of your favorite

with no problem. A few paralegals looking to add to their education attended for MCLE credits. The attorneys actually had the easiest time of it, playing the judge and attorneys. A prosecuting attorney had to bow out and was replaced the night before the presentation.

“I mean, when you think about it, shouldn’t Goldilocks be put on trial for breaking and entering when she went, uninvited, into the home of the Three Bears?”

fairy tales. I mean, when you think about it, shouldn’t Goldilocks be put on trial for breaking and entering when she went, uninvited, into the home of the Three Bears? And the Wolf – shouldn’t he be put on trial for his unwelcome advances toward Little Red Riding Hood – or is she really as innocent as she claims?

Stage a mock trial and find out. I was lucky enough to watch as Conejo Valley Legal Professionals Association did just that. Matter of fact, I even took part as a juror in both productions.

The family-friendly events were simpler to stage than you might expect. Flyers were handed out and notices were printed in both the Association’s bulletin and Citations (legal newspaper) and sent through an attorney service to publicize the event. The mock trial was held in the meeting room of the Elks Hall outfitted with just tables and chairs. Video recording equipment was brought in, adding to the production value.

Association members did have to convince their friends, bosses and family members to act in the stories, but those who participated had a great time with little or almost no preparation. A child filled the role of the court clerk

But the stand-in did a wonderful job despite coming on board just hours before show time. In fact, her biggest problem was trying not to laugh out loud while cross examining the witnesses. She seemed to have as much fun as the audience.

The costumes were kept simple. The attorneys wore their work clothes and the judge wore a black robe. Wearing their own clothes, the leading ladies added to their costumes as they chose, in keeping with the flavor and spirit of the day. Make-up was just as simple. The Association provided fun wigs, noses and ears for the characters.

Conejo Valley charged a ticket price of \$15.00 for adults; \$5.00 for seniors/students and provided a variety of refreshments. The mock trial began at 9:00 am and ended at 1:00 pm.

Speaking from my own experience, I had a lot of fun, watching the actors in the costumes and character makeup delivering their lines with a little twist for humor. When an actor hesitated, it only added to the humor. As a prospective juror, I answered honestly that I was not biased against wolves. We listened

intently to all the witnesses but the judge had to poll us individually before making a ruling on his own due to a time constraint. We had trouble deciding the fate of Goldilocks because we overanalyzed the evidence. We were told to make a decision based solely on the evidence presented in court and we thought the prosecutor should have presented a stronger case. Then too, we wanted the three bears to accept some responsibility for leaving their home unlocked and... Wait a minute. I'm getting caught up again.

The event succeeds for a few reasons. First, it's great fun. Second, it doesn't look like other fund-raisers. Third, preparations are simple and depending on possible printing, food and facilities donations, it can bring in some needed funds. You show your audience a new side to their favorite fairy tales. People go home thinking about what could have happened or how the case might have been tried differently. I'm ready for the next one. I am definitely looking forward to laughing and enjoying a Saturday morning in mock trial. **LS**

Cruise With Us... Continued from page 6

of cruise quality.

Sunday morning, we will be heading home, always the sad part of any cruise. We will be debarking in San Francisco. There are so many things that you look at, or eat that just remind you of "The City." You'll be left with a little bit of San Francisco when you leave, and at this point we hope you had a fun filled and relaxing weekend, but yet met your educational requirements or got your "LSI Fix" as my Patti says. If you should have any questions about the conference, or special needs, please do not hesitate to contact either of the chairmen for assistance. Diane Mecca (209) 918-0796 diane@friendandwalton.com or Stephanie Harrison (209) 761-4490 stephmjb@sbcglobal.net See you all in August! **LS**



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Please make check payable to LSI. Mail registration to Kathy Nelson, CCLS, 5 Bencaime Drive, Oroville, CA 95966 and email registration to: Kathy@sacvalleylaw.com

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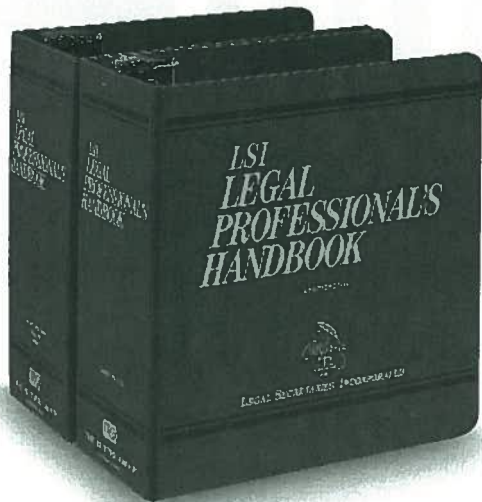
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BY KRISTINE M. CUSTODIO, ACP®—SUBMITTED BY SAN DIEGO COUNTY LSA

Social media is not a new concept for many of us. In fact, it has become part of our daily routines, sometimes even at work.

A recent article published on June 8 on the 10News website <www.10news.com>, *5 Nurses To Be Fired Over Facebook Postings*, discussed a breach of patient privacy on a social networking site. Although no patient names were disclosed, other details regarding their cases were, definitely a blunder of good judgment by the nurses involved. But how could this situation possibly relate to the legal community? We are all employees with personal lives. If we do not exercise good judgment and are not cautious about our daily posts and/or rants that we tweet so freely about or post on our Facebook walls and Twitter accounts, we may find ourselves in deep trouble and expose our employers to potential litigation for such ethical breaches.

As trained professionals we understand the strictest of confidences are ours to keep with regard to our clients and cases. As paralegals we know that the same Rules of Professional Conduct our attorneys abide by extend to us as their staff. Oftentimes, our employers even provide ethics training and implement policies and guidelines to spell out appropriate and inappropriate employee conduct. However, not all employers address social media.

As social media integrates into societal norms and mishaps such as the disclosure of patient information by those nurses, expect this area of law to boom by way of the creation and implementation of social media policies.

In fact, a social media policy database found on www.compliancebuilding.com is a compilation of various policies from different sectors of the workforce compiled by Doug Cornelius: <http://www.compliancebuilding.com/about/publications/social-media-policies/>. As all employers differ in management style, various company policies include a wide spectrum in terms of comprehensiveness, length and detail from employer to employer.

Perhaps your employer has not adopted a social media policy. Does that give you license to spout facts of your case or client on your personal profile on a public social networking site? Remember, we as paralegals, are bound by the same ethical obligations as the attorneys that we support. Further, the two main national professional associations, the National Federation of Paralegal Associations and the National Association of Legal Assistants both have adopted a model code of ethics. Even if you are a veteran paralegal, it is a good practice to revisit these guidelines from time to time.

Although our personal social networking websites are just that, personal, we can see from the situation of the nixed nurses that the mixing of our personal and professional lives can lead to big trouble ahead. Be sure to protect yourself and your employer. So the next time you update your Facebook page or tweet about your latest gripe, exercise good judgment. And if all else fails, a lesson from mom might serve as the best advice: if you don't have anything nice to say, don't say anything at all. **LS**



KRISTINE M. CUSTODIO

Kristine M. Custodio is the NALA Liaison and Marketing Committee Chair for the San Diego Paralegal Association and is a paralegal for Butterfield Schechter LLP specializing in ERISA/employee benefits law, business law and civil litigation. Kristine may be reached at marketing@sdparalegals.org.

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BROOKE ATHERTON
LSI PRESIDENT

Brooke Atherton is a member of Butte County LPA and currently serves as LSI's President. She has served her local association as Governor, Secretary, President and various other chairman positions. Brooke is the office manager/paralegal at her husband's law office in Paradise, California.

You Are All Winners In My Book!

BY BROOKE ATHERTON, CCLS

It was a pleasure to serve as your LSI Vice President the past two years. One of my favorite duties as your Vice President was the Golda J. Cooper Chapter Achievement Contest and the Membership Gain Contest. There is always something extra special about our Annual Conferences, perhaps it is the anticipation of a year's worth of efforts

Cooper Company attended the Saturday Night Banquet and personally presented the checks and certificates.

There were 22 entries this year. Each and every association who entered is a winner! I am so proud of each and every one of you. Your entry into the contest shows your determination and enthusiasm for LSI!

"There is always something extra special about our Annual Conferences, perhaps it is the anticipation of a year's worth of efforts being realized."

being realized. History Books, Scrapbooks and Bulletins are entered into competition, new California Certified Legal Secretaries are acknowledged for their hard work, and local associations compete for the highest score in the Golda J. Cooper Chapter Achievement contest!

The Golda J. Cooper Chapter Achievement Contest is designed to encourage local associations to participate in the various programs offered by Legal Secretaries, Incorporated and was named for one of our honorary members, Golda J. Cooper of Stuart F. Cooper Company, who has been a staunch supporter of LSI for many years. The Stuart F. Cooper Company prints our tri fold brochures, roster, membership cards and note pads that we distribute with our information packets.

Stuart F. Cooper Company generously donated cash awards and elegant certificates that were presented to the winning associations. Hugh Griffith, Vice President of Stuart F.

The entries were as follows:

GROUP A (MEMBERSHIP 5 - 30)

Southern Butte County LPA, 5,580 points
Conejo Valley LPA, 8,850 points
Butte County LPA, 9,675 points
Placer County LPA, 10,690 points
El Dorado County LPA, 11,080 points
Imperial County LPA, 11,445 points
Congratulations to San Gabriel Valley LSA with 16,850 points

GROUP B (MEMBERSHIP 31 - 50)

Los Angeles LSA, 8,000 points
Alameda County LSA, 12,390 points
San Francisco LPA, 15,225 points
Beverly Hills/Century City LSA, 16,890 points
Merced County LPA, 19,400 points
Stockton San Joaquin County LPA, 24,805 points
Congratulations to Stanislaus County LPA with 31,270 points

GROUP C (MEMBERSHIP 51 – 75)

Santa Clara LPA, 11,050 points

Mt. Diablo LPA, 17,375 points

San Fernando Valley LSA, 18,535 points

Congratulations to Long Beach LPA with 40,940 points

GROUP D (MEMBERSHIP 76 – 95)

Orange County LSA, 30,025 points

Congratulations to San Mateo County LSA with 35,900 points

GROUP E (MEMBERSHIP OVER 96)

Sacramento LSA, 49,125 points

Congratulations to San Diego LSA with 58,345 points

The winners of the Membership Gain Contest were announced on Saturday, May 22, 2010, during the Board of Governors' Meeting. The Membership Gain Contest is based on the percentage gain of members from the previous fiscal year through the end of this fiscal year. There are five categories of membership. Five associations with the top percentage gain each receive a \$25 monetary prize as well as a ribbon. The associations that had the highest percentage gain for the 2009 - 2010 fiscal year are as follows:

Group A (membership 5 – 30) Placer County LPA, 23%

Group B (membership 31 – 50) Fresno County LPA, 13%

Group C (membership 51 – 75) San Fernando Valley LSA, 30%

Group D (membership 76 – 95) San Mateo County LSA, 18%

Group E (membership 96 and over) Sacramento LSA, 1%

Congratulations to everyone. The new fiscal year provides a new opportunity for all associations to win the Membership Gain contest. Take an active roll in your professional development and encourage your fellow legal professionals to do the same. **LS**

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GUIDELINES FOR SUBMISSION OF ARTICLES TO THE LEGAL SECRETARY

DEADLINES FOR RECEIPT OF ARTICLES BY EDITOR

1. August issue (First Quarter) June 1st
 2. November issue (Second Quarter) September 1st
 3. February issue (Third Quarter) December 1st
 4. May issue (Annual/Fourth Quarter) March 1st
-

SUGGESTED TOPICS FOR ARTICLES

1. Legal procedures
 2. Law office management procedures
 3. Word processing/computer hints/technology/internet/world wide web
 4. Office equipment/environment
 5. Personal safety
 6. Career promotion
 7. Keynote cases
 8. CCLSs are encouraged to submit articles about their experience as a CCLS and/or pursuit for certification - e.g., CCLS mock exam (with answers)
 9. Information about our publications: LSI Legal Professional's Handbook; Law Office Procedures Manual; The Legal Secretary magazine
 10. Any Specialization area (Civil Litigation; Criminal Law; Family Law; Law Office Management; Probate/Estate Planning; Transactional Law) and appellate articles as well
 11. Photographs and/or articles regarding the success of association(s) event(s) (how, when and why successful)
 12. Other topics of general interest to the legal community
-

SUBMISSION GUIDELINES

1. Articles must be submitted by email as an attached document using word processing programs such as Microsoft Word or WordPerfect and saved as "doc", "txt", "wpd" or "ASCII" file. When sending email, include in subject line: "[Last Name of Author] and [contents], " i.e., Smith - Article, Bio and Photo.
 2. All articles submitted must be at least 500 words and no more than 2500 words.
 3. Articles sent in PDF format are not acceptable.
 4. All articles submitted must be accompanied by the name, email address, contact information of person submitting the article, and name of submitting Association. Articles that do not have this information cannot be considered for publication.
 5. Type all copy in Times New Roman 12 point type to fit across an 8-1/2" x 11" page, single spaced. Avoid using style attributes such as bold, italic, centering, columns or tabs.
 6. Articles are subject to approval and/or editing. Editor cannot guarantee publication in any given issue, although every effort will be made to publish as soon as possible after acceptance.
 7. Articles submitted and published in The Legal Secretary become the property of LSI unless prior agreement is obtained by the authors
-

PHOTOGRAPHS

1. Digital photography is required and must be a resolution high enough to guarantee at least 300 dpi at 100% scale. When sending email with photo attached, include in subject line: "[Name of Officer/Chairman] Photo," i.e., Jane Smith - Photo.

Deborah Rickert, CCLS • Editor, The Legal Secretary
LATHAM & WATKINS LLP

650 Town Center Drive, Suite 2000, Costa Mesa, CA 92626-1925 • 714.755.8132 • email: deborah.rickert@lw.com

Contest Winners

At LSI's 76th Annual Conference held May 20-23, 2010, in Sacramento, California, the winners of the annual contests were announced. They are as follows:

MEMBERSHIP CONTEST

| | |
|----------------------------|---------------------------------------|
| GROUP A (5 to 30 members) | Placer County LPA, 23% increase |
| GROUP B (31 to 50 members) | Fresno County LPA, 13% increase |
| GROUP C (51 to 75 members) | San Fernando Valley LSA, 30% increase |
| GROUP D (76 to 95 members) | San Mateo County LSA, 18% increase |
| GROUP E (95+ members) | Sacramento LSA, 1% increase |

BULLETIN CONTEST

CLASS A (5-30 members)

| | |
|---------------|--|
| First Place: | El Dorado County LPA, Dana Carlson, editor |
| Second Place: | Conejo Valley LPA, Barbara Haussmann, CCLS, editor |
| Third Place: | Desert Palm LPA, Donna Lozano, editor |

CLASS B (31-50 members)

| | |
|---------------|--|
| First Place: | San Gabriel Valley LSA, Corinne Patera, editor |
| Second Place: | Livermore-Amador Valley LPA, Cheryl L. Kent, PLS, editor |
| Third Place: | Los Angeles LSA, Patricia V. Banks, PLS, editor |

CLASS C (51-75 members)

| | |
|---------------|---|
| First Place: | Mt Diablo LPA, Maria Bishop, CCLS, editor |
| Second Place: | Beverly Hills/Century City LSA, Mimi Wong Titus, CCLS, editor |
| Third Place: | Humboldt County LPA, Kathy Parker, editor |

CLASS D (76 -95 members)

| | |
|--------------|--|
| First Place: | Orange County LSA, Dee Johnson, editor |
|--------------|--|

CLASS E (over 95 members)

| | |
|---------------|--|
| First Place: | Sacramento LSA, Cyrene Farrell, CCLS, editor |
| Second Place: | San Diego LSA, Linda L. Moore, editor |

HISTORY BOOK CONTEST

| | |
|---------------------------|--|
| CLASS A (5-30 members) | No entries |
| CLASS B (31 - 50 members) | No entries |
| CLASS C (51 - 75 members) | No entries |
| CLASS D (76-95 members) | |
| First Place: | Orange County LSA - Historian: Cindy Pellicano |
| CLASS E (over 95 members) | |
| First Place: | San Diego LSA - Historian: Melody Garry |
| Second Place: | Sacramento LSA - Historian: Elicia Allen, CCLS |

SCRAPBOOK COMPETITION

| | |
|---------------|---|
| First Place: | Mt. Diablo LPA - Historians: Amanda Kurzadkowski and Annette Hayes |
| Second Place: | San Gabriel Valley LSA - Historian: Darlene Martinez |
| Third Place: | San Gabriel Valley LSA - Historian: Darlene Martinez |
| Fourth Place: | Conejo Valley LPA - Historian: Jack Lynn Sawyer |

MEMBERS' CHOICE AWARD

| | |
|--------------|---|
| History Book | San Diego LSA - Historian: Melody Garry |
| Scrapbook: | Mt. Diablo LPA - Historians Amanda Kurzadkowski and Annette Hayes |

SCHOLARSHIP WINNERS

PLAN A - COLLEGE STUDENT

| | |
|-------------------|-----------------------------------|
| First Place: | Los Angeles LSA Sheila Dharod |
| Second Place: | Mt. Diablo LPA Denise E. Anderson |
| Third Place: | San Francisco LPA Nancy Krieg |
| First Alternate: | San Diego LSA Crystal Cho |
| Second Alternate: | Orange County LSA Aharon Moallen |
| Third Alternate: | Sacramento LSA Alex Zavala |

PLAN B - HIGH SCHOOL SENIOR

| | |
|-------------------|--------------------------------|
| First Place: | Independent Liliana Leon |
| Second Place: | San Diego LSA Alexis Rooney |
| First Alternate: | Los Angeles LSA Zaira Zambrano |
| Second Alternate: | Independent Taylor Maroney |

PLAN C - RE-ENTRY LEVEL

| | |
|------------------|------------------------------------|
| First Place: | Sonoma County LSA Mervana Foremski |
| Second Place: | Orange County LSA Michelle O'Toole |
| Third Place: | Los Angeles LSA Jessica Guardado |
| First Alternate: | Independent Melissa Solis |



PAULA E. DELP

Paula E. Delp, is a member of Long Beach Legal Professionals Association and earned her CCLS certification in October 2002. She has been a member of the CCLS Certifying Board since February 2008.

How To Expedite Your Application For Recertification

BY PAULA E. DELP, CCLS—MEMBER CCLS CERTIFYING BOARD

When I receive an Application for Recertification, the first thing I look for is your check. Since taking over recertifications, I have received at least four packets without checks. I then verify the address of the CCLS. Often times a CCLS will submit their Application with a different address than what is on file, having not submitted a formal change of address to the Board. Remember, when you relocate in your employment and/or your residence, it is important to provide both LSI and the CCLS Certifying Board with your updated contact information. If we cannot find you, we cannot recertify you!

Next, I check to see what types of certificates the CCLS has submitted. In a perfect world the only certificates I would receive is the appropriate CCLS Certificate of Attendance, but I get a wide variety of certificates printed on forms provided by the providers, such as The Rutter Group, State Bar of California, California Applicant Attorneys' Association; or they will provide MCLE forms.

I am a paralegal, as are many of you, and, therefore, we are required to collect MCLE hours in addition to CCLS hours. Therefore, whenever I attend a class or program, I make sure to collect *both* certificates, especially if it is a program sponsored by Legal Secretaries, Inc.; Legal Specialization Sections; or my local association.

Section 4 of the Standards for Recertification state in relevant part that "It is the responsibility of the individual CCLS to complete a Certificate of Attendance and submit it to the sponsor of the educational program for signature verifying the CCLS's attendance at the program." Therefore, when you attend any program, whether it is sponsored by LSI, your local association, your employer, or the local

bar association, the CCLS should complete the CCLS Certificate of Attendance and present it to the provider for signature. If I get a packet containing MCLE certificates, when I feel CCLS certificates were likely available, you may get a letter requesting appropriate certificates. In *rare* instances, the provider may not honor our Certificate of Attendance, in which case the Board would accept the MCLE certificate, but we would recommend that you complete the appropriate CCLS Certificate of Attendance and attach it to the MCLE certificate. In any case, make sure the certificates you are submitting are *originals*.

Section 1f allows credit for instructing a program, but if you are requesting such credit, then you must submit the appropriate form, that is "Certification for Instruction Credit Hours." This form must be signed under penalty of perjury.

After checking the address and the forms, I check to see that the programs and the hours for which the CCLS is requesting credit are valid. The Standards for Recertification are clear and specific with regard to the number of hours permitted for certain types of programs. As everyone knows, a CCLS is required to complete fifteen (15) hours of continuing education in a three-year period. (Standards, Sec. 4) Of that fifteen (15) hours, *no more than five (5) credit hours* for self-study programs (Standards, Sec. 1e), and a *maximum of three (3) credit hours* for teaching a CCLS Study Group. (Standards, Sec. 1g). In addition, *no more than six (6) credit hours* will be allowed for secretarial science functions performed by legal support staff, and of those six hours, *no more than two (2) credit hours* are permitted for programs where the topics are not unique to legal work (i.e., word processing, excel, proof-

reading, notary public). (Standards, Sec. 4). It is always best to submit more hours than what is required just in case a problem arises with one or more of the programs for which you are requesting credit.

I receive many questions about whether or not webinars are acceptable for CCLS credit. The answer is yes, so long as the provider is an approved provider for MCLE credit. However, I still need the appropriate Certificate of Attendance. The best way to get credit for these types of programs is to print the documentation provided by the sponsor showing that the program was completed and attach a completed CCLS Certificate of Attendance to that documentation. So your next question is, "How do I find out if the provider is an MCLE provider?" Well, visit the website for the State Bar of California at Calbar.ca.gov and search for MCLE providers within the site. This will lead you to an alphabetized listing of all MCLE providers and non-law firm MCLE approved providers.

Finally, section 1d of the Standards states in relevant part "To qualify for recertification credit, any program, course of study, or class of an hour or more duration must have a substantive handout." Most of the time, I will not request a copy of the handout if the program is an hour or two and the title is clear about the subject matter. However, if the title raises questions as to what the subject matter is, I will most likely request

a copy of the handout. If the program is three or four hours, I am likely to request a copy of the handout. If the program is five hours or more (such as those presented by the Bay Area Legal Secretaries Forum (BALSF), I will request a copy of the handout. If the provider is your employer, I am likely to request a copy of the handout just to make sure it qualifies as "substantive." If the handout is a large binder, I will accept a copy of the Table of Contents as evidence that the handout is "substantive."

In conclusion, to ensure your Application for Recertification is processed in the most expeditious manner possible, be sure to: (1) Enclose your check for \$20 payable to LSI; (2) submit the appropriate *original* Certificates of Attendance, or attach a completed Certificate of Attendance to your MCLE certificate; (3) verify you have completed the correct number of hours; and (4) include a copy of the handout, if available, for any program an hour or more in duration. Remember, you are a CCLS and reading instructions and following those instructions is how you got to be where you are today. It is your job to make sure that you are submitting the correct paper, and especially following proper procedures for the hours allowed. If everyone follows these procedures, the processing of your Application for Recertification will go much smoother, and you will be recertified in a timely manner. **LS**

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MICHELLE TICE

Michelle Tice has been a legal secretary since 1977 and currently works for Baker & McKenzie, assisting Chair of the North American Litigation Practice Group, Senior of Counsel to the North American Region and a partner in the transactional field. She is Immediate Past President of San Diego Legal Secretaries Association and also served SDLSA as a Director, chaired the Publicity and Charitable Projects Committees and was Secretary and Historian.

Netiquette

BY MICHELLE TICE, CCLS—SUBMITTED BY SAN DIEGO LSA

MIND YOUR MANNERS

What three words have a total of only 14 letters yet carry a great deal of meaning? People may not notice these words when they're there, but if you forget to use them, you'll come across looking disrespectful and ungrateful. Give up? These very powerful words are "Please" and "Thank You." Please take my advice. You'll thank me later.

There are others who are very sensitive to being addressed by their first names. When in doubt, use Mr., Mrs., or Dr. (if appropriate).

"There is no need to dilute your message with flowery verbiage, long winded diatribes and most especially, hearsay."

When you are replying to an email and the sender of the original message has used his or her first name only, then you could safely assume it's okay to use that person's first name as well.

DON'T USE THAT TONE WITH ME

Tone is a difficult thing to explain. Remember when your parents would say "Don't use that tone of voice with me, young lady (or young man)?" Your feelings come across by the way you say something. It is easy to change your tone when you're speaking. When you're writing it's very hard to do. Whenever I write an email, I read my message over several times before I hit send. I want to make sure I come across as respectful, friendly, and approachable. I don't want to sound curt or demanding. Sometimes just rearranging your paragraphs will help.

If you're writing to someone you've communicated with before, you might want to begin by saying "I hope you are well." Email writers often use emoticons to convey a certain tone. For those of you who don't know

what these are, emoticons are little faces made up by arranging parentheses, colons, and semi-colons. Use good judgment here. If you write to someone frequently and you have a less formal relationship, then emoticons are okay. If, however, you're writing to a prospective employer, stick to words only.

Avoid writing your message using all upper case letters. It looks like you're shouting. Don't use all lower case letters either. Some people say it will make it seem like you're mumbling.

TOO MUCH PUNCTUATION!!!

Don't get caught up in grammar and punctuation, especially excessive punctuation. You'll see lots of email messages where people put a dozen exclamation points at the end of a sentence for added emphasis. Exclamation points (called "bangs" in computer circles) are just another form of ending a sentence.

If something is important it should be reflected in your text, not in your punctuation.

FLAME EMAILS:

Never has the principle of communication been more evident than in today's society of email. Since over 90 percent of communications are done this way, consider how the person on the other end will feel once they receive your email. It is very difficult to express tone in writing and you want to come across as respectful, friendly, and approachable. When writing, practice "short but sweet" communications, rather than editorializing every message. When composing email, state the facts and move on. There is no need to dilute your message with flowery verbiage, long winded

diatribes and most especially, hearsay. Be particularly mindful of "flame" emails: know when flame mail crosses the line. Emails that are sent from one person to another that are designed to hurt, can be insulting, threatening or humiliating, and can cause hard feelings, irritation and workplace problems, especially if they're rampant, be it email that uses profanity, email that threatens, or email that in some fashion is designed to attack or humiliate another person. A systematic, continued stream of bile and threats can move into the realm of harassment.

If you flamed someone, say you're sorry. As high intentioned as many of us can be with so many life issues, we all too often trip up on the caveats we preach to others. Put another way, we can all hate flame mail, but we can all end up sending one as well. If you've put match to mail, never forget the final option of going to the person to whom you sent it and apologizing. That can be particularly critical if you need to work effectively together in the future. You can never take or erase the words you wrote (not to mention that they become a written record), but you can always apologize. Sit back, re-read your message, and be absolutely sure that this is the message you want to convey, before you hit the send button.

TELLING THE TRUTH

Funny how every so often the topic about the acceptability of fibbing concerning the receipt of an e-mail comes up. Some feel it is okay to act as though they haven't received an e-mail

thereby giving them an excuse to not respond. Can't respond to what you haven't received, right? Wrong!

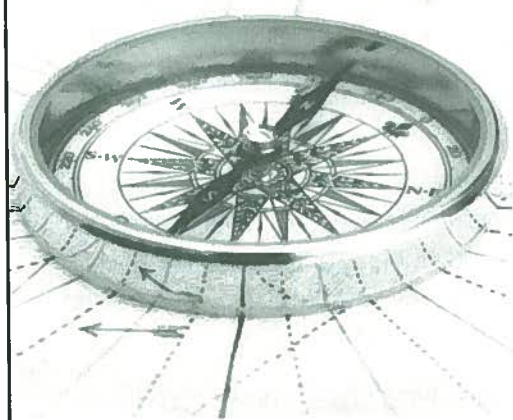
Unless there is a typo in an e-mail address or someone's computer crashes - rare are the e-mails that do not get delivered. Fibbing of any kind is an indication as to what type of person you are, your character and integrity. Even the smallest fib can lead to larger lies when justified in such a way as to help you avoid doing something unpleasant. Like telling the truth.

If you receive an e-mail that requires an uncomfortable honest response - don't take the stance that if you pretend you didn't receive the e-mail that then justifies your lack of honesty. Sometimes the right thing to do simply isn't the easiest thing to do ...

If you are offered a job you are not interested in, made an offer you don't want to entertain, asked a question that you don't want to answer, use our wonderful language to choose the verbiage that kindly reflects your honest reply.

Just because an e-mail warrants you respond in a way that may decline an offer or refuse to answer a question doesn't mean you don't reply at all. Show that you are a reliable responsible onliner and respond honestly and in such a way as to not be terse, abrasive or insulting.

Adjectives are a wonderful thing - choose the ones that honestly reflect your position and you'll keep the door open to future opportunities and correspondence while still being able to look yourself in the mirror. **LS**



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Last day to register

for CCLS October 16th exam without a late fee

September 1, 2010

Deadline for Submission

for articles for November issue of *The Legal Secretary*

October 12, 2010

Last day to register

for November conference to avoid a late fee

October 16, 2010

CCLS Exam

Northern and Southern California locations

October 18, 2010

Last day to reserve a room

for November conference and receive group rate

November 12 - 14, 2010

LSI 2nd Quarterly Conference

Hosted by San Fernando Valley LSA
Beverly Garland Holiday Inn, North Hollywood, CA

Helpful Websites

Supreme Court of the United States

<http://www.supremecourt.us>

Office of the Attorney General

www.ag.ca.gov

California Courts

<http://www.courtinfo.ca.gov>

California Assn. of Photocopiers and Process Servers

www.capps.org

California Codes

<http://www.leginfo.ca.gov/calaw.html>

California State Bar

http://www.calbar.ca.gov/state/calbar/calbar_home.jsp

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<http://www.nationalnotary.org/index.cfm>

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www.sos.ca.gov

National Court Reporters Association

<http://www.ncraonline.org>



DEBORAH RICKERT

Deborah Rickert is editor of The Legal Secretary magazine. She has served LSI as LSS Civil Litigation Leader, PRC Assistant Editor, Registrar, and Editor of The Legal Secretary 2004-2006 and 2008-2010. Deborah has been a legal secretary for over 25 years, and works at Latham and Watkins LLP in Orange County, California.

In This Issue

BY DEBORAH RICKERT, CCLS

One of the big topics at Annual Conference was the continued discussion of associations changing their name from "Legal Secretaries Association" to "Legal Professionals Association." How does this affect the title of our magazine *"The Legal Secretary?"* Should the magazine title be changed or are we ready for discussion? Please let us know your thoughts and comments on this hot topic.

This issue of *The Legal Secretary* includes results of contests held and announced at the 2010 Annual conference, along with conference photographs. I would like to congratulate and recognize the LSI incoming Officers President - Brooke Atherton, CCLS, Vice President - Sandra Jimenez, CCLS, Executive Sec-

ogy, Kristine Custodio writes about Social Media Savvy. The article title "You Are What You Tweet . . . and That Could Mean "You're Fired" gives a brief summary and the contents are educational and thought provoking.

There is information about the upcoming conference "cruise" on the LS-ISLE scheduled August 13 - 15, in downtown Modesto in an article written by Diane Mecca and Stephanie Harrison. When you travel to Modesto, don't forget to bring your pre-decorated ducky, or purchase one and decorate on site for the "Rubber Ducky Contest."

Rounding out this issue are articles on leadership, membership, fundraising and expediting your application for CCLS recertification.

"...our goal to provide educational and interesting articles, and we welcome your comments (or complaints)."

retary - Mary Beaudrow, CCLS and Treasurer - Jennifer Page, CCLS. Their photographs are included in the LSI Conference Scrapbook on page 4, along with a group photo of incoming LSI Chairmen for the 2010-2011 fiscal year.

President, Brooke Atherton, CCLS starts this issue with her article "Education, Leadership, Mentoring" and asks for our help to increase the membership of LSI. She believes that we can reach 2,011 members by the year 2011. How will your association help Brooke reach this goal?

We are introducing a new column on Netiquette written by Michelle Tice, CCLS. Thanks Michelle! With all the technology out there, she will keep us updated on proper business use of sending e-mails. Speaking of technol-

Those associations assigned to submit articles for the November 2010 issue and those assigned who were unable to submit for the August issue are due soon. Your contributions for the November issue should reach me by September 1, 2010.

As always, it is our goal to provide educational and interesting articles, and we welcome your comments (or complaints). Please let your views be known and give us some feedback on what you would like to see in future editions of *The Legal Secretary*. Feel free to contact the Editor at any time by phone or email, either at home or at the office. [LS](#)

LEGAL SECRETARIES, INCORPORATED ~ ORDER FORM

| ITEM | UNIT PRICE | QUANTITY | TOTAL |
|--|------------|----------|-------|
| BRASS TACKS* A guide instructing local officers and chairmen on how to perform their respective duties. Contains check lists, calendars and forms. (Rev. 1/2010) No charge for PDF [] Send hard copy [] | \$ 5.00 | | \$ |
| CAREER PROMOTION/SCHOLARSHIP <i>NOT JUST A SECRETARY</i> BOOKLET Currently under revision and not available at this time | | | |
| CCLS BROCHURE Tri-fold brochure promoting the benefits of taking the CCLS Exam. Includes tear-off to request application form and information kit. (Rev. 2/08) | N/C | | |
| CCLS MOCK EXAM (Revised 2010) Sample questions and answers to assist in preparing for all sections of the CCLS Exam. | 25.00 | | |
| CCLS PIN A ½" high, 10-karat gold pin with CCLS logo. For the CCLS. | 35.00 | | |
| CCLS STUDY KIT Contains Mock Exam (see above), Gregg Reference Manual with Instructor's Resource Guide, Basic and Comprehensive Worksheets. | 180.00 | | |
| GUIDELINES FOR HOSTING LSI CONFERENCES* An instruction guide, including forms and samples, essential to any association considering a bid to host an LSI Conference. (Rev. 12/09) | N/C | | |
| GUIDELINES FOR PREPARATION OF A LEGAL EDUCATIONAL PROGRAM A 34-page guide, with sample forms, to assist with the planning and execution of a successful legal educational program. (Rev. 8/03) | 5.00 | | |
| HISTORY BOOK AND SCRAPBOOK COMPETITION RULES AND GUIDELINES* A booklet with step-by-step directions, including rules and examples, for preparing a History Book for entry in the LSI History Book Competition. Created for local association historians and/or presidents. (Rev. 11/08) | 5.00 | | |
| HISTORY OF LEGAL SECRETARIES, INCORPORATED A 50-page memory of people, places and events since 1929. (Rev. 3/2010) | 5.00 | | |
| LAW OFFICE PROCEDURES MANUAL FLYER An 8 ½" x 11" advertisement of the LOPM. Includes listing of contents and Order Form. (Rev. 1/2010) | N/C | | |
| LAW OFFICE PROCEDURES MANUAL INSTRUCTOR'S GUIDES To assist instructors in conducting training classes. Teacher Training Chapter offers tips for teaching. Other Guides supplement Chapters of the LOPM and contain projects, instructions to student, completed and blank legal forms, exams and answer keys. | | | |
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| PROBATE CHAPTER (Rev. 9/07) | 7.00 | | |
| REAL ESTATE CHAPTER (Rev. 9/07) | 7.00 | | |
| UNLAWFUL DETAINER CHAPTER (Rev. 9/07) | 7.00 | | |
| WORKERS' COMPENSATION CHAPTER (Rev. 9/07) | 7.00 | | |
| MISCELLANEOUS CHAPTER (Rev. 9/07) | 7.00 | | |
| LEGAL SECRETARY'S REFERENCE GUIDE A legal procedure guide designed to assist local associations in conducting a training class. Also useful for training office personnel and as a general reference for experienced staff. (Rev. 11/09) | 30.00 | | |
| LSI BYLAWS AND STANDING RULES* As currently adopted by the LSI Governors. | 5.00 | | |
| TOTAL THIS PAGE | | | \$ |

*Item available to LSI members only.

(Prices effective 06/01/2010)

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| LSI LEGAL PROFESSIONAL'S HANDBOOK FLYER An 8 1/2" x 11" advertisement of the LPH. Includes listing of contents and Order Form. (Rev. 1/2010) | \$ N/C | | |
| LSI LEGAL SPECIALIZATION SECTIONS BROCHURE Lists Sections offered and reasons for joining. Includes Section Membership Application. (Rev. 2/08) | N/C | | |
| LSI MEMBERSHIP BROCHURE Tri-fold brochure, extolling the advantages of LSI membership and programs. Contains request for membership application. (Rev. 2/08) | N/C | | |
| LSI MEMBERSHIP PIN* (Magnetic) A 3/4" high oval gold-tone pin with blue and white enamel overlay. LSI logo in center and "Legal Secretaries, Incorporated" inscribed on circumference. For all LSI members. | 5.00 | | |
| LSI ROSTER* Booklet with current listing of LSI officers, chairmen, past-presidents, honorary members, scheduled conferences, local association presidents and governors. | N/C | | |
| MEMBERSHIP APPLICATION FORM* An 8 1/2" x 11" form adopted 5/01 by LSI for use by all local associations. Includes request for Legal Specialization Sections information. Local associations may add second-page for supplemental information. (Rev. 5/08) Can be transmitted as an e-mail attachment (Word format), if so requested. | N/C | <input type="checkbox"/> E-mail -or- <input type="checkbox"/> Printed | |
| NEW MEMBER PACKET* A 2-pocket folder containing letter from LSI President, LSI membership information, Specialization Sections Membership Application, list of benefits and providers, CCLS information, Legal Professional's and Law Office Procedures Manual flyer and Code of Ethics. Local associations may insert additional material. For new local association members only. | N/C | | |
| PRESIDENT'S PENDANT* A 1" high oval gold-tone pendant with blue and white enamel overlay. LSI logo in center and "Legal Secretaries Association" inscribed on circumference. Eye for necklace chain on back. For local association presidents. | 7.00 | | |
| PRESIDENT'S PIN* Same as pendant (see above). Specify magnetic or pin back. [] Magnetic [] Pin back closure | 7.00 | | |
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APPLICATION

Please complete and mail this form to the following address with your check to reserve your place at one of the examination venues:

**CCLS Certifying Board
5726 Lorelei Avenue
Lakewood, CA 90712**

| | |
|--|---|
| <input type="checkbox"/> Northern California | <input type="checkbox"/> Saturday, October 16, 2010 |
| <input type="checkbox"/> Southern California | <input type="checkbox"/> Saturday, March 19, 2011 |

Deadline: Application must be received 60 days prior to examination date. A late application may be accepted up to 30 days prior to the examination if submitted with a \$25 late fee, in addition to the fees listed below, if space is available.

EXAMINATION FEES*

| LSI MEMBERS** | | Non-LSI MEMBERS | |
|-------------------|----------|-------------------|----------|
| Registration fee: | \$ 15.00 | Registration fee: | \$ 55.00 |
| Examination fee: | \$ 95.00 | Examination fee: | \$ 95.00 |
| Total | \$110.00 | Total | \$150.00 |

Enclosed is a check in the sum of \$_____, payable to LSI.

* Fees subject to change without notice.

** LSI members: Name of local association: _____ LSA/LPA.

Please enclose a photocopy of your local membership card.

You must be a member upon application to be eligible for reduced fees.

*** Include \$25 late fee if applicable.

Name _____ Last 4 Digits of SSN _____

Mailing Address: _____

City/State/Zip: _____

Day Phone: _____ Evening Phone: _____

E-mail(s): _____

Highest level of formal education completed: _____; Highest Degree: _____.

EMPLOYMENT RECORD: Please list legal secretarial employment, beginning with your most recent (or current) employment, to show a minimum of two full years of such employment. Attach a supplemental page if additional entries are necessary to show two full years of employment as a legal secretary.

Dates _____ Position _____

Employer _____

Address _____

City/State/Zip _____

Supervisor _____ Phone _____

Summary of Duties _____

Dates _____ Position _____

Employer _____

Address _____

City/State/Zip _____

Supervisor _____ Phone _____

Summary of Duties _____

I certify that I have completed this application truthfully. I understand that a false statement may result in the revocation of my certification. I understand and agree that the contents of the examination are confidential and are not to be discussed. I understand that my employment record will be verified by a member of the California Certified Legal Secretary Certifying Board.

Signature of
Applicant _____ Date _____

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| | |
|---|---|
| <p align="center">DISCOUNT THROUGH CEB</p> <p>Members of Legal Secretaries, Incorporated are offered a reduced cost for certain educational benefits (seminars, publications) through Continuing Education of the Bar. For more information, refer to http://ceb.com/LSI/</p> | <p align="center">DWORKIN INSURANCE SERVICES EARL DWORKIN</p> <p>467 Hamilton Avenue, Suite #1 Palo Alto, California 94301 Phone: (650) 329-1330(800) 332-4313 – Fax (650) 329-9957</p> <p>Individual and Family Medical Insurance; Travel Medical; Medicare Supplements; Dental Plans</p> |
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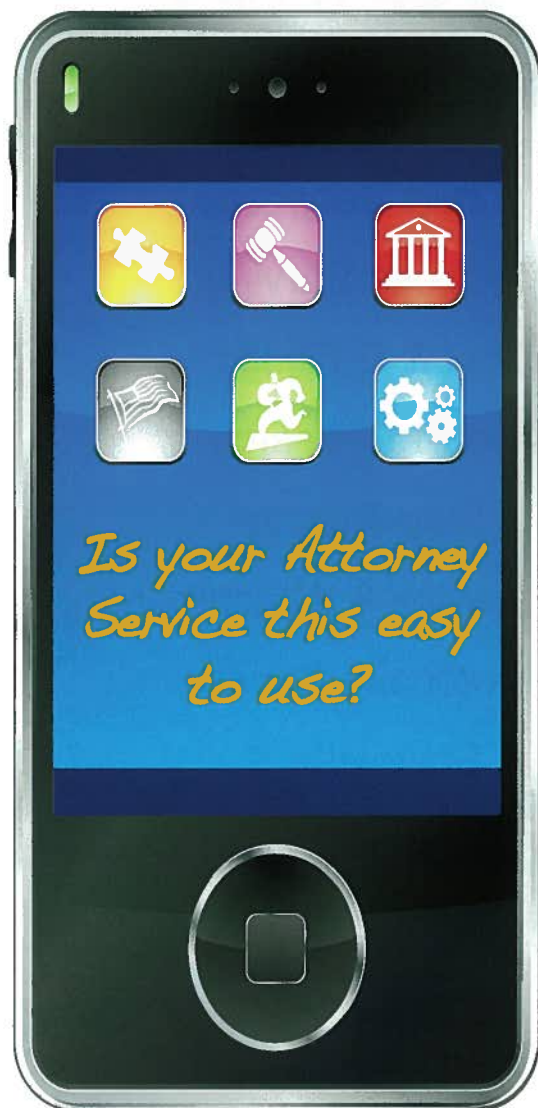
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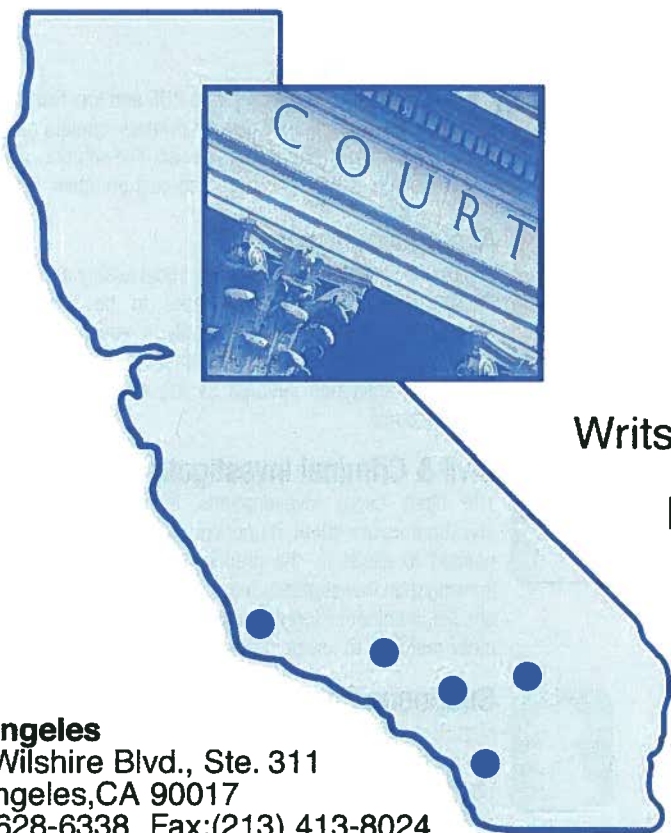
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