

2011-2012
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ASSOCIATION OF
LEGAL ADMINISTRATORS

Your Connection to Knowledge,
Resources and Networking

Region 6 News



ASSOCIATION OF LEGAL ADMINISTRATORS

September 2011

Director's Message Steven M. Morris, CLM

Finding enjoyment and personal growth from serving as your Region 6 Director continues. Because I view *volunteering* as a hobby, the experience retains a pleasantness to it. Below are a few things on my mind which I hope you find worth reading.



REGION 6 OFFICERS: Regional officers volunteer for two years on a staggered rotation. At Annual Conference, Cindy Snook (Sacramento Valley Chapter) and Helen Ferentinos (Silicon Valley Chapter) officially joined Matt Ogden (Golden Gate Chapter) as Region 6 Officers. Your management team also includes Steve Dempsey (At-Large Director) who serves on ALA's board of directors with me. Planning the Region 6 Conference & Expo is one of our significant responsibilities. In addition, we plan Regional Council Meetings, assist with the Chapter Leadership Institute and work individually with chapter leaders throughout Region 6. You will learn a bit more about our new team members with whom I have the pleasure of serving in this newsletter issue.

Each year, in each region, a Regional Nominating Committee (RNC) is formed to help select future regional officers. A special thanks to the following members who will serve on this year's RNC: Jennifer Lovato – (Valley of the Sun Chapter - Chair); Linda Brady – (East Bay Chapter); Sally Downing – (Silicon Valley Chapter); Berny Frenzer – (Tucson-Old Pueblo Chapter); Angela Landeros – (San Diego Chapter); and Suzanne Lawler – (Golden Gate Chapter).

NEW CLMS: Most professional associations have a certification component. For ALA, it is the Certified Legal Manager (CLM) designation. Recently, 14 more ALA members became CLMs. They include Region 6 members Patricia Cooper (East Bay Chapter and Golden Gate Chapter) and Evelyn

Director's Message (cont'd)

(Continued from page 1)

Schickling (Valley of the Sun Chapter). Patricia shares her experience in this newsletter. Continuing education creates personal growth and adds firm value as we implement gained knowledge. Personally, in 2002, when I became a CLM, it validated my worth as an administrator and reaffirmed that education is a life-long endeavor. Region 6 can be proud that 70 of our members are CLMs. Many of our chapters have study groups and individuals who have previously taken the examination and are willing to share their experience when asked.

ASSOCIATION COMMITTEE INVOLVEMENT: Members of the 2011-12 Annual Conference Committee include several Region 6 members: Candace Canton, CLM (Tucson-Old Pueblo Chapter), Ceanne Herndon (Golden Gate Chapter), Stacy Morrison, CLM (Orange County Chapter), and Linda Quindt, CLM (San Diego Chapter). In addition, Marina Field (San Diego Chapter) is a new member of the Diversity and Inclusion Committee and Patti Groff, CLM (San Diego Chapter) serves on the newly formed International Relations Committee. Join me in acknowledging these Region 6 volunteers for the service they perform as members of these association-wide committees. More information on this and other ALA committees can be found at: <http://www.alanet.org/volunteer>.

REGION 6 CONFERENCE & EXPO: Conference planning is a rewarding process for the Region 6 management team. We strive to anticipate what will be topical for administrators even though the process begins 10 months before the conference happens. Marilyn Goforth has been a tremendous asset as the local liaison in helping plan the October 20-22 Region 6 Conference & Expo in Las Vegas. Regional conferences often have both a high percentage of first-time attendees and administrators who attend regularly for networking and to gain new insights on a wide variety of topics. In addition to the 15 excellent breakout sessions, our keynote addresses are sure to simultaneously entertain and educate. These links contain a brief glimpse as to what will be offered attendees. Dennis Snow opens the conference: <http://www.youtube.com/watch?v=9RJKj6X19kk> and Michelle Gielan concludes with her positive message: http://www.youtube.com/watch?v=Z6O6-H_H_qM.

Whether we connect at a conference, chapter function, through e-mail or by phone, I hope you make the most of your ALA membership and feel comfortable reaching out to me or one of your Region 6 team members. After all, we are here to serve you.

The Dazzling Cosmopolitan of Las Vegas to Host the 2011 Region 6 Conference

By Brian Matter, CLM and Marilyn Goforth, Las Vegas Chapter Local Liaison



The Region 6 Conference for 2011 will be held at the Cosmopolitan of Las Vegas, the newest hotel on the Strip. To say that the Cosmopolitan is "the place to be" in Las Vegas this year is an understatement. The buzz about this stunning facility is truly a roar. Locals say it achieves what the nearby City Center set out to be.



The luxury resort has five exceptional bars, thirteen world class restaurants, fourteen shops and thousands of rooms, all state of the art.

(Continued on page 4)

The Dazzling Cosmopolitan of Las Vegas to Host the 2011 Region 6 Conference



As you check into the hotel you will see the fantastic lobby with its floor to ceiling flat panel displays on nearly every surface all reflecting the same

The signature space in the hotel is the Chandelier Bar a three level tavern set literally inside a gigantic 45 foot tall chandelier. The chandelier is an architectural wonder created by luminous beaded curtains of light. The Chandelier bar is a unique place to enjoy a drink after a day of education.

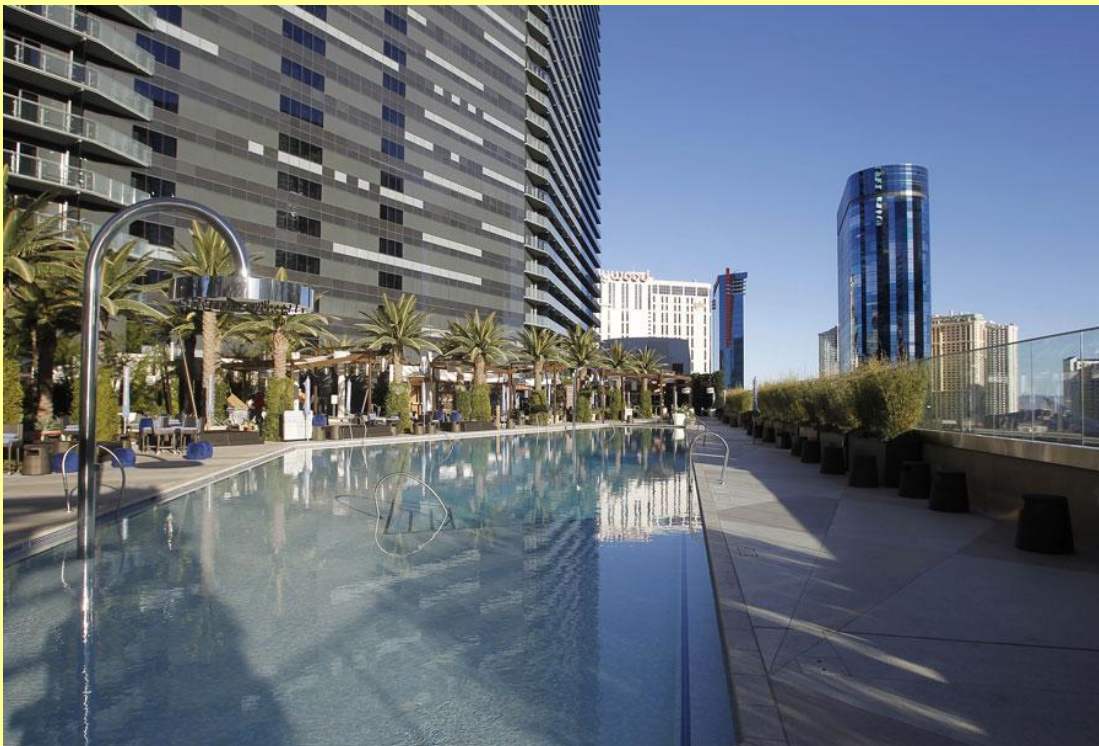


The Dazzling Cosmopolitan of Las Vegas to Host the 2011 Region 6 Conference

If clubbing is your thing, try Marquee, the newest, loudest, and fanciest night club on the strip.

The Day Club Pool becomes

an extension of the nightclub after dark.



There are also three distinctive pools, Boulevard Pool overlooking the strip, Bamboo Pool—described as an indulgent and re-energizing retreat, and the Day Club Pool.

The Dazzling Cosmopolitan of Las Vegas to Host the 2011 Region 6 Conference



Finding an exceptional restaurant to please your taste buds will be an easy delight. Add a relaxing spa to treat yourself, what more could you ask for? The conference at the Cosmopolitan will be one experience that will not soon be forgotten.





The Cosmo by night

HOTEL UPDATE AS OF SEPTEMBER 1, 2011:

The number of rooms ALA blocked have all been reserved. Rooms are still available; however, the rates per night vary.

Please call the hotel directly at 877.551.7772 to make reservations. BE SURE to identify yourself as an attendee of the Association of Legal Administrators Region 6 Conference and Expo or register on-line.

**REGION 6
CONFERENCE & EXPO**

Register before
September 22 for early bird
savings!

Learn more at
www.alanet.org/region6

Connect at the Region 6 Conference & Expo!

Gain the knowledge, resources and networking vital to face any challenge at your law firm or in your legal department at the **Region 6 Conference & Expo**, October 20–22, 2011, at the **Cosmopolitan Hotel** in Las Vegas.

Don't miss this cost-effective, two-day conference close to your home with professional legal industry speakers and more than 20 educational sessions — it's the best investment you'll make this year!

Odds-on-Favorite



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Celebrating **40 YEARS**
1971 - 2011
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CLM EXAM: I Failed!!! (the first time)

By Patricia K. Cooper



Patricia K. Cooper is the Office Manager of the Pandell Law Firm in Walnut Creek. She can be reached at patricia.cooper@pandell-law.com

Sitting for the CLM Exam was not an overnight decision. It was a long, thought out process. Making the commitment was huge. I would have to alter my personal life and other professional obligations. I am a member of both the Golden Gate (GGALA) and East Bay (EBALA) Chapters of ALA. I am fortunate to have two local Chapters that provide educational materials to continue my personal and professional growth and that also met the educational requirements necessary to sit for the exam.

A few years ago I attended a sponsored ALA webinar that shared the educational, professional requirements and how to prepare for taking the exam. I contemplated taking the exam. The encouragement of my father sealed my decision and in early 2010 I joined a GGALA Study Group that was already preparing for the exam that would be offered at the September 2010 Regional ALA Conference in San Diego. I was welcomed into the study group and began the long process of learning and comprehending the many knowledge areas of information. Joining the study group not only expanded my knowledge, it added to my network capabilities and gave me the opportunity to learn how (small and large) firms ran their businesses. The study group all specialized in different knowledge areas; this was beneficial in the gathering of the various study materials that would be utilized. The icing on the cake was the friendships and professional contacts that were made.

The study group arrived in San Diego the night before the test. We ate dinner together and did a brief last minute overview of our study materials. The test started the following day at 12Noon and the next four hours and 125 questions flew by. After completing the test I honestly was not sure if I had passed or failed. My mind was exhausted and various tests questions and how I answered the questions haunted me until I was able to review my notes and determine if I had answered the questions correctly. I had already made my mind up if I did not pass, I would sit again for the exam.

I Failed! (continued)

The ALA CLM web site stated it would take approximately six weeks to get the exam results. Just over four weeks I found in my mailbox a confidential letter from ALA. I did not open the envelope immediately, as I wanted my privacy and time to reflect on whatever I was to read. When I did open the envelope, I found a letter and a Candidate Feedback Report that reflected my performance in each of the six knowledge areas and a final Overall Performance. I had passed all knowledge areas except one! My letter had said "Overall Performance – FAIL."

After reading and re-reading the letter I was a bit numb and began thinking that ALA had it wrong! I did not *fail* – I had expanded my knowledge in all six knowledge areas. Many of the procedures and laws I learned in the study group, I had already implemented at work. I was a winner as far as I was concerned! I may have failed a knowledge area – but that was not going to hold me back from taking the exam again. I felt I would be one of the lucky ones at the next exam – I knew which knowledge area I would need to concentrate on but also knew I would keep the other five knowledge areas current in my studies. I am of the mind that if you take the time to look at an event in your life that did not turn out the way you wanted (like not

Last January 2011, GGALA offered a forum for anyone that might be interested in learning more about the benefits and requirements of the CLM certification program and the possibility of forming a study group. Steve Morris, CLM Region 6 Director and Diane Camacho, CLM President of GGALA oversaw the forum and shared with us their views of the value of becoming a CLM. The attendees at the meeting all shared what they hoped to gain in joining the study group and taking the exam. When it came to my turn to share my views and thoughts, I knew there was no shame in not passing the exam and that my goals for the most part had been met with the educational learning I gained. I told the group that I had taken the CLM exam and had failed. A new study group was formed from this meeting and again I began to reap benefits from the study group. Being that I had taken the exam before, I became the "go to person"the person the study group looked to and asked questions. Personally, I enjoy teaching and was happy to share my thoughts and past studying materials to help get the study group up to speed.

As time went on, the study group lost its members except for me and one other. The others left the group due to job responsibilities, personal issues and the convenience of studying alone as in any study group, it can be difficult to get everyone together to study at a certain time on a specific date. The study group continued with the target date of September 2011 to take the exam. I decided to sit for the exam in May 2011 at the Florida ALA National Conference. This decision was made knowing that if I did

I Failed! (continued)

not pass, I knew I could take the exam for the final time (you have the opportunity to take the exam three times in a four year period) in September 2011 in Los Angeles. The time between both exams would be four months vs. eight months when I took the exam the first time in September 2010.

Taking the exam for the second time had its own pressures. I had already taken it once, I did not want to have to take it a third time if I failed in Florida. Knowing this I can say I was in "overkill" mode with studying. I turned my formal dining table into my CLM study table. I again utilized the ALA Flashcards, made homemade flashcards, read everything I could get my hands on, practiced with sample tests, visited various ALA Chapters web pages to review their CLM materials, studied how to take exams, and recorded various readings onto my MP3 player so that I could listen to it on my way to/from work. I was going to succeed this time!

I arrived in Florida a few days prior to the exam for a mini vacation at Disneyworld. The exam began Sunday at 8:00am. I was concerned with the early testing time that I would oversleep and be late. That was not the case! I arrived early and ready to begin the exam. Taking the exam for the second time was a lot easier as I was not nervous prior to the exam, I knew what to expect. I had studied thoroughly and felt more than prepared. Once I completed the exam and turned it in, the waiting period begun to get the exam results.

As I had received my prior results in just over four weeks, I began looking for the ALA envelope at the four week mark. Just shy of six weeks by one day, I found the envelope in my mailbox. This time there was no waiting for my own privacy, I opened the envelope immediately, I by passed the first page and went directly to the Candidate Feedback Report page. There I saw "Overall Performance - PASS". I was more than excited to know I had passed the exam and was now an official CLM!

After I settled down, I pulled out my first exam results and compared my percentage of items answered correctly in the Knowledge Areas. I was amazed that I had improved my scores significantly in each area except one. The additional studying had paid off in so many ways. I not only received my CLM, I continued to enhance my knowledge more thoroughly.

I am told ALA has approximately 9,500 members in the United States and that only 355 are CLM's! I am honored to be able to be a member of this elite group and encourage everyone to seek the CLM certification. Whether you are successful or not obtaining your CLM, you will be successful in the continued education that you will have obtained in the knowledge areas. If you would like to talk to me about my CLM experiences, contact me. I would be happy to share my knowledge and assist a fellow ALA member. If you don't succeed...try try again!

You will not regret it!

Cyber Chapter Rolls out CLM Study Forum

Editor's Note: Although the Cyber Chapter is considered to be part of Region 1, members from any region are welcome to join this "virtual chapter" and take advantage of its fine CLM Study Forum.

I am taking this opportunity to be able to continue to spread the word that our chapter has rolled out our CLM Study Forum, after being off line for a couple of years. We have reviewed, updated and supplemented our study material. A very heartfelt and big THANK YOU goes out to the Oregon Chapter for providing their audio and visual material from their 13 week study course held in early 2010.

If you are interested in sitting for the CLM exam our chapter would encourage you to participate in this study group. The application can be obtained online at www.cyberala.org and look for Become a Member, CLM Study Group.

In our study group forum you can access the material regardless of time of day or geographic location. Materials are available in PDF format and Audio files can be downloaded to your computer, and then transferred to CD, iPod, or other device or media for use as you desire. In addition, study group members can share ideas, questions, or other comments in our CLM group discussion forum.

We are excited to be able to provide this educational opportunity. The materials contained are also a good way to keep yourself updated, educated and informed – in other words, you can join and participate even if you currently are not planning to sit for the CLM examination.

Our chapter has a desire to be a depository of educational information. We are pursuing this possibility with ALA Headquarters. In the near future, the possibility remains, that we could be provided study material from every ALA chapter that cares to contribute. Would that possibility be wonderful!

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 **ALA**
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got clm?



For more information about the CLM program, visit www.alanet.org/clm

Add a valuable dimension to your professional development by becoming a Certified Legal Manager (CLM)SM!

Earning the CLM designation:

- Validates your knowledge and expertise in all areas of legal management.
- Expands your résumé and opens the door for new career choices.
- Demonstrates your dedication and commitment to the profession.
- Enhances your value to your organization.
- Saves your firm money on its professional liability risk insurance.*

*Visit www.alanet.org/liinsurance.html for a complete list of participating states

ARE YOU STRATEGIC?

Have you been told that you need to be more “strategic”? If so, did you pause and think....” I thought I was strategic!”

Many people who lead and manage get there through operational ranks—good managers who made good operational decisions. The skills necessary to set direction and to create a clear vision, however, may not have been acquired.

Being strategic encompasses the ability to consider the big picture, recognize patterns and trends, respect priorities, predict outcomes and anticipate issues. Strategic issues deal with mission and purpose, making a difference and future relevance. Strategic refers “what and why”.

In contrast, making sure strategic goals are met through hands-on involvement, performing each task with quality and efficiency, refers to being “tactical”, or the “how”.

Are you strategic? Or are you tactical?

Here's a test.

Are you buried in details and day-to-day deadlines? Or are you able to see things from a larger, longer perspective?

Do you “micro-manage” projects, controlling every decision? Or are you able to overlook small issues in favor of the larger picture? Do you recognize which issues are “large” and which issues are “small”?

Or, maybe you are a little bit of both: You are a leader who devises and uses strategy AND you are adept at implementing tactics....and could perform the tactical tasks yourself if you had to.

If you want to become more strategic in your leadership role, you don't want to miss the ALA Region 6 Conference in Las Vegas, October 20 – 22. A Sessions in Series track called “The Strategic Mind” has been developed to provide key principles of strategic thinking in four areas: (1) The Disciplines of Strategic Thinking; (2) The Support Evolution—Leveraging Secretarial Services for Maximum Efficiency; (3) Marketing and Positioning Your Firm; and (4) Trends in Law Office Design.

Enhance your leadership or management role in your firm by changing from a tactical administrator to a strategic administrator.

Submitted by Doris Alexander

Executive Director

Carroll, Burdick & McDonough LLP

Doris can be reached at dalexander@cbmlaw.com

The Importance of Conferences

By Jason Santiago

If we find ourselves asking whether attending the ALA Annual conference is important or worthwhile or whether attending can, in fact, enhance our skills and help us meet our professional goals, we can begin to get an affirmative answer by looking at the Annual conference class schedule to get a glimpse of all the available practical tools and insights many classes provide. However, looking at the available classes is just the beginning. We may also ask for a review from someone who did attend. Having recently returned from the Orlando conference, I submit the following three non-networking examples for your consideration in support of the view that attendance is not just worthwhile, but that it is important *because* the education is relevant.

As our firms become increasingly dependent on technology, we have found that our dependence on technology has also increased. We have become increasingly bombarded by new email alerts, instant messages, ringing phones that we cannot immediately answer and we have forgotten the quieter days when mail arrived in the morning, when we had time to draft more thoughtful responses to inquiries and were able to return phone calls in the same day. Our modern day office life is fractured in many directions and we rarely get to start and finish a task in one go, let alone two or three. The QuietSpacing™ class on email management is a perfect example of a course offering that can provide a direct impact on how you manage what is an increasingly time consuming task; receiving and responding to email. Getting your inbox down to zero seemed to me to be an improbable goal, let alone a possible one, but that is precisely what the course advertised. With its system of work in process folders and Outlook reminders, QuietSpacing™ has made it possible to get my inbox down to just about 15-20 emails on any given day from well over a couple hundred emails (I know some of you have thousands). Following this system's procedures is easy and effective and I may not have come across this useful method but for having attended the annual conference. I may not have my inbox down to zero emails, but 20 is a far cry from 200 and the decrease in stress is tangible.

Avoiding crucial conversations with colleagues and supervisors can lead to loss of momentum, loss of opportunity and loss of confidence. From almost every angle, not talking about what you need to talk about (on account of timidity or a weak grasp of subject matter, for example) leads towards you losing ground. Remember, we must move forward at a fast pace just to hold the ground we have and we must run in order to gain ground. Avoiding a crucial conversation about a decision that is not being made or about a topic that is sensitive to a decision maker can lead to frustration, job dissatisfaction or worse, loss of a job. The VitalSmarts® class on crucial conversations aimed directly at this issue in an incisive and entertaining manner. What better way to get people talking about topics they are squeamish about than to get them to relax and laugh a little? The aspect of the course I found most relevant was the section covering how to create pools of shared meaning within a space that is made safe for discourse. I found this helpful because it drew my attention to creating safe spaces for

The Importance of Conferences (cont'd)



Jason Santiago is the Office Administrator for Jackson Lewis LLP in San Francisco and the Director-at-Large of the Golden Gate Chapter. He can be reached at jason.santiago@jacksonlewis.com

open exchanges. If I need to create safe spaces in order for me to have conversations important to me and my career, don't I need to create safe spaces for others to communicate openly with me? If you know how important it is to be an accessible administrator, then you know the answer to this question is yes.

And, speaking of crucial conversations, why create safe spaces for dialogue if one is not a focused listener? Dr. Rick Bommelje's presentation on the listening leader was incredibly eye opening (or should I say ear opening?). Before his class, I considered myself to be an above average listener. Not a stellar listener mind you (my teachers and parents would agree), but a good listener at bottom. Imagine my surprise when I learned that I am actually a below average listener. Imagine my surprise when I learned that one of the characteristics of being a good listener is finding interest in the topic being brought to your attention. Imagine my surprise when I learned that taking notes is an indication that you are not listening.

Listening, as it develops, is more than hearing what one has to say. I think we all have a good sense of that. Great listening is about taking in a wide array of information not limited to but including eye contact, body language and tone in addition to the verbal content a person presents. Grasping all this, interpreting all this, evaluating it and then responding thoughtfully to it are the cornerstones of being a great listener. When a speaker senses that he is being heard, he is more amenable to being led. And, that is what administrators need to be able to do, lead.

If gaining insights and practical tools on leadership, on using technology, on the importance of creating safe spaces for dialogue are of value to you in your career path, then attending the annual conference will lead towards professional enhancement and development. I plan on attending next year's conference in Hawaii and hope to see many of you there.

Getting to Know Your NEW Region 6 Officers



Cindy and her husband enjoy a night out.

CINDY SNOOK, PHR, Incoming Region 6 Projects Officer. Cindy takes over for Brian Matter as the Projects Officer for Region 6. Cindy's duties include Business Partner relations with regard to the Region 6 Conference.

How did you become active/involved in ALA? I had a boss who asked me to join when I started managing their law firm. She was "high" on professional associations and felt it would benefit our firm (which it did). That was back in 1991.

What do you like best about being on the ALA Regional Team? I love my fellow colleagues. They are truly an amazing group of individuals.

Tell us something about yourself that we would never know if we only knew you professionally. I have a huge family and I love spending time with them. I was raised in the mountains of Northern California in a very small town so family was very important. I spent my childhood hunting and fishing with my father and brothers as I was the only girl.

Getting to Know Your NEW Region 6 Officers



Helen and her nephew, Dimitri, at Bingham McCutchen's Pet Picnic this past June in Palo Alto's Mitchell Park.

HELEN FERENTINOS, Incoming Region 6 Education Officer. Helen takes over for Doris Alexander as the Education Officer for Region 6. Helen's duties include collecting Education Summaries from each Chapter for the ALA Speaker Database and also creating a matrix of educational sessions during the planning of the Region 6 Conference.

How did you become active/involved in ALA? I joined ALA in the 1980s shortly after transitioning to law firm management from teaching. I wanted to learn how law firms functioned and how the various administrative and managerial roles came together for the smooth running of the firm. I learned so much and I so appreciated everyone's efforts that I wanted to give back and I decided to become more involved, first as a Section co-chair for the Golden Gate Chapter and then as an officer for the Silicon Valley chapter.

What do you like best about being on the ALA Regional Team? I really like the people, of course! It has been great getting to know Steve Morris, Steve Dempsey and Cindy Snook. Matt Ogden and I knew each other from our days as Chapter Presidents of the Golden Gate and the Silicon Valley chapters, respectively.

Continued next page

Getting to Know Your NEW Region 6 Officers

Ferentinos continued:

Tell us something about yourself that we would never know if we only knew you professionally. I am an auntie to a number of my friends' children and to my nieces, but most devotedly to my nephew Dimitri who is developmentally disabled. I am his back-up care taker and I treasure the times I spend with him. This summer we took a short road trip to Southern California to visit his sister. We went to Knott's Berry Farm, a sports museum, and to several parks in Orange County and it was a blast!



STEPHEN G. DEMPSEY, CLM, Incoming Region 6 At-Large Director. Steve takes over for Sabine Curto as the At-Large Director for Regions 4 and 6. Steve's duties include supporting and assisting the Region 4 and 6 Directors, Toni Beasley, CLM and Steven Morris, CLM.

How did you become active/involved in ALA? I joined ALA in 1994 at the urging of my Executive Director. I was new to the industry and he told me that the best thing I could do for my career was to join ALA. He was right!

Continued next page

Getting to Know Your NEW Region 6 Officers

Dempsey continued:

What do you like best about being on the ALA Regional Team? I enjoy meeting people from all over the Region and getting to work with them. I always find that no matter how much work I put into my ALA activities I end up getting more out of it than I put in.

Tell us something about yourself that we would never know if we only knew you professionally. I have run (and completed) 13 marathons.

Central Valley Chapter Participates in Fresno County Bar Association Book Drive

The Central Valley Chapter recently participated in the Book 'Em Book Drive presented by The Fresno County Bar Association. Books were collected for pre-readers through high school students during the time frame of August 1 through August 31, 2011. The goal of the book drive was to collect 100,000 gently used books from the homes of those in the legal community and place them in schools and homes in the poorest areas of Fresno County. Although there is not a final book count yet, 155 law firms in the Central Valley participated. The firms of Lozano Smith and Fishman, Larsen, Goldring & Zeitler each based in Fresno collected over 100 books a piece for the drive.

Contributed by Jenny Vue and Andy Garcia , Central Valley Chapter.





Celebrating 40 YEARS 1971 - 2011

Thank you
to all ALA members and business
partners who have made this
organization so special!



Your connection
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ALA Wall of Presidents

ALA CALENDAR

September 2011

15-17 **ALA – Regions 3 & 4 Conference & Expo**
 Place: The InterContinental, Kansas City, MO
 Contact: [Lisa Mikita](#), ALA Headquarters

21 **ALA Webinar – Ethics in the Wired World**

22 - 24 **ALA – Large Firm Administrators Retreat**
 Place: The Ritz-Carlton Chicago, Chicago, IL
 Contact: [Lisa Mikita](#), ALA Headquarters

October 2011

3-7 **Professional Legal Management WeekSM**
 Contact: [Steve Carasso](#), ALA Headquarters

7 – 9 **ALA – 13th Annual Community Challenge Weekend (CCW)**
 Contact: [Steve Carasso](#), ALA Headquarters

13-15 **ALA – Region 1 Conference & Expo**
 Place: Omni William Penn Hotel, Pittsburgh, PA
 Contact: [Lisa Mikita](#), ALA Headquarters

19 **ALA Webinar - Your Firm's Risk Insurance Needs: Professional Liability Coverage**

20-22 **ALA – Region 6 Conference & Expo**
 Place: The Cosmopolitan, Las Vegas, NV
 Contact: [Lisa Mikita](#), ALA Headquarters

27-28 **ALA – Intellectual Property Retreat**
 Place: Hyatt Regency Washington on Capitol Hill, Washington, DC
 Contact: [Patty Olejnik](#), ALA Headquarters

27-29 **ALA – Region 5 Conference & Expo**
 Place: Hyatt at Olive 8 and Washington State Convention Center
 Contact: [Lisa Mikita](#), ALA Headquarters

November 2011

3-5 **ALA – Region 2 Conference & Expo**
 Place: The Westin Charlotte, Charlotte, NC
 Contact: [Lisa Mikita](#), ALA Headquarters

11-12 **ALA – Board of Directors Meeting**
 Place: Charleston, SC
 Contact: [Nicole Larson](#), ALA Headquarters

24-25 **Thanksgiving Holiday, ALA Headquarters Closed**

December 2011

26 **Christmas Observance, ALA Headquarters Closed**