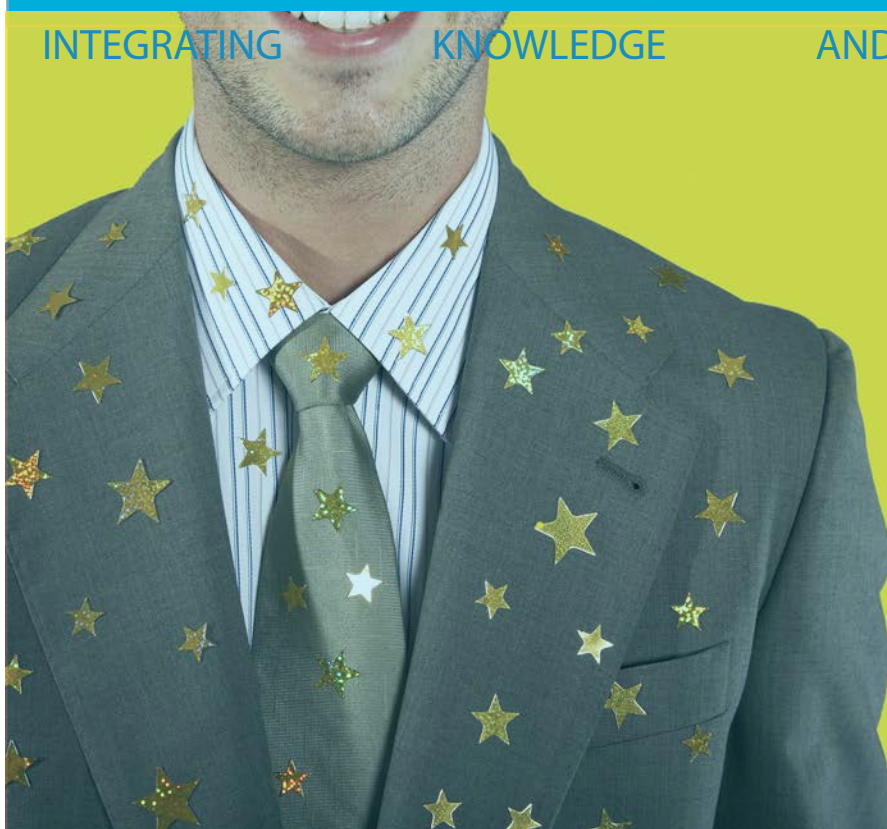


The NETWORK

INTEGRATING KNOWLEDGE AND CONNECTIONS



Another Approach to Getting Timekeepers to Submit Time

.....
a/k/a I can't believe something I
learned in kindergarten actually works



p. 10

Stop Me if You've Heard This
Before: The Paperless Office



p. 12

Not Getting Credit? Take Action
and Get the Recognition You
Deserve



p. 15

Meet Your New 2017 Board



PRESIDENT'S MESSAGE

MARIE COLÓN, LITTLER MENDELSON

Aren't You Worth It? YES YOU ARE!

I cannot believe it has been a year since I took over as president of your chapter! It has been quite an amazing experience for me professionally and personally. As this is my final President's Message, I wanted to let you all know what an honor and privilege it has been for me to lead the South Florida Chapter. I became a member in 2007. My objective as a new member was to attend a few events and network with fellow administrators. Never did I imagine I would be asked by then President Lisa Dasher to be the chair of the Programs Committee which then evolved into me joining the board. I was initially apprehensive, but I realized this opportunity would greatly benefit me professionally. If I wanted to grow as an administrator, only I could take ownership of my future. So this made me think, Aren't I worth it? **YES I AM!**

As an active member of this chapter, I have enjoyed attending programs and events which have been carefully and thoughtfully created for our professional needs. Proactively managing your professional development is critical to optimizing success and happiness in your professional (and personal) life. That's where the ALASOFLA helps in maximizing your options with numerous opportunities for you to participate in, including professional development activities, and we offer multiple locations from which to do so. For example, we have monthly luncheon meetings featuring speakers who cover all competencies in ALA Education: Communications/Organizational Management (CM), Financial Management (FM), Human Resources Management (HR), Legal Industry/Business Management (LI), and Operations Management (OM). These luncheons are held in two centrally convenient locations with the same speaker, on consecutive days (the second Wednesday in downtown Miami in Miami-Dade county and the second Thursday in downtown Fort Lauderdale in Broward county). When was the last time you attended a luncheon meeting? Has it been that long? I challenge you now to log-in to the website and pull up the calendar of events and register for our next event at <http://www.alasofla.org/>. Invest an hour and a half for a monthly luncheon, network with your colleagues, meet new members and guests, and listen to a speaker who may have a direct impact on providing a solution for you because, Aren't You Worth It? **YES YOU ARE!**

I cannot thank my board and committee chairs enough for their support this past year. They say it takes a village to raise a child. Well, it also takes a village to run an effective chapter. Without these amazing members, my term as president would not have succeeded. I highly encourage all of you to become an active member and volunteer! Volunteer for a committee or for one activity. Volunteer to sit at the registration table **for one meeting – this can be a great way to meet people. My point is WE NEED YOU!**

I promise to continue to stay involved, so you are not getting rid of me that easily! I look forward to working with the new board as we transition into our new positions. I know I leave you in excellent hands with our President-Elect Michelle Casares. Lastly, I'd like to give a very special thank you to Lisa Dasher for pushing me to get involved and become an active member. Without her push, I may have become a very different Office Administrator. I truly believe because of my involvement with the ALASOFLA, I am a strong, effective leader. Whenever you are scared or apprehensive in taking on a new challenge, remember to ask yourself:

Aren't You Worth It? **YES YOU ARE!**

4



ANOTHER APPROACH TO
GETTING TIMEKEEPERS
TO SUBMIT TIME

10



Stop Me if You've Heard
This One Before: The
Paperless Office

12



Not Getting Credit?
Take Action and Get the
Recognition You Deserve

14



Member Milestones

17



Fun Happenings

22



Upcoming
Events

THE NETWORK IS PUBLISHED QUARTERLY BY

South Florida Chapter,
The Association of Legal
Administrators

EDITOR: Lilly Torres
Pathman Lewis
ltorres@pathmanlewis.com

CREATIVE: Laura Crovo-Lane
lcrovo@netgc.com

THE NETWORK

The Network is published to provide information for the education and benefit of legal administrators, law office managers, managing partners of law firms and others interested in law firm management. Any article or advertising published here or in any prior issue of this newsletter should not be considered to be an endorsement by the South Florida Chapter of the Association of Legal Administrators of the opinions expressed therein or any products(s) advertised. Contributing writers are asked to disclose interests and affiliations that may influence their writing position so that those facts may be obtained upon request.

ANOTHER APPROACH TO GETTING TIMEKEEPERS TO SUBMIT TIME

*A/K/A I CAN'T BELIEVE SOMETHING I LEARNED
IN KINDERGARTEN ACTUALLY WORKS*

Diane Perry-Rojas
Chief Financial Officer
Meland Russin Budwick



As the CFO of a small firm of 30 employees, including 14 attorneys, I have been tackling an identical issue that I know the large firms face – getting timekeepers to submit their timesheets! Over the past year, I have implemented a successful strategy to increase compliance, which is no more than a teacher trick from kindergarten. I issue gold

stars to all the timekeepers that submit their time in accordance with our policy (by 5pm the next business day). To maintain this policy, I check on compliance two to three times during the course of the month. At the end of each month, I confirm the performers and underperformers, and send out an “all user” congratulatory memo. I tend to use humor for

almost everything, see below as an example:

“I know it’s almost Halloween, but the time-posting isn’t supposed to be this scary on the last working day of the month! Congrats to our Gold Star performers, but to the black hole group – all time must be in by 5pm on Monday so we can make the pre-bill run!”

I take into account if a timekeeper was on vacation or sick and I do not count those days. Also, if the timekeeper has come close to making policy requirements (had only one

or two days missing), I give them a silver star!

The first time I gave the timekeepers a gold star by sticking it on the border of their computer monitor, most didn’t know what to do with it or where it came from. Some of the attorneys put it on their lapel. Most left it in place for at least a few days. After a couple of months of keeping up this practice, I got busy with other pressing items and did not issue the stars for a few weeks. Our timekeepers would occasionally stop me in the halls and ask whether their time was not



in or being recorded, or when I was going to be giving out stars again. After that, I have been more systematic (with an occasional pop quiz of course!), and now I see some attorneys with rows of stars across and down their desks/monitors/ printers.

In addition to increasing timekeeper compliance with billing policies, I can share some interesting ancillary results of this practice:

- Timekeepers who got a silver star (or worse) in the past month would stop by my office at the end of a month and ask when I was running the report so they could "...get a gold star this time".
- Whenever we replaced a monitor, timekeepers would ask me if I had any extra stars because "...I almost made it all the way around the monitor".

- When I gave someone a silver star, they would argue that they deserved a gold star and proceed to tell me why.

- All the timekeepers now know the policy because every time I sent out a memo, I would restate the policy!

Over time, more and more timekeepers complied with the policy. To put it into numbers, before the "star" policy, approximately 60% of the timekeepers were non-compliant (getting the time in late). At this point, usually only one or two attorneys don't meet policy (about 10%). Even those that are chronically late now make an effort to ensure that their tardiness in getting their time in does not delay the pre-bill run.

Also, I keep the time reports for a year. One of the shareholders asked

me to quantify or grade the attorney's compliance with billing policy. I was able to count how many "gold stars" received by the attorneys and rank them by "gold star" percentage. This turned out to be an unexpected benefit of the new star policy.

I don't know if the gold star approach would work in a large firm environment, but regardless, I think there are lessons to be learned:

- People like to be acknowledged for doing what is expected of them (not just reprimanded for not doing so).
- A little innocuous competition goes a long way.
- Perhaps everything we needed to know about life, we really did learn in kindergarten!



NextPointe



Call 878-734-1382 to Experience the Next Generation of Office Communications.
www.nextpointe.com



Crystal Clear Voice

Next-generation Cisco phones and hardware ensure you'll experience the best quality voice communications & collaboration.



Loads of Features

Auto-attendant, call-transfer, music on hold, hunt groups, mobile connect and softphones are just a few of the features included.



Unified Messaging

Check your email, fax, and voicemails from one inbox, whether you're on your desk or on the go, thanks to Cisco's Unified Manager.



Saves You Money

Your phones arrive as soon as next day and so does your ROI. And with plans starting at \$29.99, what are you waiting for?



Latest Technology

NextPointe provides the latest in videoconferencing, remote office, and collaboration solutions.



Runs from the Cloud

Say good-bye to expensive PBX equipment and forget about maintenance issues. Just plug your phones to the wall and you're in business!



Helping Law Firms Run Smoothly Since 1997

Specializing in Direct Hire, Temporary and Temp-to-Hire Placements
Attorneys | Document Review | Paralegals | Legal Secretaries | Support Staff

TopLawJobs.com

Miami-Dade
305-358-3337

Broward
954-523-7600

Palm Beach
561-391-3331

THANK YOU TO OUR 2017 BUSINESS PARTNERS FOR THEIR CONTINUED SUPPORT

[ABA Retirement Funds Program](#)

[Access](#)

[Affinity Consulting](#)

[Beacon Hill Staffing](#)

[Bekins of South Florida](#)

[Beltmann Relocation Group](#)

[Brown & Brown Insurance](#)

[Commercial Flooring Solutions, Inc \(CFS\)](#)

[Copytech Solutions](#)

[DLE Process Servers, Inc.](#)

[DTI](#)

[Esquire Deposition Services](#)

[The Gourmet Coffee Company](#)

[Harvey Bilt Photography](#)

[International Data Depository](#)

[Isolved](#)

[IST Management Services](#)

[Kouwenhoven & Associates](#)

[LAN Infotech, LLC](#)

[LawDocsXpress](#)

[Legal Computer Consultants](#)

[Legal Search Solutions](#)

[Leotta Designers, Inc.](#)

[M. Hanson & Co](#)

[NextPointe, Inc.](#)

[Nuance Document Imaging](#)

[OTS Legal](#)

[Palindrome Consulting, Inc](#)

[Personnel Management Solutions, Inc.](#)

[Pinetree Benefit Solutions](#)

[Royal Cup, Inc.](#)

[Solomon Search Group](#)

[Soutec](#)

[U.S. Legal Support](#)

[VirtuWorks](#)

[Western Digitech, Inc.](#)



Business of Law eLearning

Your anytime, anywhere, business of law eLearning solution.



Expert Instruction - Skill Building - Networking

WE HAVE A SOLUTION FOR YOU.

- 6-week, instructor-led online courses
- Classes meet via live-streaming each week for an hour
- Classes are available on-demand at your convenience for later viewings, to accommodate your schedule
- Discussion board for conversations with fellow students

LEARN MORE: alanet.org/elearning

Stop Me If You've Heard This One Before: The Paperless Office

Tim Curtis, President of Services on Site

Stop me if you have heard this one before: "The paperless office is here".

Well, paperless certainly has arrived and the practice is being introduced to offices on a daily basis. However, paper is far from dead. Every year, American offices print out or copy one trillion sheets of paper and that is just in the United States.

Forty years ago, we were promised the paperless office. In a 1975 article in Business Week, analyst Arthur D. Little predicted paper would be on its way out by 1980. Not so fast.

The reality is that the high-water mark for the total number of pages printed in offices was in 2007, just before the recession. The decline in the use of office paper is about 1% to 2% a year. This trend represents improvements made by everything from tech unicorns, such as DocuSign, Inc., a large player in electronic signatures, to the rise of tablets and mobile devices. More importantly, it exemplifies a change that took much longer than anticipated due to the complexities in which business gets done.

The lingering presence of paper hanging around the workplace represents business processes that are changing slowly, if at all. It is the small and



medium sized companies that have been in no hurry to get rid of paper and digitize their workflows. This may have something to do with the fact that paper weighs almost nothing, costs pennies and doesn't require an internet connection.

In a recent survey, when respondents were asked why they still use paper when it wasn't absolutely necessary, the common answer was simply that "they liked paper". Many workers still print out documents to highlight or markup, but this may be generational.

In summary, history has shown that the demise of paper will be gradual. I think when the millennials take over senior positions in companies in 15-20 years, the full transition to a paperless office will finally be realized. Until then, don't forget to order some paper.



iSolved®

**PAYROLL | TIME & ATTENDANCE | ACA COMPLIANCE
| HR | BENEFITS ENROLLMENT | ONBOARDING**

Powerful and comprehensive, iSolved does it all: onboarding, payroll, human resources, time tracking, and benefits enrollment all from one solution. iSolved is the leading technology for cloud-based human capital management (HCM) in the small-to-medium business market.

THE HR AND PAYROLL PLATFORM THAT **DOES IT ALL, ANYTIME ANYWHERE.**

It's time for a robust HCM platform that powers and engages your most important asset – your people.

Learn more at
isolvedhcm.com/whyisolved



Not Getting Credit? Take Action and get the Recognition You Deserve



By Lilly Torres

Office Administrator,
Pathman Lewis, LLP
Editor-In-Chief,
The Network

Gracias...takk...merci...danke...

A mere “thank you” is the most basic way to give and receive recognition. As legal managers, it behooves us to make sure that our staff members are bestowed with deserved commendation. Simple praise makes employees feel appreciated, integral to the business and, of course, spurs the drive to continue to excel. But how about us legal managers?

It’s easy for legal managers to lose out on getting well-justified recognition due to the nature of our positions being somewhat in the background. Many employees only see the end results – a successful event, a great new hire or simply a nice and functional

place to work. The number of moving parts required to keep the “well-oiled machine” running is staggering and the details involved can go unnoticed.

If you’re patiently (or impatiently) waiting for your bosses or colleagues to tip their hats to you for doing a great job, you may not want to hold your breath. Although the amount of acclamation one needs and the frequency of receiving it varies from person to person, feeling appreciated is crucial for our well-being and job satisfaction. If your bosses praise you all the live long day, then consider yourself lucky. If you feel like you have a thankless job, then

you’re in the majority. Take the initiative and execute some simple actions to ensure that your accomplishments are made visible.

- **Create an Organizational Chart**

Make sure that you have an administrative organizational chart in place. List yourself and all key staff members along with their essential duties. Disseminate this to your fellow employees. Often times, staff members simply do not know who does what. With an organizational chart, there can be no question.

- **Keep People Up-to-Date on Your Projects**

Regularly communicate with members of your staff regarding your pending and upcoming projects that may impact them. This is an easy way to convey to the masses the particulars of your day-to-day functions and how your work is contributing to business operations in a significant way.

- **Tag Team With a Colleague**

If one of your colleagues shows you their gratitude in person about an office accomplishment, ask that person to back you up publicly. For example, if that person were to send an office-wide email regarding how fun and organized the Corporate Run tent festivities were and therein thanked you for spearheading

it, several people would be sure to respond with similar praise, thereby increasing your visibility.

- **Give Some to Get Some**

The more you praise, the more you will get praise. Thank you’s never get stale and are always appreciated.

These few simple steps can help turn our jobs from thankless to thankful. Remember, a little subtle self-promotion never hurt anybody!



TRUST YOUR OFFICE MOVE TO THE PROFESSIONALS



Bekins is proud to be a long standing member of the ALA, servicing law firms in South Florida for the past 40 years! Since 1891 generations of Florida families and top corporations have relied on our experts. We provide office installation big or small and both local and long distance. Visit our website at www.bekinssf.com

BEKINS
OF SOUTH FLORIDA
www.bekinssf.com



5300 N. Powerline Road, Suite 100
Fort Lauderdale, FL 33309
(954) 776-2226 • Dade (305) 758-2504
Palm Beach/Boca (561)994-8888



MEMBER MILESTONES: TRISHA SPILLER WINS BILLIARDS MONEY CUP TOURNAMENT

My team won in a money cup tournament for pool (billiards). We won money, trophies and a place in the cities tournament which sends winning teams to the Nationals in Vegas. That tournament is in June 2017 (fingers crossed). My husband and I took a 10-year hiatus from playing pool after having our three kids. During the downtime, we missed playing so much and decided it was time to get back to it. We recently re-joined our billiards league and brought on new players with us to start a new team. Teams can consist of eight players but only five players play in each "round". We had the minimum of five players, two of which were new to pool. We went through 28 hours of pool-playing over two days and defeated several polished teams to win the tournament. We all said it was our will and "heart" that got us through. Here's hoping for a win in Vegas this summer!

-- *Trisha Spiller, Regional Office Manager, Greenspoon Marder*

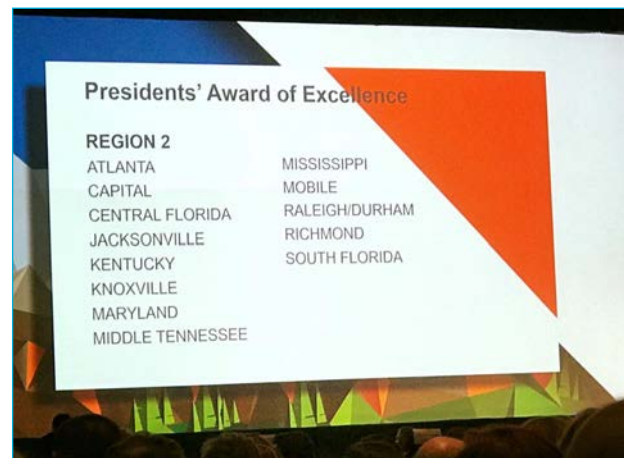


**Thanks to the outgoing board for their service.
Effective April 2017, welcome our
2017-2018 Board of Directors!**

President	Michelle Casares
President-Elect	Kristy Blanco
VP Membership	Adilen Montes
Secretary	Nilka Gomez
Treasurer	Carole Sheets
Director	Marie Colon
Director	Judith Pawloski

ALASOFLA Receives President's Award of Excellence

The Association for Legal Administrators South Florida Chapter has once again received the Presidents' Award of Excellence for 2017! Thanks to all the ALASOFLA members for their time and effort into making this such an amazing chapter!



ALASOFLA February Happy Hour February 23rd, 2017 Toro Toro - Miami, FL

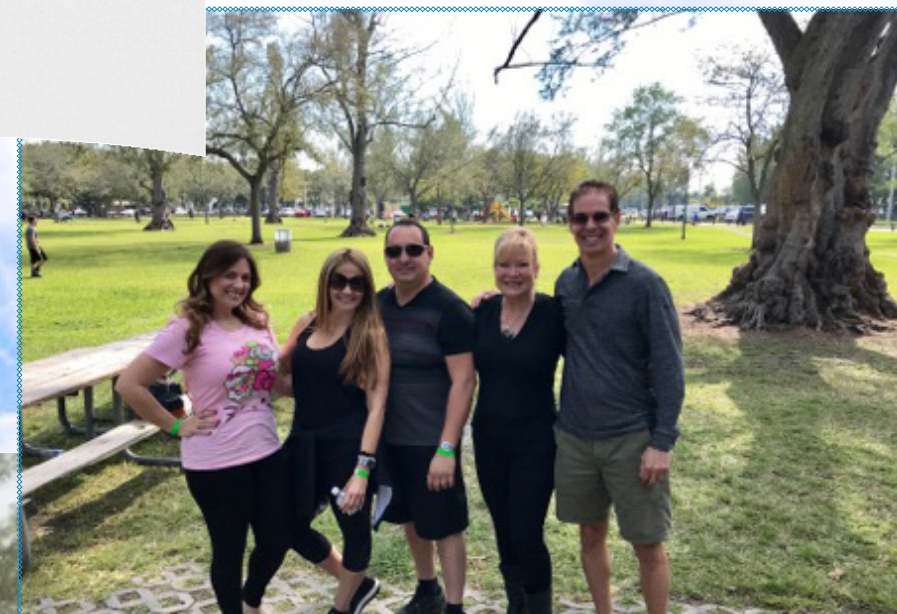




ALASOFLA FAMILY PICNIC

January 28th, 2017

Tropical Park - Miami, Florida



ALASOFLA Legal Expo – Casino Time!
March 2nd, 2017
Hyatt Regency
Miami, FL



SOUTH FLORIDA CHAPTER, ALA 2016-2017 BOARD OF DIRECTORS:

PRESIDENT Michelle Casares , Litcher Law Firm	305-933-9970
PRESIDENT-ELECT Kristine Blanco , Gordon & Rees, LLP	305-428-5300
VICE PRESIDENT - MEMBERSHIP Adilen Montes , Levine Kellogg Lehman Schneider & Grossman...	305-403-8788
SECRETARY Nilka Gomez , Haber Slade, P.A.	305-379-2400
TREASURER Carole Sheets , Murray, Morin & Herman, P.A.	305-441-1180
DIRECTORS Judi Pawloski, CLM , Peterson Bernard.....	954-763-3200
Marie E. Colón , Littler Mendelson.....	305-400-7555

COMMITTEES:

AWARDS

[Marie E. Colón](#)
Littler Mendelson

BUSINESS PARTNER RELATIONS

[Sandra Boriello](#)
Arnstein & Lehr, LLP

COMMUNITY SERVICE/CHARITY

[Blanca Aguilera](#)
Rumberger Kirk & Caldwell

[Tracy Hess](#)

Fisher & Phillips LLP

CERTIFIED LEGAL MANAGER (CLM)

[Lisa Dasher, CPA, CLM](#)
Wicker, Smith, O'Hara, McCoy & Ford

DIVERSITY & INCLUSION

[Paula J. Lawson, CLM](#)
Genovese, Joblove & Battista, P.A.

EDUCATION/PROGRAMS

[Millie Matias](#)
Greenberg Traurig

LEGAL COMMUNITY RELATIONS

[Victoria Allen, CLM](#)
Rogers, Morris & Ziegler, LLP

MARKETING

[Lourdes Sanders](#)
Broad and Cassel

[Emelyn Bruguera](#)

Morgan, Lewis & Bockius LLP

NEWSLETTER

[Lilly Torres](#)
Pathman Lewis, LLP

PLACEMENT-ADMINISTRATORS

[Vicki Smith-Bilt, CLM](#)
Greenberg Traurig

REGIONAL COUNCIL

[Marie E. Colón](#)
Littler Mendelson

[Judi Pawloski, CLM](#)

Peterson Bernard

SCHOLARSHIP

[Kristine Blanco](#)
Gordon & Rees, LLP

SOCIAL COMMITTEE

[Edgard Delgado](#)
Tenzer

[Gary Smith](#)

Richard & Richard, P.A.

WEBSITE

[Victoria Allen, CLM](#)
Rogers, Morris & Ziegler, LLP

UPCOMING EVENTS

Sat., May 6, 2017

[VOLUNTEER
OPPORTUNITY - HIS
HOUSE CHILDRENS'
HOME](#)

8:00 AM-4:00 PM
20000 NW 47TH AVE.,
Miami Gardens, FL 33055

Wed., May 10, 2017

[Miami Dade Monthly
Lunch Meeting](#)

11:45 - 1:30 PM
Holland & Knight
701 Brickell Avenue
#3000
Topic: Disaster Recovery

Thurs., May 11, 2017

[Broward Monthly Lunch
Meeting](#)

11:45 - 1:30 PM
Location: TBD, Ft. Laud.
Topic: Disaster Recovery

Wed., June 14, 2017

[Miami Dade Monthly
Lunch Meeting](#)

11:45 - 1:30 PM
Location: Greenberg Traurig,
333 SE 2nd Avenue, Ste 4400
Topic: Laugh to the Top -
Formula to Achieving Your
Goals
Speaker: Mark Dryden

Thurs., June 15, 2017

[Broward Monthly Lunch
Meeting](#)

11:45 - 1:30 PM
Location: TBD, Ft. Laud.
Topic: Roundtable Discussion

Sat., July 8, 2017

[ALAFLA Family Summer
Bash Event](#)

Noon - 4:00 PM
Location: TBD



Finding the right
legal management job
can be this easy.

All You Need Is ALA's Job Bank.

Job seekers - looking for a job?

Employers - looking for top talent?

Then look no further than ALA's Job Bank!

- Post or browse ads and resumes.
- Target the most qualified candidates.
- Save time with one-stop sourcing!

Simplify your search at the Job Bank!

Your connection
to knowledge, resources and networking

alanet.org/careers