

## PRESIDENT'S MESSAGE

by Leslie Kaiser



Since becoming the President this term, I have reflected back on what this organization has done for me over the last nineteen years. When I joined ALA in 1994 I was new to Legal Administration. My experience had been in accounting for other types of service related firms. I really didn't have a clue on how to manage an office, perform human resource functions or write policies. The first law firm I worked for was as an Accounting Manager and from there on everything led to another and I found myself as the firm administrator. One of my first duties as the firm administrator was to prepare an employee handbook. It was at this point that I joined ALA. ALA was a wealth of information and helped me tremendously in writing that handbook. My managing partner was very impressed and I was hooked! Whenever I had any questions about human resources or office management I was able to call on ALA for advice.

In the beginning of my membership I was satisfied going to the monthly meetings, an occasional Regional or Annual Conference, and a social now and again. Now, fast forward several years to 2006 when I received a call from Patti Groff asking if I would take on the role of Invitation Coordinator. I thought "that sounds easy enough; sure, I'll do it." Then the following year Jeff Talcott asked if I would do the Vendor Spotlight articles for the Mandate. Again I thought "sure, that doesn't sound too difficult." Since then I have held every position on the board, including a two year stint as the Business Partner Relations Director! They say time flies when you're having fun and it is so true! I have made many friends and have grown so much both personally and professionally since I joined ALA, and more particularly since I started volunteering. I'm very excited for the coming year and the board is always looking for ways to serve our members and make membership fun and educational so here are some things to look forward to this year:

1. Look for the revamped Salary Survey due out in September, FREE to participating members;

2. We are having at least two Strictly Social events;
3. It's the Chapter's 40<sup>th</sup> anniversary and we're planning several celebrations for it including an Anniversary party in August and special guest surprises at membership meetings;
4. Our new Membership Chair, Anna Rushworth, has planned a fun retention/recruitment campaign called the Sand Dollar Recruitment and Retention Campaign where you can earn tickets for drawings for fabulous prizes;
5. Also look for plenty of opportunities to score scholarships for the Region 6 conference being held in Reno 10/31 through 11/2 and the Annual Conference being held in Toronto, Ontario, Canada 5/13-5/21/2014; and
6. Many opportunities for education, in addition to our monthly meetings, which will include a Diversity event, and the ever popular Labor Law Update/Legal Resource Fair!

In closing, I'd just like to say that I hope to be a good President for our Chapter and our members and I welcome any ideas or suggestions you may have to help make our Chapter the best it can be. I feel truly honored to serve as the 2013-2014 President.

### Got CLM?

If you are interested in becoming a CLM, you may want to consider joining a CLM Study Group, or checking out study materials from our library. Please contact our San Diego Chapter Librarian, [Gerald Hester](#) for materials. For more information on eligibility and test dates, [click here](#).

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May/June 2013

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*"Just because something doesn't do what you planned it to do doesn't mean it's useless."  
- Thomas A. Edison*

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Even though our name is changing, you can still count on us for top practice area professionals. In fact, because we will be operating under the Special Counsel name, we will have access to the most extensive pool of talented candidates. Legal support professionals can include:

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Practice area experts are attorneys and paralegals with extensive backgrounds in fields that include:

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- IP Licensing
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- Patent and Trademark Prosecution
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- Labor and Employment
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Davidson Staffing was founded with a commitment to making the difference for law firms and corporate legal departments. As Special Counsel, we will continue to deliver the best legal candidates and experts solutions, just under a different name.

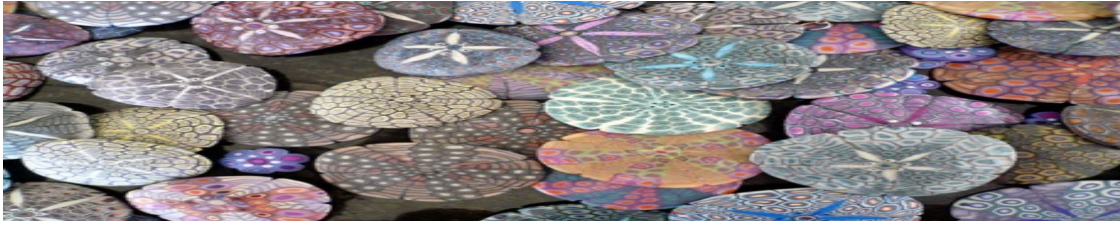
To learn more about Special Counsel — the new Davidson Staffing — please call Angela Parkinson in our San Diego office at 619.230.7680.



specialcounsel.com

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**SD ALA Membership Renewal** - The 2012-2013 ALA San Diego Membership Handbook is available in the "Members Area" of the SD ALA website at [www.alasandiego.org](http://www.alasandiego.org). 2013-2014 is upon us, so if you haven't already, please renew your membership! Contact Anna Rushworth at [rushworth@higgslaw.com](mailto:rushworth@higgslaw.com) if you have any questions.



SAN DIEGO CHAPTER OF  
THE ASSOCIATION OF LEGAL ADMINISTRATORS

SAND DOLLAR RECRUITMENT  
AND RETENTION PROGRAM - 2013



COLLECT SAND DOLLARS (PARTICIPATION POINTS) FOR YOUR CHANCE TO WIN  
FABULOUS PRIZES INCLUDING:

- TWO REGISTRATIONS TO REGION 6 CONFERENCE IN RENO, NV (10/31/13) - Winners Drawn at Business Partner Luncheon on September 17<sup>th</sup> - \$345.00 Registration Plus \$400 Travel Stipend\*
- iPad MINI - Winner Drawn at Holiday Luncheon on December 10<sup>th</sup>\*
- \$100 AMEX Card - Winner Drawn at Holiday Luncheon on December 10<sup>th</sup>\*

## INTRODUCING THE SAN DIEGO ASSOCIATION OF LEGAL ADMINISTRATORS SAND DOLLAR RECRUITMENT AND RETENTION PROGRAM

The new San Diego ALA Sand Dollar program is designed to help you collect participation points known as "Sand Dollars" by attending events or referring new members. One ticket will be awarded for every ten points earned and the tickets will be entered into several fabulous drawings, including two Region 6 Scholarships plus travel stipend, an iPad mini, and a \$100 AMEX Card.\* The two Region 6 scholarships will be awarded at the Business Partners Appreciation Luncheon on September 17<sup>th</sup>.\* Points will accumulate for that drawing from April 1, 2013 through August 31<sup>st</sup>. The drawing for the iPad mini and \$100 AMEX Gift Card will be held at the Holiday Luncheon on December 10, 2013. Points for that drawing will accumulate from April 1, 2013 through November 30<sup>th</sup>. **Good luck collecting your Sand Dollars!**

EVENT	SAND DOLLARS COLLECTED
Renew your Membership	20
Join as a New Member	30
Refer a New Member	30
Attend a Regular Monthly Membership Meeting	10
Attend Cocktails & Connections	20
Attend the BP Appreciation Lunch (9/17/13)	20
Attend Couture for a Cause (9/26/13)	20
Attend Managing Partner Luncheon (10/15/13)	10
Bring your Managing Partner for an Extra 10 points	10
Sign up with the Peer Connection Program	20
Attend the Region 6 Conference Reno, NV (10/31/13)	20
Join in on a Webinar	10
Join the ALA LinkedIn Group	10
Refer a Business Partner	20
Post or answer a question on the SDALA website forum	10
Volunteer on a Committee	20



\*Winners need not be present to win. Chapter Officers or Regional Directors are not eligible to participate. For more information, contact SDALA Membership Chair, Anna Rushworth, at 619-595-4393 or [Rushworth@higgslaw.com](mailto:Rushworth@higgslaw.com)



## GO GREEN: TRUTHS & MYTHS

Reprinted with permission from "The Legal Pad," the newsletter published by the Tulsa Chapter of the Association of Legal Administrators, July / August 2010

by Judy Anderson

*"It's not easy being green."* - Kermit the Frog

*"Green is the prime color of the world, and that from which its loveliness arises."*

- Pedro Calderon de la Barca, dramatist and poet, the greatest Spanish playwright of the Golden Age, 1600-1681

Any way you look at it, it's probably safe to say that *green* is all around us. On a recent drive in and around northeast Oklahoma, I was struck by the beauty of the multiple shades of green along the countryside and the lushness of the growth all around. It did turn my thoughts to all the talk about *"green."*

The word *"green"* continues to represent the need for, and efforts toward, sustainability of people and all living things.

John S. Kirk, CLM, from Philadelphia, PA's, Manko Gold & Katcher, has done a number of presentations to ALA groups over the past few years. John paraphrased the United Nations Brundtland Commission (1987) definition, "sustainability entails meeting the 'Triple Bottom Line' of economic, social and environmental responsibility. It is about fostering respect for people and other living things while at the same time wisely using and managing environmental and economic resources."

John also repeats what ALA Tulsa heard at a Chapter meeting several months ago from Michael Patton: **"Reduce, Reuse, Recycle."** John cites the following examples of **Truths** and **Myths** regarding sustainability:

**Truth:** Utensils made from corn plastic will melt if used for eating hot soup (but they are fine for gazpacho!).

**Myth:** Recycled paper works poorly in copiers and printers. (Typically, the problem is with the manufacturer's wrap; dust accumulates in the package. Unwrap and fan the paper ream several times to eliminate the dust.)

**Truth:** Running a full dishwasher is more efficient than using paper plates.

**Myth:** When the TV or an appliance is off, it's off. (Be aware of phantom power use; use power strips and turn off the strip rather than just the appliance.)

**Myth:** Leaving on lights, computers and other appliances uses less energy than turning them off and makes them last longer.

**Truth:** Most screensavers do not save energy unless they actually turn off the screen or, in the case of laptops, turn off the backlight.



\* \* \*

**Judy Anderson is President of the ALA Tulsa Chapter and Editor of the Chapter Newsletter, "The Legal Pad."**



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## A BANK IS MORE THAN JUST CHECKING AND TRUST ACCOUNTS: LET YOUR BANK WORK FOR YOU

BY RANDY REED

SR. VICE PRESIDENT, CITY NATIONAL BANK

# CITY NATIONAL BANK

The way up.®



As legal administrators work to increase office productivity and efficiency by applying the "squeeze" to nearly every aspect of managing their firms – wringing every drop of extra cost where possible and streamlining processes like hiring and interoffice communication – a key area typically goes untouched.

### Banking.

New advancements like online banking certainly catch on fast, but generally speaking law firms are missing out on a wealth of benefits simply because they don't fully take advantage of a resource that's already there.

A productive banking relationship can help firms save money, increase cash management efficiency, decrease concerns over potential fraud losses and gain referrals, for starters.

Here are a few tips on making your banking relationship work for you.

### Choose Your Bank Wisely

Not all banks are created equal, so it pays to do your research. Look for:

- ❑ A bank that assigns your firm a specific relationship manager – an experienced professional who will serve as your primary point of contact and help you understand and utilize the full range of the bank's resources.
- ❑ A bank that knows that the business matters of the firm are closely intertwined with those of its partners, and has the experience, expertise and capabilities to create the right financial solutions for both.

- ❑ A bank that offers advanced fraud prevention systems designed to reduce the occurrence of check and wire transfer fraud, coupled with training programs that help you incorporate pre-employment screening and other internal fraud-prevention techniques.

### Work With Your Bank Efficiently

Once you've selected a bank that meets these requirements, make the effort to cultivate this new relationship. This is the key to turning a basic banking coexistence into a flourishing relationship that will save you time, money and operational headaches in the long run.

- ❑ Keep your relationship manager informed about the key achievements of your firm and its partners (for example, when someone makes partner or when you have plans for an office expansion). An easy way to do this is by putting your relationship manager on the mailing list for all newsletters, news releases and any other external communication – and any internal communications that are appropriate.
- ❑ Help your bank understand your day-to-day operations, so it can know where to jump in with specialized cash management products and other services that increase operational efficiency. Banks usually provide more than just checking and trust accounts. Take advantage of other offerings like online cash management, day-to-day real-time viewing of cash operations, lending for working capital or capital improvement needs, partner buy-in loans and much more.

- ❑ Get to know your bank and the banker who manages your relationship. Your bank can serve as a trusted advisor – but only if you allow your relationship manager to get to know you and your firm.
- ❑ Prevent fraud by working closely with your bank. Participate in training programs offered by your bank that address how to screen potential employees, increase data and information system security and more.
- ❑ Don't forget that your bank is a source of potential referrals. The clients of a bank's trust area, in particular, often need estate attorneys. If you've already cultivated an ongoing relationship, most bank relationship managers will gladly refer their clients to your firm. Banks also have their own legal needs.

In short, take advantage of the full benefits and resources available through a good relationship bank. Some banks are willing and able to be flexible in how they meet your needs. Some are able to serve the firm, as well as its partners, associates and staff with a full range of business and personal banking capabilities. Find a bank like this and get to know it – and let it get to know you.

###

Randy Reed is a Sr. Vice President with City National Bank's Retirement Plan Services Office in San Diego. He can be reached at (619) 645-6122 or [Randall.Reed@cnb.com](mailto:Randall.Reed@cnb.com).

Have you joined **SDALA** on LinkedIn yet? If not, check it out! Start a Discussion or chime in on a current discussion. Connect with your peers, Business Partners, and ALA Head Quarters. Contact [Amy Spintman](#) for more information.





## EDUCATIONAL OPPORTUNITIES

Take a look at the Chapter's upcoming educational opportunities and mark your calendar! Please email me with topic suggestions.

- Monica Menzer, President Elect / Education Chair  
[mmenzer@allenmatkins.com](mailto:mmenzer@allenmatkins.com)

### June 2013:

- June 18** Monthly Meeting  
**"Power Editing – Making Every Word Count"**  
\*CLM and MCLE credit  
**Speaker:** Gary Kinder, Author and Lawyer  
**Time:** 11:45 registration; 12 – 1:00 pm program  
**Location:** Westgate Hotel
- June 18** Workshop  
**"The Book of Grammar – Your Credibility Rides with Every Sentence"**  
\*CLM and MCLE credit (attorneys welcome)  
**Speaker:** Gary Kinder, Author and Lawyer  
**Time:** 1:00 – 3:00 pm  
**Location:** Westgate Hotel

### July 2013

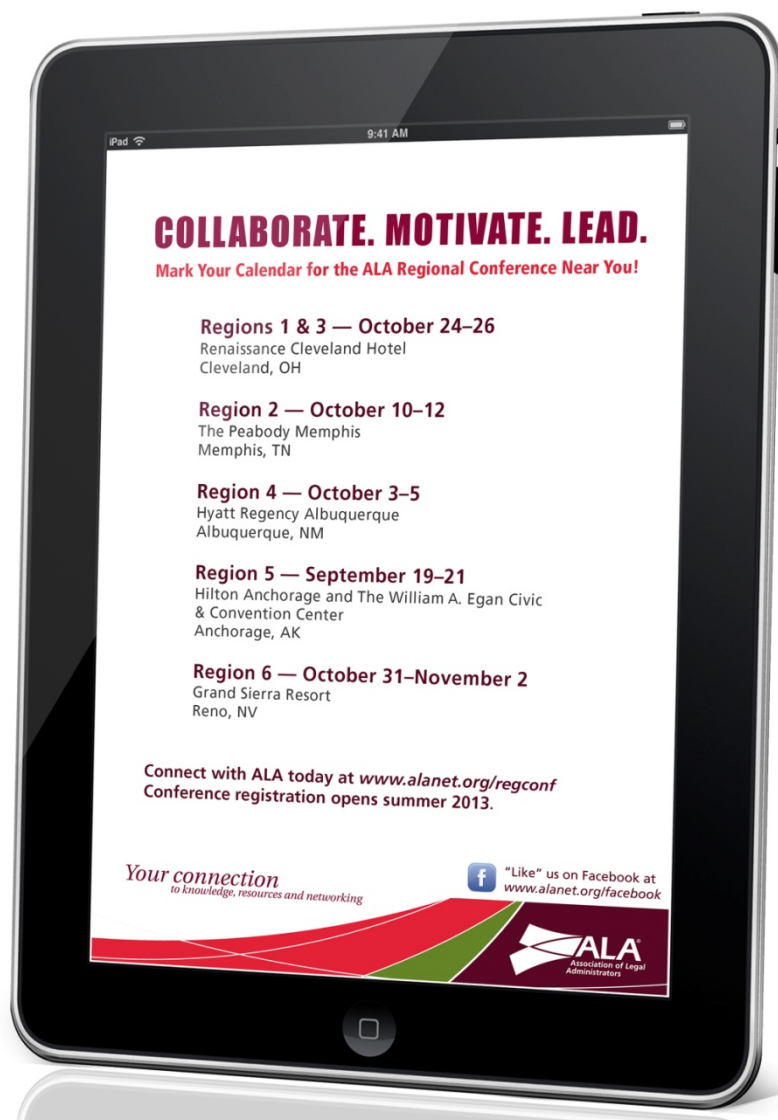
- July 16** Monthly Meeting  
**"Healthcare Reform – What Will It Cost Your Law Firm?"**  
**Speaker:** Michael Rankin, Principal, e3Financial  
**Time:** 11:45 registration; 12 – 1:00 pm program  
**Location:** Westgate Hotel

### August 2013

- Aug 20** Monthly Meeting  
**"San Diego Chapter 40<sup>th</sup> Anniversary Celebration"**  
**Speaker:** TBA  
**Note new time:** 5:00 – 6:30 pm  
**Location:** The Westgate Hotel

### September 2013

- Sept 17** Annual Business Partner Luncheon  
**"Nonverbal Communication"**  
**Speaker:** Jeff Lanza, Retired FBI agent and professional speaker  
**Time:** 11:45 registration; 12 – 1:15 pm program  
**Location:** Hilton Resort San Diego (on Mission Bay)



MARK YOUR CALENDAR! ALA REGION 6 CONFERENCE  
OCT 31 – NOV 2, 2013



## ASSOCIATION OF LEGAL ADMINISTRATORS SAN DIEGO CHAPTER MONTHLY MEETING

**Tuesday, June 18, 2013**

The Westgate Hotel

11:45 am – 12 :00 pm Registration

12:00 pm – 1:00 pm Program

1:00 pm – 3:00 pm – Workshop (optional)

Attorneys Welcome \* MCLE Credit \* CLM Credit

*Region 6 Scholarship will be awarded at the Workshop!*

### ***“Power Editing – Making Every Word Count”***

We can all benefit from improving our writing skills – after all, it's a large part of our job. In this 45-minute program, Gary Kinder will teach you an editing system to ensure that your letters, reports, emails, and memoranda are clear, concise, and lively.

**Speaker:** Gary Kinder, lawyer and author, has taught over 1,000 writing programs for the ABA and to Jones Day, Sidley, Dorsey, Latham, and other prestigious law firms, and to the legal department at Microsoft. Gary has also taught writing techniques to the judges of the Ninth Circuit. He has published three books, including critically-acclaimed *Ship of Gold in the Deep Blue Sea*, #7 on the NY Times Bestsellers List. In 2012, Gary and his team of engineers launched WordRake, a patented editing software which he will demonstrate for us.

Read Gary's article in the *Legal Management* March 2013 issue!

[WRITE AND WRONG](#)

**~ BONUS: Writing Workshop, 1:00 – 3:00 pm**

### ***“The Book of Grammar – Your Credibility Rides with Every Sentence”***

In this two-hour session, Gary will review the most common grammatical errors. He will also show you how to keep your lawyers informed and happy by streamlining your writing so they can read faster and retain more. You will learn how to apply these methods to your written communications to staff, colleagues and other audiences.

**RSVP:** Karen Lemmon at [klemmon@eps-law.com](mailto:klemmon@eps-law.com) by noon on 6/14/13

\*MCLE CREDIT: 2.0 hours credit for Writing Workshop (no charge); .75 hours credit for Meeting Program @ \$35.

\*CLM CREDIT FOR BOTH PROGRAMS: 2.75 hours of application credit in Writing Skills; CLM Recertification, 2.75 hours in the subject area of Communications & Organization Management (CM).

Membership Meeting Sponsored by:



Workshop Sponsored by:





## NEW MENTAL-HEALTH MANUAL LIKELY TO IMPACT HR

Making accommodations for employees with mental disabilities has never been easy, and it's about to get more difficult with the release of the American Psychiatric Association's new manual of mental disorders.

BY JAMES J. MC DONALD, JR. JD, SPHR

ARTICLE ORIGINALLY PUBLISHED BY AND REPRINTED WITH PERMISSION FROM  
HUMAN RESOURCE EXECUTIVE ONLINE, MAY 22, 2013



In psychiatry, unlike other branches of medicine, there is no laboratory test that can confirm the existence of a particular mental disorder.

Psychiatrists and other mental health professionals rely on the *Diagnostic and Statistical Manual of Mental Disorders*, known as "DSM-5" to diagnose patients. The American Psychiatric Association has just released a new fifth edition of the manual and human resources executives should take note. It contains new diagnostic categories not listed in its predecessor and loosens the criteria for some diagnoses which will likely result in more people qualifying for these diagnoses. DSM-5 is likely to impact HR by expanding the number of employees who will qualify as disabled under the Americans with Disabilities Act and be entitled to reasonable accommodation.

While DSM-5 cautions that the assignment of a diagnosis does not imply a specific level of impairment or disability, this distinction has little practical meaning given the enactment of the ADA Amendments Act in 2008 in which Congress decreed that the definition of "disability" for purposes of the ADA is to be construed broadly in favor of coverage. The Equal Employment Opportunity Commission's regulations issued under that law even decreed that certain psychiatric disorders, including Posttraumatic Stress Disorder, Major Depressive Disorder and Bipolar Disorder, will almost always qualify as disabilities.

Employees with other diagnosed mental disorders can qualify for the ADA's protection simply by showing that they are limited in their ability to interact with others, one of the "major life activities" recognized under the amended ADA.

### New Diagnoses

DSM-5 adds several new diagnoses that employers are likely to find vexing. One is "Social (Pragmatic) Communication Disorder," which describes persons whose communication skills are impaired but who do not qualify for an autism diagnosis. It applies to persons with "persistent difficulties in the social use of verbal and nonverbal communications" that limit social relationships or occupational performance. While typically diagnosed in childhood it can continue into adulthood. Employees previously thought to be merely shy or socially awkward may qualify for this new diagnosis.

Another new diagnosis is "Binge Eating Disorder," a condition characterized primarily by eating a large amount of food in a short time at least once per week for three months. DSM-5 notes that while most overweight persons do not engage in recurrent binge-eating, Binge Eating Disorder is "reliably associated with overweight and obesity." Thus, this diagnosis makes it more likely that obesity (at least when precipitated by binge-eating) might finally qualify as a disability under the ADA.

Yet another new diagnosis is "Mild Neurocognitive Disorder." This describes a modest decline in learning, attention or memory not associated with another mental

disorder that does not interfere with the person's ability to live independently but which may require "greater effort, compensatory strategies, or accommodation." This can probably be found in almost anyone over the age of 50. While accommodations for the effects of aging is not required under the Age Discrimination in Employment Act, this new diagnosis may lead to requests for accommodation by older workers for the ordinary effects of aging.

DSM-5 also adds Pre-Menstrual Dysphoric Disorder as a formal diagnosis. This diagnosis requires the occurrence of symptoms such as mood swings, increased interpersonal conflicts, anxiety or tension, overeating or food cravings, a sense of being overwhelmed, or weight gain, "bloating" or breast tenderness in the week prior to the start of the menstrual cycle. It is possible that women with this condition may seek accommodations or attribute difficulties at work to it.

As a result of these new diagnoses, socially awkward, gluttonous and forgetful employees -- as well as female employees who experience severe PMS symptoms -- may all qualify as disabled under the ADA. Accommodating all of the newly disabled will be challenging but the consequences of not doing so, in terms of legal exposure, may be costly.

### Expansion of Existing Diagnoses...

[James J. McDonald, Jr., J.D., SPHR](#), is managing partner of the Irvine, Calif. office of Fisher & Phillips

**[Read the entire article HERE](#)**

## YOU ARE INVITED



AS PART OF OUR ONGOING COMMITMENT TO OUR BUSINESS PARTNERS, THE SAN DIEGO CHAPTER OF THE ASSOCIATION OF LEGAL ADMINISTRATORS IS PROUD TO HOST

### “COCKTAILS & CONNECTIONS”

WEDNESDAY, JULY 10, 2013 - 5:30 - 7:30 P.M.  
HIGGS FLETCHER & MACK – 401 WEST “A” STREET  
THIRD FLOOR CONFERENCE CENTER

- *THE FIRST HOUR WILL BE SPENT INTERACTING WITH OUR BUSINESS PARTNERS IN A FAST MOVING, FACE TO FACE, SPEED NETWORKING STYLE FORUM.*
- *THE SECOND HOUR WILL BE SPENT MIXING WITH OUR BUSINESS PARTNERS OVER COCKTAILS AND REFRESHMENTS ON THE 26<sup>TH</sup> FLOOR.*



ONE LUCKY ADMINISTRATOR WILL BE THE RECIPIENT OF AN EARLY BIRD REGISTRATION TO THE 2013 REGION 6 CONFERENCE IN RENO

OTHER PRIZES WILL BE AWARDED TO ATTENDEES  
BE SURE TO BRING YOUR BUSINESS CARDS FOR THE PRIZE DRAWING  
**YOU MUST BE PRESENT TO WIN!**

ALA MEMBERS - PLEASE RSVP TO LIZ WHITTEN, BUSINESS PARTNER RELATIONS COMMITTEE  
[LIZW@CGLAW.COM](mailto:LIZW@CGLAW.COM)



## MEMBERSHIP REPORT APR 2013 - MAY 2013

By Anna Rushworth

### New Members

Catalina Shoate  
Director of Administration  
Daley & Heft, LLP  
462 Stevens Avenue, Suite 201  
Solana Beach, CA 92075  
Direct: (858) 755-5666 x7233  
[cshoate@daley-heft.com](mailto:cshoate@daley-heft.com)

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[lovato@sullivanhill.com](mailto:lovato@sullivanhill.com)

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[moore@sullivanhill.com](mailto:moore@sullivanhill.com)

### Prospective Members

(Associate member)  
Anissa Grover  
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### Prospective Members Cont.

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## BOARD & MEMBERSHIP MEETINGS

JUNE BOARD MEETING AT ALLEN MATKINS . . . JUNE 11, 2013

JUNE MEMBERSHIP MEETING (PHOTOS) . . . JUNE 18, 2013

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"POWER EDITING - MAKING EVERY WORD COUNT"

GARY KINDER TEACHES AN EDITING SYSTEM TO ENSURE LETTERS, REPORTS, EMAILS, & MEMORANDA ARE CLEAR, CONCISE, & LIVELY.

~ BONUS: WRITING WORKSHOP, 1:00 - 3:00 PM

"THE BOOK OF GRAMMAR - YOUR CREDIBILITY RIDES WITH EVERY SENTENCE"

GARY REVIEWS THE MOST COMMON GRAMMATICAL ERRORS & SHOWS YOU HOW TO STREAMLINE YOUR WRITING.

**NATIONWIDE**  
**LEGAL**  
INC.

JULY BOARD MEETING . . . JULY 9, 2013

JULY MEMBERSHIP MEETING . . . JULY 16, 2013

SPONSORED BY UPS



### VOLUNTEER!

Kick off the new term right and volunteer to serve on a Chapter committee! As we prepare for the 2013-2014 Chapter term, let us know where you would like to get involved. Please complete the [Volunteer Info Sheet](#) and return to Leslie Kaiser at [lkaiser@maxhamfirm.com](mailto:lkaiser@maxhamfirm.com).





# Robert Half® Legal

## EDITOR'S NOTES

### Who's on Your Team?

By Rheesa Eddings

You might think of the managing partner. The superstar associate. The seasoned litigation secretary, or the new receptionist who's doing a great job so far, but might be sending a few too many personal emails.

If I told you to think beyond that, you might think of court reporters, copy services, messengers. You might think of insurance agents or banking contacts. You might even think of your family, and your personal support network of close friends.

Now ask yourself: What's the name of the security guard in the lobby downstairs? The maintenance person that repairs the air conditioning? Who cleans the bathroom on the 10<sup>th</sup> floor? *All of these people are important to you and to the smooth running of your office* and acknowledging that with a smile and a greeting will get you infinitely better service than just walking past with barely a glance.

I recently read an article that said you should ideally make eye contact for 60% - 70% of the time during which you're interacting with others; however most people are somewhere

in the 30% - 60% range. Smart phones, social media, personal and work email are distractions from the important job of building working relationships. We walk to the elevators while staring at smart phones or tablets, more focused on technological than real-time interaction. We hold conversations with colleagues whilst simultaneously preparing a spreadsheet. We send an email instead of walking in to someone's office to ask a question.

It's time to take a small step back from technology, and a small step sideways into personal interaction. Put that device in your pocket. Smile. Make eye contact. Be respectful and *listen* when people are talking. Developing those relationships will enhance your own effectiveness. When your grandmother said you can catch more flies with honey than with vinegar, she wasn't kidding.

Oh. . . and the guy who fixes the AC? His name is Nick.

- Rheesa is the office manager for Fisher & Phillips, LLP. [reddings@laborlawyers.com](mailto:reddings@laborlawyers.com)



**Peterson** Reporting  
 Truth and Technology, Transcribed.

Please congratulate our  
2013/2014 BOARD OF DIRECTORS!

President	Leslie Kaiser	858/587-7656
President Elect - Education Chair	Monica Menzer	619/233-1155
Vice President - Membership Chair	Anna Rushworth	619/236-1551
Treasurer	Shaila Schaible	619/236-1551
Secretary	Tammie McQuain	619/696-0520
Director - Business Partner Relations	Annette Burstein	858/467-1199
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