

## PRESIDENT'S MESSAGE

By Karen Lemmon, JD, CLM

## ISSUE XLVII

January/February 2019



Happy New Year!!! I hope all of you had a happy holiday season and are ready to get back to the business of law! Do you have any New Year's Resolutions? I know I have a few! Whether they're personal, professional, or a combination of both, we all seem to have a need to reset with the new year and start fresh.

If you're lacking inspiration, here are a few suggestions (in no particular order) to start the new year off on a new foot:

- Make at least one new networking connection each month
- Vow to clean out your email/desk inbox weekly
- Learn one new work-related skill a week
- Schedule personal time for yourself
- Have regular meetings with your boss
- Speak up and be professionally courageous

- Do something you love every day
- Ask for help
- Establish an electronics-free zone
- Give yourself credit when you deserve it
- Listen more than you talk
- Track your to-do list
- Find a work mentor
- Clean out your physical or digital file cabinet
- Use your vacation time
- Move more during the day
- Volunteer
- Rid yourself of prejudging people
- Read a professionally-related book/ebook
- Get a professional certification – CLM anyone?
- Embrace new/emerging technology
- Keep a journal

Hopefully you'll be able to find at least a few things on the list that will improve your personal and professional life, and elevate your career and work/life balance.

### FEATURES

|  |        |
|--|--------|
| President's Message  | ... 1  |
| Job Bank and Social Media  | ... 3  |
| Get involved with SDALA!   | ... 3  |
| Featured Article:<br>Why every employee deserves to feel like they belong<br>by Pat Wadors | ... 4  |
| Membership News  | ... 7  |
| Business Partner Spotlight(s)  | ... 8  |
| Save the Dates – Coming up   | ... 9  |
| 2018/2019 Business Partners  | ... 10 |
| Health & Wellness  | ... 13 |
| Editors Corner/Did you know  | ... 13 |

*"Let the beauty of what you love be what you do."*

- Rumi



Cont. on Page 2

Do you have the annual ALA San Diego Labor Law Update and Legal Resource Fair marked on your calendar on February 12<sup>th</sup>? It's your chance to get up to date on recent changes in employment law and bring valuable information back to your firm or organization. In addition, the Legal Resource Fair is your chance to meet with ALA Business Partners, with prizes galore! Don't miss out on the opportunity to network and learn in a fun and relaxed atmosphere!

Lastly, don't forget that ALA national dues are due and payable on January 1. If you for some reason need a refresher on why you should renew, here are some key points in the Value of ALA Membership:

- Network with colleagues
- Increase leadership skills
- Gain knowledge
- Enjoy great experiences
- Demonstrate mastery
- Solve daily challenges

I look forward to seeing you all at the January meeting on January 15<sup>th</sup> and the Labor Law Update/Legal Resource Fair on February 12<sup>th</sup>, both at the Doubletree Mission Valley!

## Rise Up with ALA!

**The ALA Job Bank is a great place to post for talented managers and staff!**

**For more information and to submit job postings, please contact:**

STEPHEN WILLIAMSON  
(858) 314-2770  
[SDWilliamson@mintz.com](mailto:SDWilliamson@mintz.com)

**Visit the San Diego ALA website to see what's new!**

<http://www.sandiegoala.org/category/jobs/>



## **Gain more from your membership and get involved in 2019!**

Dear Chapter Members:

Do you want more out of your membership? Would you like to network with like minds? How many times have you been faced with an issue where "no one else understands" and you could use a group of peers to consult?

Then take the opportunity to get involved in the SD Chapter in whatever capacity you are comfortable.

Let's work together to make our Chapter the best it can be!

**Take advantage of the resources at [SANDIEGOALA.ORG](http://SANDIEGOALA.ORG), and stay Connected with ALA!**





## Why every employee deserves to feel like they belong

By Pat Wadors, Chief Talent Officer  
ServiceNow

Growing up, my brother was my best friend. Whatever he did, I tried, too. He loved baseball, so every year when spring rolled around, we'd throw the ball back and forth 100 times each night before dinner to practice his pitching arm.

When I was nine years old and my brother was getting ready for the annual little league tryouts, I convinced my brother that I should try out, too – just for the fun of it. Problem was, it was 1972, and only boys played little league then, at least in my hometown. I didn't let that stop me. I had short hair and a good arm. To fit in, I just put on a cap, told my brother to call me "Bob," and tagged along to tryouts.

Although I started that day just trying to see how far I could get, something changed for me during those baseball tryouts. I came away dusty, dirty and even bruised from eight hours of playing my hardest. I also realized that I no longer wanted to play just for fun; I wanted to play to win! And I was good. All those hours of practice had paid

off: I was the "Pirates" top pick to play catcher, and I felt like I mattered. I was part of a community. A team.

That is, until my sisters yelled, "Yay, Patti!" The coaches realized I wasn't a boy, and tried to cut me from the team. No girls allowed.

Fortunately, my sisters had my back, and when the coaches checked the rulebook, there was no official rule that said girls couldn't play. Unfortunately, my teammates didn't agree – they didn't want a girl. They stole my brand-new left-handed catcher's mitt to "encourage" me to quit. They didn't invite me to pizza parties after our games. All of this made it harder to play my best, but I didn't give up. I wanted to belong.

As employers, we can learn a lot from my days in baseball. "Diversity and inclusion" are finally at the forefront of our conversations, and companies are prioritizing efforts to welcome talent from under-represented communities, to develop fair practices that represent a wider range of lifestyles, and to realize the business value that diverse teams bring. But I believe that diversity and inclusion without a "culture of belonging" aren't enough.

To me, belonging creates magic. It means creating a culture of trust, where all voices are heard, and where people feel safe bringing their authentic selves to work.

When employees feel like they belong, when they know that they can be themselves, they unlock what makes them great. When any of us are part of a team that values our opinions, we speak up and contribute more.

Cont. on Page 5



The benefits of feeling free to uncover the elements that make you, you, are proven. In [“Uncovering talent: A new model for inclusion,”](#) co-authors Kenji Yoshino and Dr. Christie Smith (Deloitte University Leadership Center for Inclusion, Sept. 2013), found that when people,

whether members of minority groups or not, feel pressure to “cover” – or hide – attributes of themselves and don’t feel they can be their authentic selves at work, their job satisfaction and commitment to their company go down significantly.

The cost of this dissatisfaction goes beyond the negative impact to individuals’ health and feeling of well-being. Gallup’s [State of the American Workplace: Employee Engagement Insights for U.S. Business Leaders report](#) (2013) estimated that employee *disengagement* costs U.S. businesses \$450 billion to \$550 billion each year.

But when employees can see themselves in an organization, when they trust that voicing an opinion will be met with respect, rather than criticism, they feel they can contribute to their fullest potential. That benefits them personally, as well as their company.

First, **it’s a continual journey.** As with any change, crafting a culture where people understand that it’s OK to show up as they are takes time – and, evolves as you create awareness and understanding. There are ways to speed up progress, such as educating employees about unconscious bias to help them avoid stereotyping. The Clayman Institute for Gender Research at Stanford is a leader around research in this space. Their [“See Bias | Block Bias”](#) toolkits help diagnose bias at different stages of the employee lifecycle, and map solution paths. The activities highlighted in their

toolkits don’t happen overnight, but they do make a difference.

Second, creating a culture of belonging is closely tied to **increasing a company’s overall diversity and inclusion.** According to a recent article by Leslie Henderson, professor of Physiology & Neurobiology and Senior Associate Dean at The Geisel School of Medicine at Dartmouth college, [we’re born with an innate need to see people like us](#); it brings us comfort. If people don’t see themselves in the groups around them, they’ll feel alone. Companies that work to actively increase the types of people, beliefs, experiences and mindsets that make up their organizations naturally build belonging. At ServiceNow, we recently shared how essential [diversity, inclusion and belonging](#) are to our success. For us, diversity, inclusion and belonging go hand-in-hand. We’re committed to a journey that emphasizes each facet.

Finally, building belonging **requires buy-in at all levels.** It’s not enough for HR to tell people it’s ok to be themselves, or for a small group of employees to champion it as their initiative. Everyone within a company, top-down and bottoms-up, has to learn to understand what it means to create a culture of belonging, and how to model behaviors to advance it.

At ServiceNow, for example, we asked employees whether they wanted to follow a relatively traditional model and form

employee resource groups (ERGs) to focus on challenges and solutions for individual communities, or whether they wanted to come together in a single “community for action.”

Cont. on Page 6

Overwhelmingly, people told us they wanted a single, central point for community-building and collaboration in order to use their collective voice and efforts to influence change for everyone. This intersectionality is core to our diversity, inclusion and belonging strategy, because shared learning and a unified voice can often generate greater impact. As we go down this path, we're taking care not to lose individual voices within smaller communities; when there's a need to bring more nuance to individual groups' needs, we will.

Think back on some of the most memorable moments of your life. Chances are, at least a few were made more special because you felt the freedom that comes with authentically being you. Every employee deserves to feel like that, too. The healthiest organizations make this a part of their cultures, and their businesses are more successful for it.

Even my youth baseball team figured that out. It took a few weeks and even more practice, but as soon as I built up the strength to throw with my right hand, I made a game-winning out against a really tough team. Finally, my team saw me not as a girl, but as a teammate who belonged with them. They even gave me my lefty mitt back.

A lot has changed since the 1970s, and co-ed teams are normal now. But for me, the biggest lesson back then was how good it had felt to belong to a team as me. The whole me.



## MEMBERSHIP NEWS

### MEMBERSHIP REPORT JANUARY/FEBRUARY 2019

By Katya Adams,  
Vice-President/Membership Chair

Current National Members: 95

Current Chapter Members: 76

#### New Members

Janet Wilcox  
Office Administrator  
**Kruger Law Firm**

#### Prospective Members

Christopher Neff  
Office Manager  
**Shinnick & Ryan, LLP**

Olivia J. Sugiura  
Controller  
**Global Legal Law Firm**

Patty R. Marshall  
Firm Administrator  
**Paul, Plevin, Sullivan & Connaughton LLP**

Martina Haro  
Office Administrator  
**Vella Law**

**Know someone who should be a member of ALA?  
Refer them to Katya and earn points toward great prizes!**

**For more information and to participate in the program, please contact:**



**KATYA ADAMS**  
(858) 246-8701  
[kadams@watkinsfirm.com](mailto:kadams@watkinsfirm.com)

**Visit the San Diego ALA website to see what's new!**  
<http://www.sandiegoala.org/>

## BUSINESS PARTNER SPOTLIGHT

THANK YOU 2018 BUSINESS PARTNERS FOR YOUR SUPPORT!

On behalf of the Chapter, we would like to extend our sincerest appreciation to all of our Business Partners who contribute greatly to the success of our Chapter and its members. Without your support we would be unable to provide many of the speakers, social events and scholarships that enhance our experiences as members of ALA San Diego. We value your friendship, knowledge and financial support.

We are currently working on finalizing our 2019 Business Partner program and are looking forward to an exciting and fun year! We have some great new events and meetings in the works and we look forward to continuing to build relationships between our business partners and members.

Please visit the Business Partner Opportunities page <http://www.sandiegoala.org/partnerships/>

Or contact our Director of Business Partner Relations:

Lauren Bloodworth  
[lauren.bloodworth@kts-law.com](mailto:lauren.bloodworth@kts-law.com)  
(619) 744-0864





ASSOCIATION OF LEGAL ADMINISTRATORS  
SAN DIEGO CHAPTER

**SAVE THE DATES**

Upcoming Monthly Membership Meetings  
RSVP: Kristin DeGroot at [kdegroot@wingertlaw.com](mailto:kdegroot@wingertlaw.com)

**JANUARY MEMBERSHIP MEETING. . . JANUARY 15, 2019**  
11:45 -1:15 - DOUBLETREE MISSION VALLEY

**MEMBERSHIP SOCIAL – HONORING PAST CHAPTER PRESIDENTS. . .**  
**JANUARY 24, 2019**  
5:00 – 7:00 PM – SALLY’S @ MANCHESTER GRAND HYATT  
1 MARKET PLACE, SAN DIEGO

**BOARD MEETING...FEBRUARY 5, 2019**  
12:00 – 1:30

**LABOR LAW UPDATE & RESOURCE FAIR. . . FEBRUARY 12, 2019**  
11:45 – 5:00 AM DOUBLETREE MISSION VALLEY

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**DIVERSITY & INCLUSION**

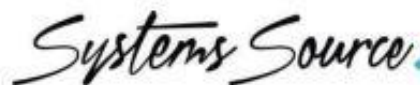
The ALA has a committee that can assist members develop and implement diversity and inclusion (D&I) initiatives for their offices. The committee can also come out and speak on any D&I topic. Here’s a link to the D & I section of ALA’s website: <https://www.alanet.org/about/diversity>

**Is your firm or Chapter ready to start or recharge a diversity initiative?**

Check your scorecard on this link:

<https://www.alanet.org/about/diversity/scorecard-for-law-office-administrators>

## A SPECIAL THANKS TO OUR BUSINESS PARTNERS!



# THE MANDATE





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## NEW BUSINESS PARTNER DIRECTORY!

### 2018/2019 BUSINESS PARTNER SPONSORS

THANKS FOR YOUR SUPPORT!

Please check the Chapter's Business Partner Directory *first* when you're shopping for a product or service for your firm. Not only are our Business Partners committed to delivering the highest quality products and services, they are also committed to furthering the goals of ALA San Diego by providing the funding we need for the outstanding educational and networking events and scholarship opportunities we value as members.

**Please download the new  
[Business Partner Directory.](#)**



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Association of Legal  
Administrators

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[www.alanet.org](http://www.alanet.org)

*Your connection  
to knowledge, resources and networking*



## HEALTH & WELLNESS

A New Year, usually brings resolutions. I treat resolutions more like a “To Do” list.

### “To Do” List for 2019

- ❖ Buy a real book (from a bookstore) and read a little every day
- ❖ Start each day with a positive thought
- ❖ Eat more real food
- ❖ Reach out to Friends at least once a month
- ❖ Plan game nights at home
- ❖ Hug the ones I love every day
- ❖ Drink a glass of water every morning before coffee
- ❖ Be more forgiving of myself
- ❖ Be kinder to myself
- ❖ Believe that anything is possible
- ❖ Get out of my comfort zone

Whatever your resolution or list, just remember to treat yourself kindly, take care of yourself and forgive yourself. Every day is an opportunity to be your best you.

The Mandate E-Newsletter questions?  
Interested in advertising?  
Want to contribute an article?

Please contact:  
Monica Reisner, Editor  
[mreisner@daleyheft.com](mailto:mreisner@daleyheft.com)

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### Editor's Corner

**One day, our days will be twenty-five  
hours long instead of twenty-four.**

**Though not for another  
one-hundred-forty years, as the earth  
imperceptibly slows approximately 17  
milliseconds per hundred years.**