

A newsletter to help our Members, Representatives, Affiliates and partners stay current with the business of law ♦ Winter 2011-2010

TWO YEARS OF BENEFITS AND CHALLENGES

McCullough O'Connor Irwin provides progress report on taking a law firm paperless

By Paula Kiess,
McCullough O'Connor Irwin LLP

It has been almost two years now since McCullough O'Connor Irwin LLP (MOI) has taken on the paperless-office challenge. To undertake this, we purchased Worldox – a type of document-management software specifically written for the environment of a law firm.

This cost-effective system is designed for small- to mid-size law firms; it does not require much custom programming, so it's also much less expensive than some alternatives. The training modules on the publisher's website are easy to follow, so you do not need to pay a consultant to train your staff to use the software.

MOI chose to upgrade our existing document-management system for a number of

reasons. That's mainly because our previous system did not have an email-integration process, nor a robust search function.

It's imperative if you want to keep

Going paperless → to Page 2



Paula Kiess

Payroll Nightmare

This HR Manager has just been handed the worst day of her career. What would you do?

See Page 6



Topics in Topics – Winter 2011-10

- *McCullough O'Connor Irwin's progress report on two years of aiming for paperless*1
- *Preparing paralegals for success*1
- *You Be The Judge*, by Paula Butler:
New scenario: The case of the payroll leak . . .6
Answers to: The Case of PR's secret drunk . . .6
- *Photo Feature: 2010 Annual Conference packed for speakers, sponsors and trade booths* . .8
• *What our Conference volunteers said* . . .13
- *BCLMA's Volunteer Hero Awards – Giallonardo celebrated for her HR sub-section leadership*16
- *How to get the message – and give it – with effective writing on the job*18
- *Making the Moves*19
- *Photo Feature: Weyerhaeuser's Giardini on how to keep female lawyers in the firm*20
- *How to give up authority to gain a great and confident team*21
- *Survey of Topics articles coming up shortly* . . .22
- *BCLMA Surveys*
Annual Schedule for 201122
- *Photo Feature: Winter Social Event – Kirk, Chapman and Giallonardo honoured*23
- *BCLMA's Executive & Section contact info* . . .27

VANCOUVER COMMUNITY COLLEGE HARD AT WORK ON NEXT GROUP OF GRADUATES

Preparing paralegals for success is VCC's annual job challenge

By Christine Williams, Program Co-ordinator, Paralegal Certificate & Diploma Program

Absolutely the best part of my job is seeing paralegal professionals improve their career prospects.

As a former lawyer who practised in Chicago, I have some idea of the demands of this profession, and I am always so impressed by the professionalism, motivation, and sheer grit of the paralegals that come through the Vancouver Com-

munity College's (VCC) Paralegal program.

The paralegals' hard work and ability to manage so many professional, personal and family demands makes them an exciting and enjoyable group with which to work.

Designed for those already in the field, the VCC Paralegal program is the most

demanding legal-skills program we provide.

How can I use an educational model to improve the careers and opportunities of paralegals and legal-support staff professionals? How do we insure their success in their careers,

Preparing paralegals → to Page 5



Christine Williams

Going paperless → from Page 1

your entire filing system in an easy-to-use digital format. One of the most important components of such a major undertaking is to ensure buy-in from the top down. Our managing partner felt enthusiastic about us taking the leap, and as quickly as possible. We set a date, and that was it. We had no phased-in approach.

We've encountered a few challenges along the way. It has been a bit of a struggle to ensure that all emails get profiled properly, particularly the documents attached to those emails. It has also been challenging to have everyone in the firm follow specific naming conventions so that documents can be found easily.

Another issue that arose: emails sent from a mobile device (e.g. Blackberry) do not automatically ask to be profiled when they are sent, so lawyers have to remember to go back to their desktops so they can profile all emails that were sent from their mobile device.

It has also been an ongoing learning process to ensure that lawyers advise their assistants which documents are the final execution copies so that the correct document is easy to locate when the closing DVD is being prepared on completion of a transaction. It is imperative that the documents are named correctly

so that it will be easy to distin-

guish between different versions of drafts and final copies of documents.

On the upside, we now enjoy some positive outcomes. We phased in widescreen monitors so that two documents can be opened at once and processed side by side. Printing a paper copy was not as necessary, although some documents are still printed because it is not as efficient or convenient to read longer documents on a screen. All hard copies of documents are scanned to the system by each legal assistant. Any documents that get printed from the system for review are stamped-scanned so that a person can simply throw out the paper copy when they are done with it.

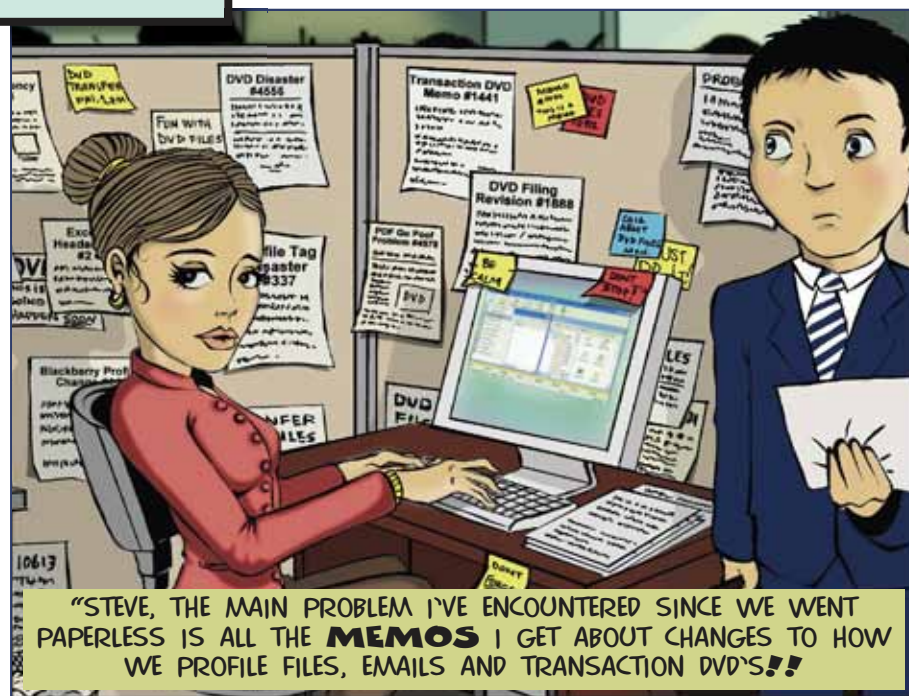
This system has saved everyone time as they are able to access entire files on the system without having to track down physical files. It has also saved time for legal assistants because they don't have to manually file paper or search for files.

There are many things to keep in mind when you decide to venture down this road, such as a proper back-up of your system, lots of server space and fast scanners. Accessing old data may also become an issue as software is upgraded over time. Fortunately, there is a lot of information on the Internet to help with the process.

Most documents are now sent by email so they have to be in electronic

Going paperless → to Page 4

THE FIRM



Editor: *Stephanie Marsh*
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This issue, the newsletter archives and a Topics index are all available in PDF format at: <http://www.BCLMA.org>

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**BRITISH COLUMBIA
LEGAL MANAGEMENT ASSOCIATION**

President: *John Hawke*

WHO WE ARE

The BCLMA, founded in 1972, is a non-profit organization with 108 Representatives and more than 220 Affiliates across B.C. It is the BCLMA's goal to provide educational and networking opportunities, to enhance skills as legal administrators and managers, and to provide professional and personal benefits to its registrants.

MEMBER SERVICES:

- ◆ Opportunities to network with other law firm administrators and managers are provided by events such as our annual Spring and Winter socials, or our monthly subsection meetings. We host an annual Managing Partners Event, and a large conference every other year.
- ◆ The Job Bank on our website outlines information on potential employment opportunities.
- ◆ The Discussion Board on our website enables Representatives and Affiliates to quickly get questions answered and obtain advice from others who may have faced similar situations. The best way to get involved is to become a part of the BCLMA.

NEWSLETTER SERVICES:

Topics is a public newsletter. We will be pleased to add you to our mailing list for it. Please contact the Editorial Committee Chair, or any member of the Editorial Committee listed on the back page, for comments on any of these articles or to offer suggestions for articles in future issues, or for adjustments to the circulation list. Comments are always welcome.

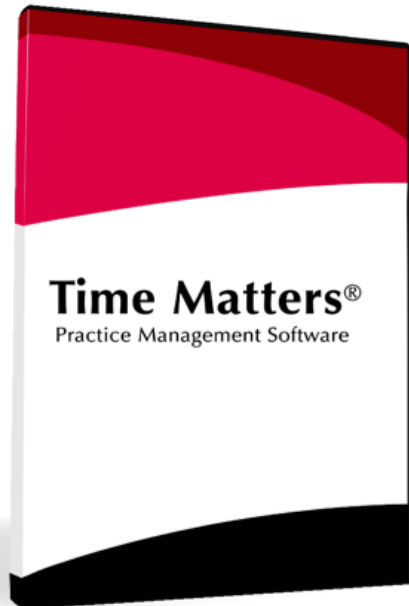
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Going paperless → from Page 2

format anyway. Our fax machines are rarely used any more, and courier charges are also on the decline.

I haven't run the numbers yet but I feel certain that the cost of supplies — such as letterhead, envelopes and paper — are down.

All of our closing books are now prepared on a DVD rather than creating binders, unless a client

specifically requests a hard copy. It is also easier for the clients to find documents they need as they are all contained on a single DVD with a Table of Contents that contains a hyperlink to each document.

Over time, it will become more efficient to access historical information

for clients. We will also save the cost of not having to retrieve files from box storage. MOI moved to a new location just over a year ago and our filing room is now about the size of a single office. During the design phase of our move, we had to convince our designer that we did not need more filing space. No more physical files get sent to storage.

The firm's clients appreciate that we can access information from their files immediately rather than having to go and grab a file. They also appreciate that we have become more cost-effective as a result.

The next challenge will be to set up our accounting department so it becomes totally paperless. This is on the agenda for the coming year.

There are so many advantages to having all of the file information in digital format. Take the challenge! Plan, implement and get your firm on the road to a paperless office. You will be glad you did.



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Preparing paralegals → from Page 1

and for the lawyers they work with? Let's answer these questions now.

Paralegals need to learn how to get along with their supervising lawyers, and how to communicate clearly and effectively. Our students are taught by practicing lawyers and senior paralegals, and they are expected to interact with instructors and the Program Co-ordinator as they would with supervising lawyers.

They function independently, provide professional and effective communication, and submit assignments suitable for preparation in a law office. Every class—indeed, every interaction—acts as training ground for what you and I know is the difficult and demanding legal profession.

To succeed, paralegals require consistent and reliable file-management skills. Our primary goal is to provide skills they will use on the job the very next day. We guide them so that they learn the answers to questions like:

- »» What are the procedures?
- »» Where can I access the paperwork?
- »» How can I draft a clear, effective letter of engagement, maintain professionalism and confidentiality, or process the forms for this case?
- »» Where can I find the governing legislation, if I need to make a quick reference?

PARALEGALS REQUIRE CONSISTENT, RELIABLE FILE-MANAGEMENT SKILLS. OUR PRIMARY GOAL IS TO PROVIDE SKILLS THEY WILL USE ON THE JOB THE NEXT DAY.

All of our graduates master these skills, and litigation graduates are certified for ICBC billing.

Continual learning upgrades are mandatory to stay competitive in this profession. At VCC, paralegal professionals can register for a course or two to upgrade their professional skills, or choose to work towards a Certificate in litigation, corporate, real estate conveyancing, family or estate law. (Anyone who masters all four earns a Paralegal Diploma.)

Personal schedules are already demanding, so the College provides courses in the evening or online to facilitate learning outside the office.

Industry and legal changes require adaptability and speedy response times. The VCC paralegal program is flexible enough to launch bankruptcy-procedures courses when the economy is down, advanced corporate-securities instruction when the economy turns up, and updated litigation courses with changes in the rules of civil litigation.

Our upcoming Criminal Law Procedures course is designed and taught by a Justice Department lawyer, and the Secu-

Preparing paralegals → to Page 16

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YOU BE THE JUDGE

By Paula Butler, Lawyer

Below is the case we posed to you last issue, followed by a response from within the BCLMA. On the right is a new scenario for you to judge, followed by instructions on how to let us know what you would do in that situation, with answers next issue. Bonus! A respondent will be randomly chosen to receive a \$25 gift certificate to London Drugs. Note that your response remains 100% anonymous unless you attach your E-Business Signature with your text. Even if you identify yourself to us to be entered into the draw, your participation will remain anonymous to our readers. We won't publish your name, neither as a respondent nor as a winner. Paula Butler is a sole practitioner who specializes in labour and employment law from her office in West Vancouver.



Paula Butler

The case of PR's secret drunk

Manmon, Smith is a large downtown firm that has a number of sizeable corporate clients.

As a result of the social functions that occur regularly for clients on the firm's premises, the large boardroom has two locked cabinets that are filled with liquor for these types of events.

You, as Manmon, Smith's Director of Administration, are approached by a staff member who tells you she believes that

bottles are regularly stolen from the cabinet. After an investigation, it becomes clear that the thief is Maria Sanchez, the firm's Communications Director.

When you call Maria into your office to discuss the matter, she breaks down and admits that she has been stealing the alcohol because she is an alcoholic. She has been trying to hide her addiction from her husband, as well as from her colleagues in the office. She told you that she steals the alcohol so that she spends no family money at liquor stores.

What do you do?

RESPONSE FROM BCLMA MEMBERS: *I would fire Maria. While she has an addiction, she is stealing which is clearly behaviour that all employees know can get you fired.*

PR's Secret Drunk → to Page 7



SUSAN STEVENSON

OUR NEW SCENARIO – TELL US WHAT YOU'D DO IN:

THE CASE OF THE PAYROLL LEAK

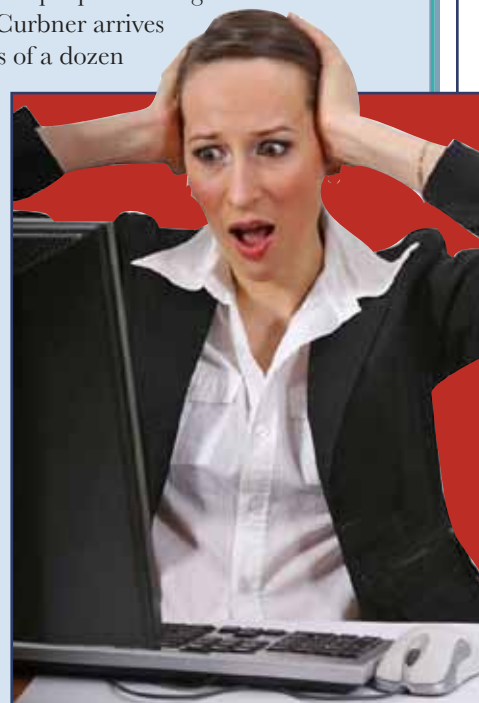
A spreadsheet that lists the direct-deposit payroll amounts of various people working in the firm of King, Curbner arrives in the email accounts of a dozen staff members one morning, and then begins quietly circulating throughout the remaining salaried staff of the firm.

Thankfully, the names of the individuals are not in the spreadsheet; just their positions are listed, but they're sorted by gender.

You're the Manager of Human Resources, and as you look at the figures, you're shocked to realize the amounts are accurate. You know there's trouble a-foot.

And when sorted this way, it's obvious to anybody who sees it that one gender is not being paid the same as the other, though they have similar job responsibilities.

What do you do?



EMDA

HOW TO BE OUR JUDGE TO RESPOND: WWW.BCLMA.ORG

This feature of *Topics*, compiled by Vancouver lawyer Paula Butler, is designed to get you thinking and sharing your expertise about workplace scenarios that might happen – or have happened – to you.

Read the case above, aimed at challenging your management ability. Then, click here to arrive at the *Topics Scenario response form* and describe how you would answer the question at the end:

<http://www.bclma.org/resources/newsletters/topics/response.cfm>

Submissions are 100% anonymous. Neither the sender's name nor the firm's name will be revealed to the editors – only your response.

Next edition, we'll print a selection of your anonymous responses, Paula's commentary and perspective – and then provide you with a new scenario to intrigue and challenge you.

PR's Secret Drunk → from Page 6

Hi, this is Paula. It is a difficult situation when you have an employee who has an addiction or other human rights-protected illness, and who engages in behaviour that would normally result in the termination of her employment.

Employers have traditionally argued that the behaviour — stealing, in this case — is separate from the addiction and should be cause for terminating employment. In other words, not all alcoholics are compelled to steal from their employer, so therefore the stealing *is not* part of the disease, and may be treated as a separate issue.

Employees — and unions when the employee works in a unionized workplace — have traditionally argued that stealing *is* part of the disease, so the employer can't fire the employee because it would be a human-rights violation. There are case law and arbitration awards on both sides of this issue.

At the moment, you may be able to fire Maria and be successful if she files a human-rights complaint. However, given that this is the first time that this has occurred, it may be a better option to accommodate Ms. Sanchez's addiction by giving her time off to deal with her addiction, help fund treatment options, etc. and then bring her back to work with conditions.

These conditions could include requirements for attending counselling and similar meetings regarding her addiction; monthly reports to you from her addiction counsellor; and no stealing; to name a few.

This approach allows the employee to get better. The consequence of breaching these conditions would be termination for just cause.

If the employee does not comply with the conditions, the employer is in a better position if the employee later challenges the dismissal.

As these are complex issues, it is a good idea to get legal advice when dealing with them. 

A reminder of our request for you to comment on our latest HR challenge, on page 6: "The Case of the payroll leak."



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'WE'RE ON A ROLL' A SPECIAL BCLMA EDUCATIONAL EVENT

2010 Annual Conference Oct 29, 30 packed for speakers, for sponsors and for trade booths



ALL PHOTOS BY ANNA BEAUDRY

By the BCLMA Board of Directors

The BCLMA 2010 Conference truly exceeded our expectations. Averaging less than 50 delegates at the prior two conferences in Whistler, our 2010 Conference at the River Rock Casino in Richmond welcomed almost twice that many, with 16 additional delegates, including Managing Partners, attending the Opening Session on Day One.

We owe this Conference's success to keeping it local, choosing a first-rate and

Blane Prescott of Hildebrandt Baker Robbins makes a point about the growing use of closed compensation systems in law firms, and a growing spread in partner compensation. Prescott was the Conference's keynote speaker as twice as many attendees as last year gathered at the River Rock Casino.



Danielle Falardeau of LaserNetworks presents to Lauren Culley Boughton Law Corp (right).



Stephen Danvers of Arlyn Reid presents to Susan Spalding, Owen Bird Law Corporation.



Dave Lindsay of Kranq Courier presents to Caitlin Spelliscy of Alexander Holburn Beaudin & Lang LLP.

multi-purpose venue that consistently draws talent and tourists from across North America, our own ability to attract local and cross-border speakers who each had undeniable knowledge and credibility, plus a superbly organized and high-functioning Conference committee.

That group co-ordinated speakers, vendors and volunteers, as well as the **2010 Annual Conference → to Page 9**



More Conference pix on Page 9

Jennifer Epp of LexisNexis (left) provides gift bag to Lori Maida, McCarthy Tetrault LLP.

2010 Annual Conference → from Page 8

myriad of logistics, tasks and minute details required for the successful execution of a value-added Conference.

On the following pages, session leaders provide summaries of each assembly, and volunteers have shared some thoughts about their experience contributing to the big event.

By the way, Blane Prescott, our Con-

ference's excellent keynote speaker, joined the firm Brownstein Hyatt Farber Schreck as CEO, effective last December 13. He's working out of the firm's Denver office.

Thank you to each and every one of you who attended and contributed to the 2010 Conference. We appreciate your participation, and we couldn't have done it without you.

Finally, block off October 25 – 27,

2012, so you can join us again at River Rock for the BCLMA 2012 Conference.

CONFERENCE CHAIR SAYS MANY FACTORS MADE CONFERENCE ENJOYABLE FOR ATTENDEES

By Gary Carter, Paine Edmonds LLP

Our BCLMA 2010 Educational Conference was a resounding success, to say the least. That's clear from the many congratulatory emails I received since the Conference, and from the number of excellent ratings and positive comments made by our delegates to the Conference in our follow-up survey.

The success we enjoyed this year is attributable to a number of key factors. Our Conference Committee devoted many hours to planning the two-day agenda, developing relevant and interesting topics for our presenters and workshops, sourcing and retaining highly-qualified speakers and panellists, finding

2010 Annual Conference → to Page 11



More Conference pix on Page 10



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Good times at the 2010 Annual Conference...



Richard Johnson of R. Johnson Legal presents a gift to Vicky St. Laurent, Lindsay Kenney LLP.



Jane Banham of Iron Mountain Canada, left, presented what can best be termed a 'decadent lunch basket' to Marsha Hempel of BLG Toronto.



Todd Mulherin of Ricoh Canada awards Ricoh prize to Caren Cook, Klein Lyons.



Frank Butler of Synchronet awards prize to Kerri Antifae, Alexander Holburn.



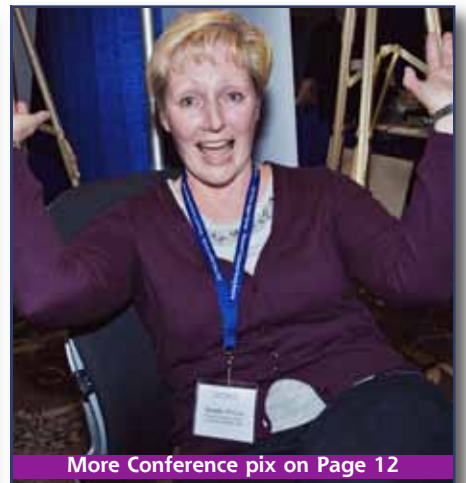
Bill Baker, of Baker+Cadence Solutions, was in attendance, representing Worldox.



Elizabeth Borrill of ZSA Legal Recruitment and Catherine Rae of Borden Ladner Gervais.



Michael Baker-Fyfe of Travelex presents to Amirlyn Hadjirul, McCarthy Tetrault LLP.



More Conference pix on Page 12

Heritage Office's Marcy Harrison donated this chair won by Jacquie Wintrup of Lawson Lundell.

2010 Conference → from Page 9

the ideal venue and, perhaps most importantly, securing the funding from our supporters and sponsors, without which we could not have hosted the symposium.

Here's a closer look at each session:

**GENERAL SESSION 1:
CURRENT TRENDS IN THE LEGAL
PROFESSION AND SUCCESSION
PLANNING FOR MANAGEMENT**

Day One's keynote speaker, Blane Prescott, the Senior Vice President of Hildebrandt Baker Robbins at the time, lived up to his reputation as a world-class presenter. His material was interesting, informative and based on his years of experience working with law firms around the world.

Blane is an exceptionally gifted speaker. He captivates and holds his audience's attention using an intricate balance of factual material and commentary, interwoven with humour and charm. Blane's interesting and high-energy presentation set the tone for our Conference.

GENERAL SESSION 2: RIGHT PERSON, RIGHT PLACE, RIGHT TIME - TALENT MANAGEMENT PLANNING FOR ADMINISTRATIVE STAFF

By Lisa Dawson, Owen Wiggs LLP

Day Two's General Session attracted more delegates than I personally expected. The high turn-out was a positive statement for the decision to have a session that morning. Doris Bentley, Managing Director of Centrepoint Career Development, gave a thorough presentation on succession planning as well as talent management as it relates to staffing the firm. The take-aways she provided were plentiful and handy: whitepapers and strategies to use right away. Highlights included:

- ✓ The talent life cycle, and understanding where each employee is within this cycle in order to best manage that person's talent and growth
- ✓ How to have a conversation that counts with the employee; where to begin, what to say and what to do with the information acquired
- ✓ Identifying critical roles vs. core roles in talent management, which helps to know where to begin to focus.

2010 Conference → to Page 13

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ANNOUNCEMENT

Arcprint is pleased to announce the hiring of Patrick Gauthier as Litigation Support Manager. With over 15 years experience, Patrick brings a high level of expertise, providing clients with confidence and reliability to effectively manage and ensure timely completion for even the most document intensive and complex cases.

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Good times at the 2010 Annual Conference...



Rob Antejos of Systems Auditing presents to Pelar Davidson, Oyen Wiggs Green & Mutala.



Jane Kennedy, the BCLMA's Administrator & Membership Services manager, helped organize and run the event, and welcomed people as they arrived.



Jamie Power and Steve Dormer of VanHoutte Coffee Services kept the place perking.



John Hawke, BCLMA president, was the evening's Master of Ceremonies, and is shown here as the dinner is about to get underway. About 100 people attended this Conference event.



Glen Wilson and Jose Gavina of i-worx came from The Cloud to land some business.



More Conference pix on Page 15

Aaron Pante and Jen Billows of Digitech Renewable Printer Cartridges were at the Conference with their attractive display for the first time, and we were pleased to see them.

2010 Conference → from Page 11

WORKSHOP A: SOCIAL MEDIA SUCCESS

By Kathy Barry, Farris Vaughn Will & Murphy LLP and Tara Cain, Clark Wilson LLP

The Social Media workshop received many positive reviews.

Our first speaker, Susan Van Dyke, President of Van Dyke Marketing & Communications, explained social media, who uses it, and the power and influence that social media has in the world today.

To demonstrate her points, she showed a clip on YouTube entitled *Social Media Revolution 2 (Refresh)*

<<http://youtu.be/1FZ0z5Fm-Ng>>

The four-minute clip featured an arsenal of attention-grabbing statistics as the song *Right Here, Right Now* by Fatboy Slim played through the video.

- ✓ “If Facebook were a country it would be the third largest.” (First largest: India; second largest: China.)
- ✓ “Facebook added 200 million users in less than a year.”
- ✓ “Social Media isn’t a fad. It is a fundamental shift in the way we communicate.”

Afterwards, Susan talked about how to participate in social media, remembering three golden rules:

- 1 Be relevant,
- 2 Be timely, and
- 3 Be helpful.

This led to her final thoughts on reputation management: Listen to what is being said about your firm. Be informed. Traditional media is becoming eclipsed by citizen journalism by way of social media. We are all publishers, and you can choose to follow or be followed on a blog, Twitter, Facebook, LinkedIn, Forums, etc.

The next speaker, Nicole Byers, a Partner at Clark Wilson LLP, spoke about the importance of implementing social-media policies and guidelines in the workplace.

Social media invites more opportunity to breach privacy and defame your organization’s reputation and branding. Clear policies benefit the firm and staff by ensuring proper understanding and adherence to the rules. Establish warnings for policy violations and review them periodically

as the nature of social media changes along with the needs of your firm.

Nicole explained how to draft a social-networking policy tailored to your firm’s needs.

You need to determine if you want to encourage social networking or manage the risks associated with the lawyer- and staff-use of social networking.

During the break, Tara Cain, the

Document & Software Support Specialist at Clark Wilson LLP, led a live “tweeting” session so participants could see how Twitter works. This was a nice compliment to the workshop.

Overall, it was a great presentation, with a nice balance of learning about what social media is and how to use it effectively without compromising your firm’s goals and objectives.

2010 Conference → to Page 16

WHAT OUR CONFERENCE VOLUNTEERS SAID

Volunteering for the BCLMA Conference has been a fantastic way for me to get to know my peers, learn from my mentors, and give back to the organization that has played a huge role in my career to date.

Kimberly MacMillan, Simpson Thomas & Associates

Volunteering on the BCLMA 2010 Conference Committee connected me to many new friends in the legal industry, and I learned a lot about what it takes to put on a fantastic Conference. I am very much looking forward to volunteering again!

Tara Cain, Clark Wilson

I totally enjoyed being a volunteer, and I enjoyed the Conference!

Lorraine Burchynsky, Boughton Law Corp.

What I liked best about being a volunteer was being given the opportunity to truly make a difference in the convention process. We had more than one meeting, and you all took from our input in order to build the framework of the convention.

Lisa Dawson, Owen Wiggs Green & Mutula LLP

Volunteering to be this year’s Conference Chair was my way of giving back to the BCLMA — an organization whose members have provided me with information, support and guidance for more than 20 years.

Gary Carter, Paine Edmonds LLP

Organizing one of the workshops for the BCLMA 2010 Conference was hard work and at times challenging, but the rewards have paid off immensely: My LinkedIn connections have increased by 50% in the past year, I developed my conference-planning and public-speaking skills and, most importantly, I had the pleasure of working with great people in the organization as well as with our esteemed speakers. I look forward to another opportunity to contribute to the 2012 Conference.

Kathy Barry, Farris Vaughn Will & Murphy LLP

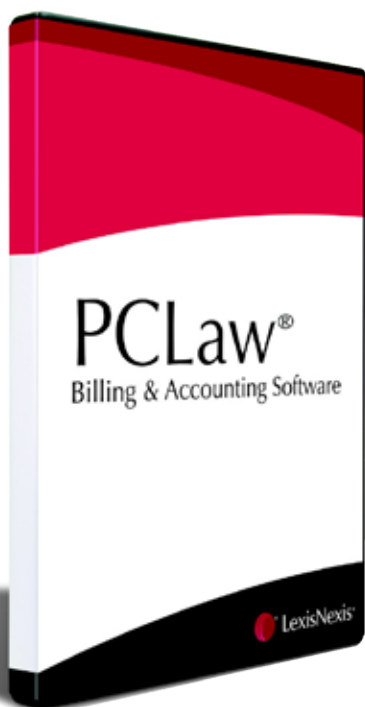
It was a great opportunity to liaise with current and future colleagues I will work with throughout my law-firm career.

Lisa Dick, Fasken Martineau DuMoulin LLP

I really liked being part of the committee (and being a subsection Co-Chair, too, for that matter!) as it has really made me feel part of the legal-administration community. I met a lot of wonderful people at the Conference, and enjoyed the speakers and the workshop!

Ruth-Ann Spencer, Bull Housser & Tupper LLP

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Good times at the 2010 Annual Conference...



2010 CONFERENCE
October 29 - 30, 2010
RICHMOND, BC



Patrick Gauthier (left), new to the firm and to the Conference, with Peter Coles of Arcprint.



Kevin Kripp and Chad Egeland of Mills Basics were the people front and centre at the company's booth during the Conference.



Dye & Durham, the Conference's Platinum Sponsor, was represented in force by (left to right): CEO Connie Fenyo, Clive Bellian, Roshni Reddy, Cynthia Nerland and Rory Seward.



Above, and left: Blane Prescott told the session on Day 1 of the Conference that, "The longer the supply of lawyers exceeds demand for services, the more permanent change will become."

2010 Conference → from Page 13

WORKSHOP B: GRACE UNDER PRESSURE: HOW TO COMMUNICATE EFFECTIVELY AND CONFIDENTLY IN LAW OFFICES

By **Kimberly MacMillan,**
Simpson Thomas & Associates

Karen Bressler, lawyer and certified coach with R. Johnson, led workshop participants through a number of exercises that forced us to look at the assumptions that affect our ability to communicate and the importance of listening for understanding.

Many of us were forced out of our comfort zone with the exercises, but they effectively taught us the difference between debating and communicating.

She also emphasized the need to present yourself as a complete person with confidence in your ideas and perspective and to have a clear intention of what you want the outcome of the conversation to be. With confidence, comes grace under pressure.

WORKSHOP C: DO YOU GET I.T.?

By **George Lo, Alexander Holburn LLP**

The IT workshop looked at the current and future trends in computer technology. A panel consisting of local, experienced and knowledgeable experts – third-party consultants as well as BCLMA members – shared their insights on a variety of topics.

Other than an unusual fascination with “flying toasters,” the workshop focused on new developments with cloud computing and the new generation of Microsoft products.

The panellists debated the merits of these new technologies, amongst others, and the audience did not hesitate to join in on the debate.

Overall, it was agreed that the impact of these changes would be dramatic. Attendees definitely came away with some new ideas to help them in their daily IT struggles and challenges.

Interested in becoming a BCLMA volunteer? Contact any member of the Board of Directors or any Subsection Co-Chair to find out how you can contribute and grow. Contact information is on the back page of this issue.

BCLMA’S VOLUNTEER HERO AWARDS

Giallonardo celebrated for guiding the BCLMA’s HR subsection for 20 years

The BCLMA, and VALA before it, has always had the good fortune of great volunteers coming forward to dedicate precious time and energy to the success of the Association.

Our *Volunteer Heroes* feature highlights

the hard work and dedication of our volunteers. If you’ve got the spirit, contact any member of the Board of Directors or your subsection co-Chairs to discover more about volunteer opportunities with the BCLMA. We’d love to work with you!

THE HONOUR ROLL OF THE VOLUNTEER HEROES OF THE BRITISH COLUMBIA LEGAL MANAGEMENT ASSOCIATION



Tina Giallonardo,
Director,
Human Resources
Miller Thomson LLP,
Vancouver

BCLMA/VALA MEMBERSHIP	I joined the association in 1982, when I joined Miller Thomson (formerly Swinton & Company)
CONTRIBUTIONS INCLUDE:	I have been the HR Subsection Chair for 20 years. The primary function of this role is to organize the meeting agenda every year. Each year, I made it my goal to listen to the needs of our members, and help keep the HR professionals in law firms progressive in human-resources issues.
WHY CONTRIBUTE?	My motivation has been my passion for people, and giving back to the Members and the Association.
OVER THE YEARS, I HAVE ENJOYED:	Seeing the progress the HR Subsection made with the talent of its members, plus mentoring and sharing information, and seeing its growth and success.
THE BCLMA TODAY:	I most enjoy the relationship between all of the Members, and the willingness to make the legal community a better workplace.
LOOKING AHEAD:	As long as I am working, I will continue to contribute. I am looking to retire in the next five years to spend more time with my grandchildren and to travel with my husband.

Preparing paralegals → from Page 5

rities series is designed and approved by a lawyer who concentrates in this area. Our students learn civil litigation rules, corporate law procedures, conveyancing and family/estate file-management from lawyers and senior paralegals who follow the changes every day.

For the lawyers with whom they work, a skilled and capable paralegal is worth their weight in gold. Being part of this ongoing process is exciting and I consider myself lucky to be a part of it.

I watch, with interest, the BC Law Society’s ongoing discussions regarding paralegal certification. And as always, I welcome your industry suggestions and feedback. Best wishes in your life-long learning.

Christine Williams earned her Juris Doctor and Master’s degree in Social Work at Loyola University, Chicago. She moved to BC in 1999, and has been Program Co-ordinator for the VCC Paralegal Program since 2005. She can be reached at CWilliams@VCC.ca

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WRITE RIGHT, RIGHT?

Effective writing is the message

By Stephanie Marsh, KPMG

Communication is a two-way street. From one direction comes the message, and from the other comes the understanding of it. In order for that interaction to be effective, both parties must commit. The party receiving the message must become engaged in the process, whether by reading, watching or listening intently. The message that gets sent must be clear, concise and properly presented to be understood.

We get involved in communication exchanges countless times a day. We read news and headlines, emails, workplace policies, advertisements, product specifications, instructions and manuals. Likewise, we compose email and text messages, write proposals and ad copy, meeting agendas and minutes, industry nominations, blogs, letters and how-to guides.

Written messages are used as a means to convince, persuade or motivate, as well as inform. Print communication must be effective so that readers will comprehend messages well and – ideally – quickly.

As managers in professional services, we write messages to induce action in our



Stephanie Marsh

readers. We write ads, newsletters, bulletins and proposals to demonstrate our expertise to our external clients, and ultimately convince them to buy services from us. We also write proposals to convince internal clients (i.e. partners) to upgrade equipment or software, change premises or augment lawyer-staff ratios. We write employee policies to establish a fair and compliant workplace. We write reference guides to instruct staff about online filing systems, and the firm's new voicemail system, among many other subjects. In each case, our writing must inform and persuade. So, how can you do it effectively?

RECORD YOUR THOUGHTS

Have you ever sat down to compose something and struggled with how to begin? Don't worry about getting every sentence right the first time. Start by jotting down all of your thoughts, even if they come to you in random order. If you have time, put the list away and come back to it. Take that time.

You'll likely recall or generate other related thoughts to expand or enhance your list.

ORGANIZE YOUR ARGUMENT

Once you have all of your main points recorded, rank them, starting with the most important and whittling your way down to the least important. Press releases get written this way. Leading with the gusto gets your audience interested in the who, what, where, when and why.

IMMEDIATELY CUT TO THE CHASE

If you want to leave the main message until the end, consider a career in mystery-novel writing. You will lose your audience if you force them to guess your main message. Instead, start by letting readers know precisely what to expect from your communiqué. They will feel intrigued and read on.

SO WHAT?

Don't waste anyone's time (yours or your readers') with an overload of background information, trivia or unrelated data. Ask yourself if your reader will find important and relevant the text you've written or included. Will they care?

For instance, if you're pitching to work for a not-for-profit organization in the healthcare sector, do you think they care that your firm ranked #1 in M&A last year?

Beware of statistics and rankings that might appear unnecessarily boastful or only serve as padding. Keep your audience captivated by sharing information that is important to them and their business.

USE HEADINGS

Have you ever opened an email and found the entire body of the screen completely populated? No hard returns, no paragraphs, just one big blah-blah-blah. Did you feel exhausted before reading the first sentence?

Make your communiqué aesthetically pleasing by using headings to break up the text of different points in your text. Headings also make it easier for the reader when they need to refer back to the message; they can easily scroll or flip to the section they need. This is especially helpful when you create a list of instructions or reference guide.

When writing proposals, don't let your Executive Summary look like the cover

Write right, right? → to Page 19

Write right, right? → from Page 18

letter. Use headings to inject breaths of fresh air. Your reader will pause to take in what they've just read, and will prepare themselves for the next point obviously on the horizon.

Headings jump off the page, particularly when created with a different font type, size or colour (or all of the above), and will cause your readers to remember your core message—or key messages—much quicker than a page full of plain text. Adequate line spacing before and after your headings generate some white space and provide a welcome visual pause.

As veteran graphic artist Jacqui Bear puts it, “White space can be used to set a mood, convey a specific image. If you want a design to say ‘wealth, upscale, prestigious or elegant’ then use lots of white space. If you want a more down-to-earth, ordinary-folks appeal, bring it down a notch or two. If you want to look cheap, mass-produced or amateurish, then fill the page to overflowing.”

RE-USE, RECYCLE

If you can recall a message that really resonated with your clients or members of your firm, and motivated them to act in the desired fashion, then emulate the style.

Understanding the culture of your clients, their type of business, their industry, or your own firm enables you to speak their language, with a much greater chance that your message will get understood.

GRAMMAR-RAMA

There are numerous rules, tips and tricks that will help make your writing more effective. Here are just a few to keep in mind for now:

- ✓ Take ‘action’: Don’t say what you are (We are proud to support...), say what you do (We feel proud to support...). It makes your writing much more emotional and persuasive.
- ✓ Less is more: Resist the urge to demonstrate your entire vocabulary each time you need to communicate. Instead of, “We would like to thank you...” just say, “Thank you...” The result? Five words became two. Twenty-six characters became nine. Your audience will spend less time reading

and make a decision faster. Another great by-product of lower word-counts? You spend less time writing, and less money on ink and paper.

Other examples of trimming words for more concise messaging:

- ✓ **We are able to...** *We can...*
- ✓ **Below, you will find a list of clients to which we have provided excellent services...**
We have listed satisfied clients below...
- ✓ **We believe we are the right firm to deliver what you need.**
We will meet your needs.

DRAFTY

Share your draft before you finalize and distribute. Make sure your audience will receive the message you intend. For instance, when you say ‘bi-weekly,’ do you mean twice a week or twice a month?

This notoriously-ambiguous term could cause a storm of confusion for your readers’ calendars, particularly if they are members of a project team working within a tight deadline. A fresh set of eyes to

review and critique your draft will always help ensure your message gets understood the way you need it understood. (By the bye: Bi-weekly means every other week; semi-weekly means twice a week.)

WRITING IS A TEACHABLE PROCESS

Effective writing is an ongoing process. Depending on the types of written communication you must employ, consider courses or workshops offered by the many reputable continuing education programs across the Lower Mainland. UBC, SFU and BCIT, for instance, offer instruction in business writing and editing all year round.

Effective communication takes practice. Don’t expect overnight success. Keep these recommendations in mind every time you put pen to paper, or fingertips to keyboard, and you will be all-write!

Stephanie Marsh, Proposal Manager at KPMG, says she writes and edits a wide range of documents “a-l-l d-a-y l-o-n-g.” Contact her at scmarsh@kpmg.ca

MAKING THE MOVES...

WELCOME, NEW & RETURNING AFFILIATES!

Sarah Sutherland, Knowledge Management, has replaced **Anne Ikeda** at McMillan (formerly Lang Michener. Sarah has also become BCLMA’s new KM Subsection co-Chair!) **Christina Tribe**, Harper Grey, has also joined the KM subsection... **John Pater**, formerly of Alexander Holburn has joined Davis LLP as Director of Technology, while **George Lo** left Harper Grey to replace John at Alexander Holburn as IT Manager. More new IT members: **Kent Chen**, McQuarrie Hunter LLP, **Jonathan Jorge**, Edwards Kenny & Bray and **Jonathan Steele**, Harper Grey... *Look at Finance grow!* **Christa Warner**, formerly of Richards Buell Sutton (RBS) has joined Harper Grey, while **Nancy Read** replaced Christa at RBS. **Andrea Lee** joined Davis LLP, **Yvette Whitson** joined Edwards Kenny & Bray, **Sheena Schoepp** joined Borden Lader Gervais and **Tracy Zimmerman** joined McQuarrie Hunter. *Marketing:* **Lynn Foley**, Bull Housser & Tupper LLP and **Tiffany Shen**, Alexander Holburn.

ON THE MOVE!

Rosemary Wedemeyer, formerly of Mackenzie Fujisawa joined Edwards Kenny & Bray as that firm’s new Administrator, while **Donna Kitagawa**, formerly of Heenan Blaikie replaced Rosemary at MacKenzie Fujisawa as Administrator. A special welcome to a New Administrator and New Firm: **Bronwen Fraser** represents Benson Law LLP in Kelowna; and to **Karen Gerhardt** of Weir Foulds LLP in Toronto: TLOMA’s new Vice President.

BCLMA'S ANNUAL MANAGING PARTNERS LUNCH

Weyerhaeuser's Giardini outlines ways in which law firms can help keep talented female lawyers from 'taking the off-ramp'



Anne Giardini, President and former General Counsel of forest firm Weyerhaeuser, begins her presentation to the Managing Partners Lunch of ideas to help retain women in law firms.

ALL PHOTOS: DENNISON LEE

The BCLMA's Annual Managing Partners event took place on November 4 at the Hyatt Regency. Special Guest Anne Giardini of Weyerhaeuser made her presentation, entitled *The Insecure Overachiever – Recognizing and Keeping Women in the Legal Profession*, to almost 70 Managing Partners, Administrators, Human Resources Managers, and Directors of Professional Development Programs. Throughout the program, Giardini shared important statistics about the high rate at which females enter and leave the law profession, as well as strategies to help law firms make working life more encouraging and appealing for women in our firms.



(Left to right) Paul Daykin, Managing Partner of Aaron Gordon Daykin Nordlinger and Martin Palleson, a Partner of Gowling Lafleur Henderson LLP, share an anecdote during the social before the Partners lunch begins with Jonathan McCullough, Managing Partner of McCullough O'Connor Irwin LLP.



Giardini talks about her role in the BC Law Society's 'Retention of Women in Law Task Force' to make working life more encouraging for women.

FEARLESS DELEGATION

How to give up authority to gain a great and confident team

By Beau Mersereau, Director of Applications, Development & Support | Fish & Richardson, P.C.

DELEGATION: Should I or shouldn't I?

You should.

Delegation is good for you, your team and your organization. For the purposes of this article, we'll define delegation as giving decision-making authority to your employees.

That authority is crucial, because without it, you are not delegating, but simply assigning tasks.

Delegating that decision-making authority is essential because it creates freedom for you and a sense of empowerment for the team.

CREATING A CONTRACT OF TRUST

When you delegate, you create an implicit contract, one that is built on mutual trust. Your job as a leader is to build a team that you trust. If you feel that you can't delegate to your team, you've failed in your role as a leader.

For example, I knew of a partner at another firm who built a team with no trust. This partner would ask the associates to draft all correspondence, after which point she would review the correspondence and then send out the e-mail messages as her own. The associates were not allowed any contact with the clients. Several of the associates on the team were five- and six-year attorneys, but they struggled every day. The partner had to review every piece of correspondence related to her cases. Eventually, the associates all left the firm, mainly because the partner trusted no one. Though this partner is still practicing law and doing well financially, I suspect she is not very happy because she didn't build a team to support her.

WHEN YOU FAIL TO DELEGATE

When you don't delegate, you put yourself in a tough situation. You are re-

sponsible for everything, which is unwise and unhealthy.

With the recent economic challenges, we're all doing less with more. If you are not delegating decision-making authority, you are not using resources you would be smart to use. Relax, try it, and you might be surprised by how well it goes. Just remember to set appropriate guidelines and parameters, and everything will be fine.

WHEN YOUR STAFF FAILS TO ACHIEVE

Sometimes, no matter what you do, a team member just can't seem to get it together. Provide direct feedback often.

Try to learn what motivates

them. Some of my team respond to praise, others respond to mitigating exposure for the firm, still others procrastinate and then step up at the last second.

Once you've learned what motivates someone, use that power judiciously. If they are still failing, do the right thing and let them go. Sometimes it just doesn't work out.

When you empower someone for the first time, and they fail, that is okay. I've spent a lot of time at my current firm building several teams.

When a new process is identified, I delegate that process to an individual or a team, and whoever is responsible owns it.

I'll provide input, but ultimately the authority has been delegated. I will admit that there are times when I overrule, but when I do, it is for a good reason.

As time goes on, this happens less frequently. When you delegate, accept failure, and make sure you turn that failure into a learning experience for yourself and the team.

Over time, you'll learn who excels at what. Push the limits! There are times

when I set unrealistic deadlines, or what I think are unrealistic deadlines. Almost always, the team steps up to the challenge. Listen to your team often.

DELEGATION ENCOURAGES CREATIVITY

My supervisor manages me with a hands-off approach. I appreciate this. It is one of the many reasons I've worked for my current firm for nine years. Her approach allows me to find creative solutions to the issues at hand.

In the end, when your employees work their way through a challenge, make sure

you give them credit. Sing their praises inside your firm, and be prepared to have strong, happy, hard-working team. So remember, when in doubt, delegate! It is a powerful management tool you should not be afraid to use often.

Beau Mersereau's email: BM@FR.com . This article was first published in the September 2010 issue of Peer to Peer, the quarterly magazine of ILTA, and is reprinted here with permission. For more information about ILTA, visit www.iltanet.org.



PHOTO ILLUSTRATION BY GUNNAR PIPPL

QUICK QUESTIONS FOR A GROUP OF OUR READERS

Survey of Topics articles coming up shortly

The Topics Editorial Committee will begin surveying the BCLMA’s membership, and others who receive the quarterly newsletter, about its usefulness and effectiveness. The survey will start with the edition you’re now reading.

“We are interested in a number of aspects of Topics,” says the newsletter’s Editor, Stephanie Marsh, who is one of three people who constructed the survey, along with Topics Editorial Committee Chair Bob Waterman and the newsletter’s consulting Managing Editor Peter Morgan.

“We already know it’s a strong, popular and unifying voice for the BCLMA because of its readership and influence,” Marsh says, “but we’d also like to measure the usefulness of the articles to help our membership work better and smarter.”

An invitation to the survey, which should take less than five minutes for a person to complete online, will be distributed to a quarter of the readership two weeks after the newsletter is published. That way the entire readership is consulted about editions of the newsletter over the course of a year, but no individual recipient will be asked to take part more than once a year.

“We’re sensitive to the time constraints on our readership,” says Morgan. “That also means that it will take some time, probably a couple of years, for the survey to build up a consistent statistical base, but we don’t have a problem with the slow-and-steady approach. We know that many people read it on their computers, so they can take advantage of its hyperlinked connections to additional editorial and advertising support material that’s on the ‘Net. We know that specific articles or the newsletter itself are circulated to friends and colleagues. And we know that many also print it out on their desktops to read during coffee breaks, at lunch or on public transit, or to keep for reference in their files. However they read it or obtain it or use it, it’s what they do with the information in it that we don’t yet know much about. The survey will help us with that.”

Waterman, the Committee’s Chair notes, “We talk with our members, with

BCLMA sponsors and with each other on the Committee as we develop each issue, so we all think long and hard about how to keep Topics timely, friendly and useful. We also know our readers are busy; their time is limited. So, we feel that each issue of the newsletter must be of value, pleasure and interest to them; something they want to read. That is the basis of everything we discuss, and we’ll use the survey to help us with that.”

Waterman also says the Editorial Committee has no intention of using the response to the survey questions as methods of ‘judging’ the abilities of the authors of the newsletters articles, many of whom are experts in their fields. “First, we won’t share the actual data with the authors at all, and we won’t ask questions about how good the writing is, for example. We’ve

designed the questions such that the responses to a particular article will help us focus our editorial choices in the future when we talk to authors about what interests our readers. We want to see if we need to raise that bar, and right now it’s something we don’t know,” he adds.

Some articles are written for entertainment, to offset the heaviness of the extensive factual material in other articles, and readers will be asked to comment on the usefulness of those in the same way.

“That’s one of the interesting aspects of a readership survey,” says Morgan. “People instinctively adjust their interpretation of ‘useful’ to adapt to what an article is written to accomplish. Entertainment is a very useful quality!”

More than 350 people directly connected to the BCLMA receive each edition of the newsletter, in addition to about 100 advertisers, BCLMA sponsors, other external supporters and collegial or like-minded groups.

BCLMA 2011 SURVEYS – Annual Schedule

Surveys provide valuable data to law office manager's business plans. To provide maximum value, we need *everybody* to participate. Surveys get distributed throughout the year so you will never provide input for more than one survey at any one time. They also get distributed at a time that should work for the majority of participants. If you feel that any of these dates are not in the best interest for participants, or you have other comments please send Bob Waterman, Chair of the BCLMA Survey Committee, your feedback to: <bwaterman@rbs.ca>.



Bob Waterman

SURVEY	Distribution Date	Receive Response by	Estimated Publication Date	Survey Leader
Law Firm Economics	April 1st	May 2nd	June 1st	Sandy Delayen
Staff Ratio	May 2nd	May 13th	May 31st	Wayne Scott
Support Staff Salary and Hourly Rates	September 1st	October 3rd	November 1st	Raf Sansalone
Associate Salary	November 1st	November 14th	November 30th	Bob Waterman

BCLMA'S CLASSY WINTER SOCIAL

Kirk, Chapman and Giallonardo honoured by a record turnout of BCLMA Representatives, Affiliates and Vendors at Winter event

The BCLMA hosted its Annual Winter Social on December 2 at the Terminal City Club, and a record 133 Representatives, Affiliates and Vendors attended this popular and classy event.

The evening was generously sponsored by Dye & Durham, Systems Audit-

ing and TOS/Hub International, who each provided financial support to host the event, as well as draw prizes.

John Hawke, BCLMA President and Master of Ceremonies, welcomed the guests and made special presentations on behalf of the Association.

The BCLMA honoured Bonnie Kirk (Lawson Lundell) and Colleen Chapman (Brawn Karras & Sanderson) for their many years of distinctive service to the BCLMA. Both Bonnie and Colleen have held memberships with BCLMA, and its

[Winter Social classy → to Page 24](#)

ALL PHOTOS BY DENNISON LEE



Bonnie Kirk, of Lawson Lundell, sports a large bouquet of flowers, part of the Winter Social celebrations of the volunteer work she contributed to the BCLMA over the years.



Anne Johnston (left) made a moving speech about longtime colleague, Tina Giallonardo of Miller Thomson LLP, who chaired BCLMA's HR Subsection for 20 years.



Barry Riback of SAI and Lorraine Burchynsky, Administration Manager at Boughton Law Corp., are both strong supporters of the BCLMA and its work.



[More Winter Social pix on Page 24](#)

(Seated, l-r:) Accounting department manager Roy Boal and HR Assistant Jennifer Moberg of Blakes, Director of HR Lori Maida, the Director of IT User Services Susan Dick and Trainer Alexis Neufeld, all of McCarthy Tétraut, Office Managing Partner Bill Maclagan and Trainer Tracey Osborne, both of Blakes; (Standing, l-r) Office Services Manager Usman Bajwa, Human Resources Advisor Maggie Edwards and Director of Administration Nancy Sartene, all of Blakes.

Winter Social classy → from Page 23

predecessor, VALA, for at least two decades. Both acted as Chairs of the Finance and Small Firms Subsections respectively for numerous years. Both have made other extraordinary contributions also.

For example, Bonnie was a member of the *TOPICS* Editorial Board for four years and continues to provide finance-related articles to the newsletter. Colleen has coordinated the Small Firms Administrators Salary Survey for the last five years, and recently contributed an article to *TOPICS*.

John presented each with a dazzling flower bouquet in recognition of their commitment and service to the association.

Tina Giallonardo (Miller Thompson) also received an exclusive honour at the event. Longtime colleague, Ann Johnston (Bull Houser & Tupper), made an entertaining and special presentation about Tina's remarkable contributions to VALA and BCLMA.

Sam Mann of Singleton Urquhart (middle) and his wife Jas, joined by Victor Montagliani of Hub International

Tina joined the legal profession almost 30 years ago, after a successful 12-year career at the BC Teacher's Federation and two other HR roles in the private sector. Her experience made her an excellent attribute when she joined Swinton & Company, and VALA.

Over those three decades, Tina honed her expertise, shared her knowledge and her successful personnel strategies to help direct and develop the Human Resources subsection with her professionalism, integrity and class. Tina even led the subsection for more than 20 of those years.

On behalf of the BCLMA, Tina also received a flower bouquet, as well as personal gift from the HR subsection at their first meeting of 2011.

As always, the BCLMA, Official Event Sponsors and Vendor Guests enjoyed presenting lucky attendees with gifts:

- ✓ Canuck hockey tickets to a game against the Edmonton Oilers and a \$50 voucher to spend at the game were presented by Barry Riback of Systems Auditing to Lorraine Burchynsky of Boughton Law Corporation

Winter Social classy → to Page 25



Business Development Manager Cynthia Nerland (left) and Director of New Ventures Clive Bellian, both of Dye & Durham, with BCLMA Alumnus Marie Finstad, who recently retired from McQuarrie Hunter, in the centre.



More Winter Social pix on Page 25

(Left to right) Andrea Pantages of Mandell Pinder, Donna Ward of Taylor Sourisseau and Sh'eli Mullin, IT Trainer at Camp Fiorante, were among the gathering working on their social-networking skills at the Winter event.

Winter Social classy → from Page 24

- ✓ A gift certificate to Spa Utopia was presented by Victor Montagiani of TOS / HUB International to Carina Umali of Smith IP
- ✓ A gift basket from Holt Renfrew was presented by Connie Fenyo of Dye & Durham to BCLMA Alumnus Marie Finstad, formerly of McQuarrie Hunter
- ✓ Goodie bags were presented by Elizabeth Borrill and JoAnne Todgham of ZSA to Alicia Bond of Bull Housser & Tupper; and to Carol Hastie of McCarthy Tetrault
- ✓ A Joey's gift certificate was presented by the BCLMA to Christa Warner of Harper Grey LLP
- ✓ A gift certificate to the Hudson Bay Company from the BCLMA was award-



All sharing a conversation at the Winter Social are (left to right) Operations Manager Caren Cook of Klein Lyons, Firm Administrator Heather Walker and Accountant Aimee Kunzli both of Slater Vechhio and Administrator Janette Cooke of Legacy Tax & Trust Lawyers.

(Left to right) Priscilla Wyrzykowski, the Marketing Manager of Alexander Holburn, IT Manager Jonathan Steele of Harper Grey and Ken Brennan of Gowlings



- ed to Penny Harvie, BCLMA Alumnus
- ✓ LCBO gift cards from the BCLMA were awarded to Bibi Bysterveld of Fasken Martineau DuMoulin and to Andrea Russell of Borden Ladner Gervais
- ✓ A Ticketmaster gift certificate from the BCLMA was awarded to Nazlin Rahemtulla of Gowlings

Winter Social classy → to Page 26



More Winter Social pix on Page 26

(Left to right): Director of Knowledge Management & Technology Support, Greg Christensen, Manager of Professional Development Associate & Student Programs Bibi Bysterveld and Human Resources Director Sonia Kenward, all of Fasken Martineau, Kris Shobridge, who is IT Services & Support Co-ordinator at Boughton Law Corp., Ruth-Ann Spencer, Systems Trainer at Bull Housser, plus IT Manager Aaron Fahlman and IT Trainer Lisa Dick, both of Fasken Martineau.



Sarah Best of Bernard & Partners (right) join BCLMA Alumni Donna Oseen (left) and Penny Harvie, both formerly of Fasken Martineau.



The Lindsay Kenney contingent at the Winter Social included this group of five: (left to right) Human Resources Manager Rob Smith, Manager of Corporate Services Lori-Anne Birdsall, Managing Director Carmen Arndt, Vicky St. Laurent and Manager of Information Technology Dirk Fleming.

Winter Social → from Page 25

- ✓ A Pacific Centre gift card from the BCLMA was won by Hannah Won of Boughton Law Corp.
- ✓ A Future Shop gift card from the BCLMA was awarded to Roy “I always win!” Boal of Blakes.

(L to r) Office Services Manager Agustino DoSouto of Harper Grey, Office Services Co-ordinator Michael Wild of Owen Bird and Sandra Evans of Borden Ladner.



(L-R, front) Marina Pellerin of Camp Fiorante, Marian Verdicchio, formerly of Hamilton Duncan, and Carina Umali of Smiths; (Back): Managing Partner Paul Smith of Smiths IP.



HR Assistant Caitlin Spelliscy (left) and Human Resources Manager Kerri Antifaev, both of Alexander Holburn, were among those who were casually elegant during the evening.



Longtime BCLMA member Coleen Chapman was also one of those fêted during the ceremonies of the 2010 Winter Social in Vancouver.

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