

PLAA Education Conference Committee

Cindy Eichmuller, Conference Chair
Tracy Pape, Education Chair
Sandra Fantini, Social Chair
Anne Parys, Registration Chair
Greg Rush & Janine Book, Golf Chairs



2010 PLAA EDUCATION
CONFERENCE
September 16-18, 2010
Oglebay Resort & Conference
Center

GET A CLUE



Accommodations

Oglebay Resort & Conference Center
465 Lodge Drive
Wheeling, WV 26003
(800) 624-6988
www.oglebay-resort.com

Oglebay Resort & Conference Center is located in Wheeling, West Virginia. The resort boasts two championship golf courses, miniature golf, tennis, fishing, paddleboats, the Good Zoo and Benedum Planetarium, and the West Spa, completed in 2008.

In addition to 57 brand new premium rooms, all 200 traditional and intermediate rooms have been renovated with upgraded amenities, including new decor and flat screen televisions.

A block of rooms has been set aside for PLAA members until July 16, 2010. No room guarantee after this date. Reservations received after July 16, 2010 will be on a space available basis only. All room reservations must be made directly with Oglebay Resort & Conference Center. Please call 1-800-624-6988 x4090 and don't forget to identify yourself as a PLAA member.

Directions

Take I-79 South to Washington, PA • Take I-70 West to Wheeling, WV • Take Exit 2A (Oglebay exit) turning RIGHT onto Rt. 40. Get in the LEFT LANE and go through two traffic lights • Turn LEFT (Sheetz on Left) onto Rt. 88 North • Go about 3.5 miles and enter Oglebay Park • Watch for "Wilson Lodge" sign and turn RIGHT • Go about a half mile and turn LEFT into the Lodge • Drive time is approximately 1 hour from downtown Pittsburgh • GPS coordinates are N40 Degrees 5 minutes; W80 Degrees 39 minutes.

Early Bird registrants
are eligible for a One Bedroom
Suite 2-Night Stay drawing!

Conference attendees
will be entered in a drawing for
a 2-Night Oglebay
West Spa Package for Two!

Pittsburgh Legal Administrators
Association (PLAA)

A Chapter of the Association of Legal Administrators

SCHEDULE OF EVENTS

The PLAA Education Conference Committee has “investigated” the options and planned an exciting conference that will help take the mystery out of legal administration! We know that each of you is the “Sherlock Holmes” of your firm - always searching for better and more innovative ways to operate every day.

Our educational curriculum begins with our Keynote Speaker Holly Green, who will present “Are You Swift?” Holly will show us how to stay focused and flexible in today’s rapidly changing world. After lunch, Mark Wiskup will “Stop Talking, Start Communicating” to help everyone supercharge their communication skills to consistently make a positive impression on others. You will receive the tools - and confidence - needed to take charge! Tina Burnham of Océ Business Services will cover Six Sigma, an integrated, disciplined, and proven approach for improving business performance. Day one ends with the “Get A Clue” Welcome Reception. Put your game face on and challenge your colleagues to a game of Legal Administration Clue!

Day two starts off with Robert Bernstein, Esq. of Bernstein Law Firm telling us to how to “Get P.A.I.D.” Bob will share useful tips as a guide to receiving timely payments and remedies for collecting those outstanding debts. After the first break of the day, Pam Cochenour of Pietragallo Gordon Alfonso Bosick & Raspanti will address issues in regards to the recruitment and retention of Human Resources. In the afternoon, the Technology Panel will discuss and answer questions on the one tactic that no firm can operate without - the trends of technology! Buddy Hobart of Solutions 21 will guide us in producing a winning game plan for working with Gen Y. Then Janine Book of Pepper Hamilton will demonstrate “Success through Excellent Client Service to Clients and Colleagues.”

Friday evening, bring your sleuthing abilities to the No Clue! Murder Mystery Dinner. For all you whodunit buffs - solve the crime and there will be prizes for the best detectives!

Golfers - bring your clubs for a day on the links on Saturday. The Arnold Palmer championship course is considered one of West Virginia’s premier courses. There will be food, beverages and prizes. Proper golf attire is required.

“Get A Clue” and join the group - sign up now to attend the PLAA 2010 Education Conference!



Thursday, September 16, 2010

9:45 am - 10:45 am	Registration
10:45 am - 11:00 am	Opening Remarks & Welcome , Cindy Eichmuller and Bob Conway
11:00 am - 12:30 pm	Are You Swift? , Holly Green, <i>The Human Factor, Inc.</i> Can you move fast with focus and flexibility in today’s rapidly changing environment? Or do you constantly struggle just to keep up? Using ideas, tools, and techniques from her best selling book, Holly reveals counterintuitive insights and techniques that market leaders use to stay ahead of the change curve and leave their competition behind. (1.5 hours CLM credits: Organizational Development Certification or 1.5 hours CLM credits: Communications and Organizational Management Recertification)
12:30 pm - 1:30 pm	Lunch
1:30 pm - 3:00 pm	Stop Talking, Start Communicating , Mark Wiskup, <i>Mark Wiskup Communications</i> Mark will help every audience member supercharge their communication skills and consistently make a positive impression on others. Mark will give attendees the tools – and confidence – they need to take charge of any conversation, meeting, or networking encounter. (1.5 hours CLM credits: Communication Skills Certification or 1.5 hours CLM credits: Communications and Organizational Management Recertification)
3:15 pm - 4:45 pm	Six Sigma , Tina Burnham, <i>Océ Business Services</i> Six Sigma is an integrated, disciplined proven approach for improving business performance. Tina will focus on projects that will produce measurable business results. (1.5 hours CLM credits: Self-Management Skills)
6:00 pm - 7:30 pm	Get a Clue! Welcome Reception Cocktails

Friday, September 17, 2010

9:00 am - 10:15 am	Get P.A.I.D.: A Guide to Getting Paid Faster and What to Do When You Don’t , Bob Bernstein, <i>Bernstein Law Firm, P.C.</i> Bob will share useful tips from his Get P.A.I.D. system that will help ensure timely payment and remedies for collecting these debts when you don’t. Bob will discuss his 4 components of a comprehensive credit & collection policy: Preparation, Assessment, Implementation and Defense. (1 hour CLM credit: Financial Management Recertification Credit or Functional Specialist)
10:30 am - 12:00 pm	HR Recruiting & Retention , Pam Cochenour, <i>Pietragallo Gordon Alfonso Bosick & Raspanti, LLP</i> Pam will address keeping the hiring process legal; provide tips on recognizing and dealing with problem employees; and discuss issues relating to the termination of employees and dealing with unemployment compensation claims. (1.5 hour CLM credits: Human Resource Management Recertification or Functional Specialist)
12:00 pm - 1:00 pm	Lunch
1:00 pm - 2:15 pm	Tech Talk Our technology panel will discuss topics such as: Best features of Office 2007, what’s coming with Office 2010, what Administrators need to know about E-Discovery and Document Retention and maximizing performance with handheld devices. Followed by Q&A session.
2:30 pm - 3:45 pm	Gen Y Now: Attract & Retain the Next Generation of Talent , Buddy Hobart, <i>Solutions 21</i> Buddy will discuss working with Gen Y, addressing generation myths vs. facts, the new realities put forth by Gen Y, the elements of a successful recruitment and retention plan, and the three crucial steps to effectively manage the next generation of leadership. (1.5 hour CLM credits: Human Resource Management Recertification or Functional Specialist)
4:00 pm - 5:00 pm	Success Through Excellent Service to Clients and Colleagues , Janine Book, <i>Pepper Hamilton</i> Many law firms focus on external client relationships. However, building a culture of client service with your “internal” clients - from secretaries and paralegals to the receptionist to the file clerks - is just as important. (1.5 hours CLM credits: Organizational Development Certification or 1.5 hours CLM credits: Communications and Organizational Management Recertification)
6:00 pm - 10:00 pm	No Clue! Murder Mystery Dinner

Saturday, September 18, 2010

7:00 am	Member/Vendor Golf Scramble (<i>Palmer Course</i>) Collared shirts are required/no sleeveless shirts or jeans permitted.
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