

## Editor's Corner

Welcome to the spring issue of the College newsletter. We hope it helps you keep in touch with each other. We would welcome additional help and ideas. For example, we know many interesting and relevant books are published each year that would help us in our work and personal lives. If you would like to review a book for the next newsletter (to be published in August), please let either Sandy Geist or me know. We will arrange to get you a copy of the book – you might even have an opportunity to interview the author. Or write a blurb yourself on your book and we'll publish that in the newsletter – just as we've done in this issue on pages 4, 5 and 6.

When the wonderful **Jan Waugh** calls and asks you to be profiled for a future issue, please just say "Yes." It's practically painless (unless we're on deadline, and then we get a bit anxious!). We've had many positive comments about this new feature, but YOU have to help us write it. See the profiles of **Donna Spilis** and **Arthur Greene** in this issue on pages 4, 5 and 6.

You'll also find on the following pages information on our upcoming Annual Induction Meeting and lists of our generous Sustaining Fellows and sponsors to date.

Thank you for reading and keep those cards and letters (e-mails) coming!

*Mary Beth Pratt*  
[prattmb@pepperlaw.com](mailto:prattmb@pepperlaw.com)

GO to the Web Site:  
<http://www.colpm.org>

## 2003 Annual Induction Meeting

Washington, D.C.  
September 12 - 13  
Park Hyatt Hotel



### Featuring Some Capital Ideas

Well, don't all meetings promise something special if only you will attend? We're no different, except that we really mean it! If

you are one of the many Fellows who repeatedly wish for the chance to engage in controversial and provocative conversation with your colleagues, then this is the meeting for you.

Saturday morning kicks off with an intense, hands-on session engaging the Fellows in the building of a "model law firm." No small task! Sparked by the advance thinking of the College "New Knowledge" team, this session promises an opportunity for you to have a hand in crafting a future for the legal profession that really works.

Lunchtime will feature speaker **Chic Thompson**, author of *What a Great Idea: Steps Creative People Take*.



Now in its fifteenth printing and available in English, Spanish, Japanese, Portuguese and Chinese, this book teaches how to challenge assumptions that stifle your creativity, freeing you to discover your innate innovative abilities.

---

*Watch your mailbox in the coming weeks for your registration packet. The program has the look and feel of an intellectually charged, lively series of sessions.*

---

His presentation, titled "Be Curious First!" is an inspiring, humorous and practical approach to innovation in your daily activities. Plan now to enjoy the creative energy and humor of Chic Thompson.

In the afternoon, the College will launch our first-ever "Now That's Provocative" Samoan Circle. Designed to take advantage of this traditional method of discussing controversial issues, the session will be launched with mind-bending proposals from the likes of Fellows **Sally Fiona King** (chief operating officer of Kronish Lieb Weiner & Hellman in NY), **Ron Friedman** (Prism Legal Consulting), **Burkey Belser** (president/creative director of Greenfield/Belser Ltd.) and **Stephen Mayson** (Nottingham Law School Centre for Law Firm Management in the UK). Roll up your sleeves and step up to the mike. Inquiring minds want to know what you've been thinking about lately.

Watch your mailbox in the coming weeks for your registration packet. The program has the look and feel of an intellectually charged, lively series of sessions. You can make room reservations on line at [www.parkwashington.hyatt.com](http://www.parkwashington.hyatt.com) or by calling 1-800-778-7477. Identify yourself as being with the College of Law Practice Management group to obtain our rate of \$220/night. Our block of rooms will be held until **August 15**; if space is available after that date, a higher rate is likely.

You will be receiving meeting details and a registration form for meeting segments and social gatherings in June or July via U.S. mail. Your early return of the registration form and payment of the registration fee will be greatly appreciated and will help us make final plans. See you in September.

## More About the Meeting

**Please – Tell Us What You're Thinking – Ahead of Time!**

It's our goal to thrill and amaze you with this year's event. Help us understand your plans and wishes by clicking on the link below and completing a VERY QUICK online questionnaire. Do it now!

### COLPM ONLINE SURVEY

<http://www.zoomerang.com/survey.zgi?94S2DYD8348SBQD44L1QN14J>



### Chuck's Notes

The College has planned another exciting Annual Meeting, this year in Washington, D.C. We are looking forward to inducting more than 15 new Fellows into the College and to opportunities to visit with many of you. I hope you will plan to join us on September 12-13.

Enhancements to the College's web site at [www.colpm.org](http://www.colpm.org) are underway, so watch for these changes in the very near future. Our thanks to **Dave Hambourger** and the Communications Team (**Sally Schmidt, Simon Chester, Ron Friedman** and **Maggie Callicrate**) for their efforts.

We try very hard to keep the online Directory of Fellows up-to-date so that it is a reliable resource for contacting other Fellows. **If you move your office, change jobs, change phone numbers or e-mail addresses, please be certain that Sandy Geist is on your notification list – [s.geist@attbi.com](mailto:s.geist@attbi.com).**

With only one meeting a year, we know that other forms of communication are important for the vitality of the College. We are indebted to **Mary Beth Pratt** and the Newsletter Team (**Simon Chester, Bob Schack, Bob Denney, Nancy Byerly Jones, Stephen Mayson and Jan Waugh**) for producing these quarterly newsletters to keep Fellows apprised of activities in the College, news about Fellows, and substantive topics – and to **Sandy Geist** for her desk-top publishing skills. We all know that newsletters are labor- and deadline-intensive, especially when depending on volunteer efforts.

If you have a short article you would like published or if you have news about yourself or another Fellow, please, please share it with the rest of the Fellows. Contact **Mary Beth Pratt** at [prattmb@pepperlaw.com](mailto:prattmb@pepperlaw.com).

Elizabeth and I look forward to seeing you in D.C. in September!

– *Chuck Coulter, President*  
[chuckcoulter@slhlaw.com](mailto:chuckcoulter@slhlaw.com)



The primary source of revenue for the College is fellowship dues, and we thank all who have paid their dues for 2003.

Additional funds are needed, however, to deliver the level of programs and services you ask for and deserve. We extend special thanks to those Fellows who provided additional funds this year in the form of Sustaining Fellow contributions:

### **Managing Partner Level**

US\$500 – US\$1,000

**John A. Cummins, CLM,**  
In Memory of David W. Brazina  
**Lowell E. Rothschild**  
**Harry P. Trueheart III**

### **Barristers' Circle Level**

US\$250 – US\$499

**Sally Fiona King**  
**D. James Lantonio**  
**Francis H. Musselman,**  
In Memory of Lee Turner and  
in Honor of Kline Strong  
**Nancy J. Siegel,**  
In Honor of Nelson Freed  
**Merrilyn Astin Tarlton,**  
In Honor of Warren L. Tomlinson

### **Advocate Level**

US\$100 – US\$249

**Barbara S. Akins**  
**Donald S. Akins**  
**Guy M. Bennett**  
**Robert P. Bigelow**  
**James E. Brill,**  
In Honor of Lee Turner  
**Avery S. Cohen,**  
In Appreciation of Richard Reed  
**Charles R. Coulter**  
**Ronald W. Del Sesto,**  
In Memory of Lee Turner  
**Henry W. Ewalt,**  
In Honor of Sandra Geist  
**Gary R. Garrett**  
**K. William Gibson**  
**Robert Michael Greene**  
**Donna Greenfield**  
**John C. Hanley**  
**Elizabeth W. Kalb**  
**Michael J. Katos**  
**Gerry S. Malone**  
**Stephen Mayson**  
**Carol F. Phillips**  
In Honor of Warren Tomlinson  
**Richard Potter QC**  
**Mary Beth Pratt,**  
In Honor of My Wonderful Colleagues  
at Pepper Hamilton  
**Charles F. Robinson,**  
In Honor of Warren Tomlinson  
and Ron Haydanek  
**Joel A. Rose**  
**Robert L. Rubenstein**

## Advocate Level (continued)

**Mary M. Ruprecht,**  
In Honor of Honorable Clinton W. Wyant  
**Sally J. Schmidt**  
**Robert B. Yegge**

---

*If you have ideas for other sponsors, including your own firm, please contact **Jim Lantonio** at 212/530-5033 or [DLantonio@milbank.com](mailto:DLantonio@milbank.com).*

---

Other funds are contributed in the form of program sponsorships, and **Jim Lantonio** and his Sponsorship Team (**Lowell Rothschild, Silvia Coulter, Jan Waugh, John Gerhard** and **Harry Trueheart**) are working diligently to recruit underwriters. Many thanks to the sponsors who have committed so far:

**Association of Legal Administrators** – \$2,000; and **ALA/Capital Chapter** – \$500; to underwrite the luncheon at the 2003 annual meeting

**John L. Wortham & Son**, an insurance broker for professional liability services – \$2,500 to underwrite the 2003 annual meeting luncheon speaker

**The Affiliates**, the legal staffing division of Robert Half International, Inc. – \$1,000 to underwrite production of the College newsletter

*[If you have ideas for other sponsors, including your own firm, please contact **Jim Lantonio** (212/530-5033 or [DLantonio@milbank.com](mailto:DLantonio@milbank.com)). We promise to recognize sponsors whenever and wherever we can.]*



## Personal Insights – Introducing:

**Arthur Greene**  
Dewhurst & Greene  
Bedford, New Hampshire

**Q:** If you weren't working in the legal field, what profession would you pursue?

**A:** My earliest aspiration was to be the second baseman for the Boston Red Sox. I made the high school baseball team, but when a runner would try to steal second base, I couldn't figure out how to get myself to the bag, catch the ball thrown by the catcher and tag the runner out. It didn't take many games before the coach moved me to right field, which was the beginning of the end of my baseball career. I quickly shifted to my musical passion, the trombone. I was a huge fan of Jack Teagarden. I spent a number of years thinking I was going to be a professional musician. One summer I actually earned \$5.00 a week playing the trombone. Perhaps I could have hooked on with the Preservation Hall Jazz Band, but I guess it is probably a good thing I became a lawyer.



**Q:** What do you like most about being a lawyer?

**A:** I love to try cases....bench trials, jury trials, appellate work.... I have thought it amazing that people pay me to have so much fun.

**Q:** What do you like least about being a lawyer?

**A:** The billable hour.

**Q:** Would you share a piece of advice or a lesson learned over the past 35 years?

**A:** The most important lesson I have learned is how to make clients as comfortable as possible with the billable hour system. I start by sharing with clients a case plan and my best estimate of the overall cost of a project or a trial. I tell them that I will refine the estimate as we go along, and in some matters I

---

---

*Although it is a few years off, I have told Ellen that if she needs a suggestion, a trip on the Trans-Siberian Express would be a good 65th birthday present.*

---

---

break it down based on logical segments. I also tell them that they will never be surprised by any bill that I send them. I tell them I will share with them and get their input on any decision that would cause the estimate to be exceeded. It is only at the end of the discussion that I let them know that their bills will be based on hourly rates. Then I make sure I do what I have said, and I work like hell to bring the cost in within the estimate.

**Q:** What are your plans for the next five years?

**A:** A couple years ago I left the 70-lawyer firm that I had practiced in for 33 years and set up a small five-lawyer firm with two offices, one near my home and the other near my ski house. I plan to stay active trying cases, but I want to do less legal work in each succeeding year. I plan to continue speaking to bar association groups, consulting with law firms, and mentoring new lawyers and small firms. If I thought I could find a way to kill the billable hour system and get lawyers to adopt more sensible billing methods, I would sign on in an instant. However, if that opportunity doesn't come along I would be content to find more time to salmon fish in the rivers of northern Maine and to travel more and more each year. Although it is a few years off, I have told Ellen that if she needs a suggestion, a trip on the Trans-Siberian Express would be a good 65th birthday present.



**Donna L. Spilis,**  
Staff Director  
ABA Commission on  
Lawyer Assistance  
Programs  
Chicago, Illinois

**Q:** What do you like most about your work at the ABA? Least?

**A:** I love working with volunteers. It has been my good fortune to work with people who are leaders in the profession, who take their role as volunteers seriously and are dedicated to making a difference in the lives of other people. They encouraged me to express my opinions, answered my questions, and made me feel very much like a part of a team that was going to be instrumental in the future of the profession.

From the volunteers of the Law Practice Management Section (LPMS), with whom I spent 14 years, I learned to appreciate people as individuals, to recognize their strengths and to encourage them to maximize their potential. My volunteers allowed me to make mistakes along the way, and to learn from those experiences and move on. I just loved watching and listening and learning. I have tried to copy these characteristics of kindness, respect and fairness that I admired in them.



After 15 years, another opportunity arose at the ABA that I could not pass up. It was a new entity, as was LPM when I started with it in 1976, and the person to whom I would be reporting was a woman that I greatly admired – Roseanne Theis Lucianek. The position is the one in which I have served since 1989 – Staff Director of the ABA Commission on Lawyer Assistance Programs. Once again, I had the pleasure of working with incredible volunteers. Their focus is on saving lives and careers of lawyers suffering from stress, depression and addictions. This was not a very popular entity, because the subject matter with which it dealt was considered personal and shame-based.

What I like least about my work at the ABA is that we do not have unlimited resources.

**Q:** What's the most difficult management-related situation you've faced?

**A:** It's a task required of supervisors, and that is terminating employees for non-performance. It takes time and documentation, and people are hurt. However, I believe that if people are not doing their jobs, keeping them in their positions holds them back from achieving another goal and possibly great things. They can also create an imbalance in a unit where everyone needs to be pulling their weight.

**Q:** If you weren't working within the legal field, what profession would you pursue?

**A:** In the mid '90s I attended an annual meeting of the College of Law Practice Management in Santa Fe, New Mexico, and spent time with my long-time friend, **Hope Bulger**. She and I had worked closely in the early days of LPMS in the development of its publication program. She convinced me to return to school at the age of 48 for a Masters Degree in Human Services with a concentration in Addiction Counseling. I will be forever grateful to Hope for support and encouragement, because I was afraid to go back to school. Fortunately my children were not living at home – Tammy was married with three children and Kate was in her first year at Indiana University. I thought ABA work had been rigorous, but at one time I was working full time, taking eight hours of class and completing an internship of 20 hours per week in an alcohol and drug treatment facility. It was exciting, rewarding and exhausting, but it assured me you can “teach old dogs new tricks.” Upon completing my Master's program and sitting for the Certification exam to

become an addiction counselor, I thought about leaving the ABA to pursue a career in counseling. However, I was too connected and wasn't ready to leave my position working with such dedicated volunteers.

I love the work of this Commission. The focus is on people and real life issues. It's a continuation of the work of LPMS, which focused on human resources, quality of life issues, sabbaticals, leadership, and family.

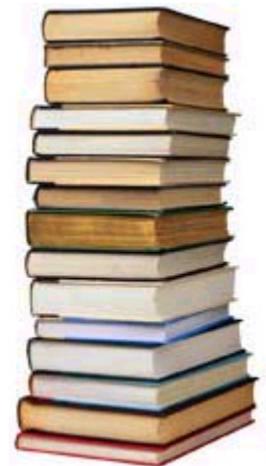
I hope to continue with the Commission on Lawyer Assistance Programs because there is so much more work to be done to help lawyers and their families. It's time to address the issue of lawyer suicide, which seems to be more prevalent. It's unclear whether it is occurring more often or just reported more, but it is a problem that I hear about in my position.

## The Book Store

Two Fellows have just published books that you might enjoy exploring. Check them out.

In May, *Corporate Legal Times* published Fellow **Rees Morrison's** latest book, *Client Satisfaction for Law*

*Departments*. While certainly of great value to law departments, this book has much to say to law firms that want to understand better how their corporate clients assess their lawyers. In the 193-page book, Morrison – a shareholder of Hildebrandt International and a well-known consultant on law department management – explains the value of assessing client satisfaction, the various ways to do so, and how to analyze and act on the results. Other chapters



---

---

*I hope to continue with the Commission on Lawyer Assistance Programs because there is so much more work to be done to help lawyers and their families.*

---

---

address related metrics, issues raised by client satisfaction, and common complaints of clients. The book has more than 80 charts, tables and graphs pertaining to law-department client satisfaction, as well as scores of practice tips and recommendations. The appendices include several examples of client-satisfaction surveys and one employee satisfaction survey. At the introductory price of \$95, it is available for order on the *Corporate Legal Times* website [www/cltmag.com] (ISBN 0-97264850-0-X).



Are you doing the things with your life, from month to month and year to year that you truly want to do? Or are your schedule and resources hopelessly ruled by zestless tasks, impromptu and frivolous decisions, lethargy and the demands other people impose on you? Neither time nor money constraints should deter your enjoyment, insists Fellow/author **Robert Pearce Wilkins**, in his new



book, *50 Things To Do With the Rest of Your Life*. The key to taking control of your future, he has found, is planning. What are the things you want to accomplish? Where are the places you want to go? What are the topics you want to study? List them – and begin reaching for specific objectives today. “Strike ‘I don’t have time’ from your vocabulary,” Wilkins admonishes. “You can find the time.”

To get you started, Wilkins suggests 50 intriguing life goals, which can be altered to suit individual reader’s interests. They range from travel to time management, from volunteerism and charitable giving to special interest groups, from reading to career and family matters. Plan, take command – and start enjoying the rest of your life. The price of the book is \$12.95 plus \$2 shipping and handling. Contact Bob at [rpwilkins@prodigy.net](mailto:rpwilkins@prodigy.net). Or visit his Web site ([www.50thingstodo.com](http://www.50thingstodo.com)), which should be up and running by June 6 or 7.



**NEWS** is published quarterly by the College of Law Practice Management, 777 Crescent Lane, Lakewood, CO 80214. Distribution is limited to Fellows, Fellows-Elect, Emeritus Fellows and Honorary Fellows.

Trustees:

- Charles R. Coulter, President ([chuckcoulter@slhlaw.com](mailto:chuckcoulter@slhlaw.com))
- Mary M. Ruprecht, Secretary ([mruprcht@cpinternet.com](mailto:mruprcht@cpinternet.com))
- Merrillyn Astin Tarlton, Vice-President ([mat@astintarlton.com](mailto:mat@astintarlton.com))
- D. James Lantonio, Treasurer ([DLantonio@milbank.com](mailto:DLantonio@milbank.com))

Maggie Callicrate, Simon Chester, John A. Cummins, Henry W. Ewalt, David Hambourger, Wendy R. London, Susan H. Nycum, Charles F. Robinson, Lowell E. Rothschild, Sally J. Schmidt, Harry P. Trueheart

- Managing Editor: Mary Beth Pratt
- Desktop Publisher: Sandy Geist

The College of Law Practice Management *News*  
is partially sponsored by a generous contribution from

**The Affiliates**  
Specialized Legal Staffing