



Greetings, Fellows!

For the few who missed our Vancouver meeting. . . TOO BAD!!! By far our best in years, the stunning location was only exceeded by the provocative and very personal content. David Whyte was fantastic. Ask anyone who was there.

Meanwhile, open that BlackBerry or DayTimer and set aside September 8 and 9, 2006, for our next gathering. The Palace Hotel in San Francisco is our destination. The program isn't set, yet. But, let's face it, an hour of reading the phone book aloud would sound good in the city by the bay!

And, while you've got your calendar open, you'll notice that the deadline for nominations was November 15th. If, like me, that little yellow sticky with the perfect nominee's name has risen to the surface of the chaos you call a desk, throw together the nomination materials, recruit a "second" and send the materials on their electronic way ASAP to colpm@comcast.net.

It was with great regret that the Board of Trustees accepted Harry P. Trueheart's resignation from the Board. After five years as a Trustee, Harry's considerable involvement in Nixon Peabody's business strategy called him away



from the final year of his current term. His gravity, perspective, wit and "emperor's-wearing-no-clothes!" way of looking at things will be greatly missed.

However...in Harry's place, the Trustees elected Ronald M. Martin to serve out the remainder of his term. Ron served many leadership roles with his firm, Holland & Hart: Practice Management Partner, Business Development Partner and Strategic Planning Partner. A nationally recognized bankruptcy lawyer, he has also served as Vice-President of the American College of Bankruptcy Law. I know he'll be a great addition.



While we're on the subject of new people, please help me make our new Administrator, Karen Rosen, feel welcome. Karen comes to us from the Colorado Alliance of Professional Women where she has served for eight-plus years as its Executive Director. She brings with her a strong background in marketing, media relations, member services and association development. She can be found at the College's new e-mail address: colpm@comcast.net. Karen joined us in Vancouver and promises to be a wonderful new "voice" for the College. (And, yes, Sandra has already filled her in on everyone's peculiarities!)

Merrilyn Astin Tarlton, President
mtarlton@jcfkk.com

Special points of interest:

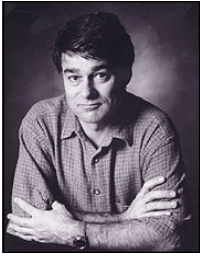
- Annual Meeting Update
- Fellow's News
- Anticipating the Future—Ten Words to Watch
- Personal Insights

Editor's Note

Welcome to the Fall issue of your newsletter. You'll read about the annual meeting, learn some things you didn't know about your fellow Fellows and be moved by Jim Keane's obituary. I believe you also will be intrigued by Simon Chester's article about "Ten Words to Watch."

We'd love to have your comments about it, or any of our other articles. Please send any updated information about yourself, your practice or your firm to Karen, so we may keep in touch with you.

Mary Beth Pratt, Editor



Annual Meeting Keynote Speaker—David Whyte

If you missed the keynote speaker, David Whyte, at our September Annual meeting, you missed a fabulous presentation filled with quiet humor and revelations designed to make you think about different ways that we can see ourselves and the work that we

do. If you have been meaning to delve more deeply into the thoughts that his presentation provoked, but have not had the time, get a quick refresher by visiting his website, www.davidwhyte.com for copies of his books and tapes.



A Round of Applause for our Annual Meeting Sponsors

The College extends a THANK YOU to the following firms and companies that sponsored our Annual Meeting.

Welcome Reception Entertainment: **Foley & Lardner LLP**

Annual Meeting Luncheon: **Association of Legal Administrators**

Induction Dinner: **Martindale-Hubbell**

Induction Dinner Entertainment: **Winston & Strawn LLP**

Fellow News

Andy Adkins recently completed a book on World War II, *You Can't Get Much Closer Than This: Combat with Company H, 317th Infantry Regiment, 80th Division*. It's based on his father's journal/diary and tells the story



of his dad and every soldier who fought in the war. Many baby boomers know that their dads fought in the war, but don't really know or understand what they did. This book captures the day-to-day struggle with life and death. According to Andy, his dad passed away in 1989, and he can't help but think that he's smiling now that his story can be told. The book was published by Casemate Publishing.



The Legal Marketing Association named Greenfield/Belser, **Donna Greenfield's** and **Burkey Belser's** company, as the first recipient of the John R. Bates Award.

Technolawyer has announced the winners of the annual "@ Awards" and **Jim Calloway's** blog has been named "Favorite Practice Management Blog." He commented that, as a new blogger, he is very pleased, especially considering the competition (Adam Smith, Esq. blog and DennisKennedy.blog). Jim is director, Management Assistance Program, Oklahoma Bar Association, and his blog may be found at http://jimcalloway.typepad.com/lawpracticetips/2005/06/law_practice_ti_1.html.



Stephen Macliver has become the chief executive of New Zealand law firm, Bell Gully. You will know the firm and its association with the College as he has taken over the role from Fellow Maggie Callicrate. Bell Gully is a 51-partner, 400-person firm based in Auckland and Wellington. Stephen has spent the past 18 months as a consultant to the Australasian legal profession.

Anticipating the Future – Ten Words to Watch

It's always sobering to look back at how outrageously wrong experts have been at looking forward. From Western Union dismissing the telephone in 1876 to Bill Gates underestimating the Internet in 1997, the future continues to confound us.



Nevertheless at the Pacific Legal Technology Conference, a group of reckless lawyers are taking out their crystal balls to guess at what lies ahead. Some of their predictions will doubtless be proved

wrong — others may well give us insights into how to plan our practices for the rest of the decade. The three lawyers are American Managing Partner Tom Grella, Heenan Blaikie Partner Simon Chester, and David J. Bilinsky, Practice Management Advisor at the BC Law Society. Whether David or Tom agree with my ten watchwords will be settled in Vancouver on October 14.

Technology is collapsing both physical and psychological distances. The key trend I see continuing is toward greater **COLLABORATION** between lawyers, and between lawyers and clients. This is taking shape already in the form of shared responsibility for document drafting, collaboration with inside counsel on pleadings, and common repositories of documents in major cases. All this becomes easier with web-enabled technologies and instantaneous global communication.

The downside of this trend is **MANACLES**, the digital ball and chain that results from BlackBerrys that are never off, and clients who expect us to be perpetually in contact. When clients reached me in India on holiday, I wondered whether I could ever really be on holiday. The real danger is that we lose the time to think, to reflect, and to be creative. Lawyers should be paid for effective solutions not for instantaneous ones.

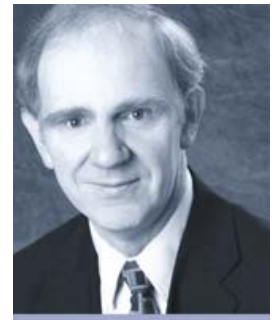
The trend towards **MINIATURIZATION** will continue; and it's only a matter of time before it directly impacts the practice of law. Mobile telephones become increasingly powerful as they become smaller. Personal Digital Assistants the size of packs of cards have the power that desktop computers once had. Hundreds of thousands of pages of documents can be stored on a flash drive no bigger than some earrings. As lawyers become more mobile, expect their basic set of tools to fit in pockets rather than heavy briefcases. Interconnectivity with offices becomes easier with high-speed access becoming the norm across North America.

The danger in such access is compromised **SECURITY**. Since lawyers must preserve the absolute confidence that the secrets their clients entrust to them will be kept, law firms are going to have to be increasingly vigilant. The proliferation of worms, viruses and network hazards will only get worse. Hackers have reportedly attacked 11 percent of American law firms. Keeping firewalls high without impeding lawyer productivity will be a major challenge.

The new technological tools wrap around our different styles of practice. Expect more **PERSONALIZATION** on the desktop and in the applications that individual lawyers use. Technologists are realizing that one size doesn't fit all, and that empowering specific practice areas will be key to competitive advantage.

Within firms, responsibility is slowly shifting to a new generation—the Net Gen. They have grown up with technology; they are the children of the PC. For them multi-tasking is second-nature, and the time to learn new programs is amazingly short. **DEMOGRAPHICS** will shape the law firm of tomorrow, with a more diverse workforce, in which the intense full-time commitment of traditional partnership yields to other human needs. As women are now the statistically dominant gender within law

By Simon Chester



Simon Chester is a partner in Heenan Blaikie LLP, in its Toronto litigation and business law groups, with special emphasis on knowledge management, research, and legal opinions. He has been a pioneer over the past 25 years in the application of technology to the practice of law.

Anticipating the Future – Ten Words to Watch (con't)

schools, the profession will be affected in ways at which we can scarcely guess. Expect to see remote access become commonplace. Clients don't care where you are, as long as the service is professional and first-rate.

The rise of services like CANLII, the Canadian Law Information Institute, shows the power of the Internet to democratize information and eliminate conventional barriers of expense and delay. But that

DISINTERMEDIATION effect will also affect the dynamics of our relationships with clients. Clients may be more informed or misinformed—but they're less likely to take our advice as the evident truth it once was.

As the Internet knows no borders, expect competition from almost anywhere. In an age of **GLOBALIZATION**, anything that can be moved down a wire is vulnerable to off shoring. Bright tech-savvy lawyers in South India are pitching their services to North American clients, with promises to meet North American quality standards at deep discount prices. If you think outsourcing is just about call centers, think again. Competitive advantage will depend upon client closeness and innovation.



For law firm managers, the challenge will be to exploit technological investment for competitive advantage and to see ways in which technology can become the new

LEVERAGE. This implies a shift away from conventional time-based billing. Gowlings' Hamilton-based foreclosure system—built by Mark Tamminga's team—is a model that works because of care taken in the workflow design and economics of the operation.

In the immortal words of Monty Python, "Nobody expects the Spanish Inquisition!" I've never encountered a lawyer who accurately predicted the Internet either—or who could have seen where practicing law would go as a result. Whether it be a mass epidemic, a currency collapse, bio-tech innovation breakthroughs, the migration of the world economic center of gravity to Asia or a war—the future is inherently uncertain. That **UNCERTAINTY** poses real challenges for law firms and for technology planning. But it also raises new opportunities for bold and creative lawyers.

TEN WORDS TO WATCH

Collaboration
Manacles
Miniaturization
Security
Personalization
Demographics
Disintermediation
Globalization
Leverage
Uncertainty

A Drum Roll Please....



Please join us in a final sendoff to Sandra Geist, our administrator for the past three years. She has decided to give retirement a second go around and we wish her all the best.

Personal Insights- Introducing D. James Lantonio

Question: What do you like most about your work as a law firm manager?

Answer: Having tried to manage lawyers and non-legal support staff for more than 25 years, two things stand out: the different daily challenges, (no two days are the same); and helping people grow and develop both individually and as team members. To adapt an old Westinghouse commercial, people are truly our most important product!

Question: If you weren't working in a law-related profession, what profession would you pursue?

Answer: Teaching and the development of people have always been my passions. Although I get to do a lot of it in my current position, both are like chocolate, you can never get enough of it.

Question: What would make the College of Law Practice Management more relevant, meaningful or interesting to you?

Answer: The greatest thing about the College is being able to network and share questions and ideas with colleagues. The more we can do to facilitate dialogue on a daily basis among the Fellows, the greater the impact of the College on all of us.

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

Answer: Law firm managers serve best when they are able to forget their own pride and take satisfaction in reflected glory. The ability to influence others without the need to personally take credit is the most challenging part of the job, but also can be the most rewarding.

Question: What are your plans for the next five years?

Answer: Beginning a new professional life and go back to teaching, something I will actually begin doing in April as a visiting professor at Stony Brook University, teaching in their Executive MBA program. Equally important will be spending more quality time with the grandkids, something my wife and I are really looking forward to.

Jim Lantonio is the Administrator of Milbank, Tweed, Hadley & McCloy LLP. Jim was inducted into the College in 1996 and currently serves on the Board of Trustees.



Thought-provoking, Connecting, Comedy & Awards - The 2005 College Annual Meeting Had It All

As expected, Vancouver, BC, was a world-class location for this year's annual meeting and induction dinner at The Four Seasons. We knew we were in for an unusual time when a four-man drum and bagpipe band disrupted the Friday evening reception with kilts a'twirl! Saturday morning, English poet David Whyte's moving presentation launched the participants into fascinating

and personal discourse in small group gatherings before David Lepofsky's droll and witty lunchtime session turned inside out our thinking about disabilities. Black ties and evening gowns, of course, signaled what is every year's high point – induction of this year's new Fellows.

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**Mark Your Calendars
NOW!**
September 8 & 9, 2006
College 2006
Annual Meeting
At the Palace Hotel
In San Francisco

In Remembrance
James Ignatius Keane
1945-2005

James Ignatius Keane was inducted as a Fellow at the Chicago Induction in September 2004. His death less than a year later on June 10 robbed us of a wonderful, warm, generous and innovative Fellow.

The facts in Jim's biography were impressive enough – Assistant Attorney General of Maryland, Spiro Agnew Political Corruption Prosecutor, National Director of Legal Information Systems and Associate General Counsel at a big four accounting firm, Chief Legal Officer and Vice President of Business Development for JusticeLink/CourtLink, author of *Litigation Support Systems: An Attorney's Guide* and *Conflicts of Interest: An Attorney's Guide*. Whenever anyone needed creative thought on how to apply technology to litigation, Jim was there. He was one of the pioneers of building court systems for electronic filings, helping to take Maryland to a position of national leadership; he also led Maryland to establish a Business & Technology Court.

I first met Jim in 1991 at the ABA TechShow when we shared a platform to talk about research tools. We got in like Celtic brothers – our session turned into an energetic, free-wheeling telling of war stories. His depth of experience was awesome – he had worked on cases like Three Mile Island, the Canadian Tobacco Advertising Ban, the Santa Fe Penitentiary Riot Prosecutions and construction litigation from Adelaide, Australia, to an island in the Straits of Bahrain. Jim was a born story-teller, and every talk or presentation was enlivened by tales that showed that his wasn't just book learning. Jim was fiercely practical.

Jim was born into a clan of lawyers, prosecutors and judges. Though attracted by the history of science, he succumbed to family tradition, went to law school at Georgetown,

clerked for a judge and joined his father's old law firm. In his first year, he was second chair on two capital murder cases.

He clerked for Justice J. Dudley Digges of the Maryland Court of Appeals, for whom Jim had worked as a speechwriter when Digges became president of the Maryland Bar in 1968. Digges advice to young lawyers was to have a 20-year game plan for a legal career, to pick a specialty, write the leading book in that field and rise to the top. Jim did just that, publishing with Fellow Ron Staudt, the leading treatise in the field, *Litigation Support Systems: An Attorney's Guide*. Judge Digges' advice to young lawyers is still sound.

After six years as a litigator, he found his calling. In 1974, one of his cases involved a pre-grand jury investigation of the nursing home industry in Maryland. In conceiving the strategy for the investigation, he used his experience as a scientific historian and journalist. He realized that all the data they needed was in the computer systems at the nursing homes, insurance companies and medical reimbursement systems. Together with the Deputy Attorney General, he went to a novel seminar in New York on the "Use of Computers in the Law." Litigation support was just beginning and Jim was there.

He recalled running his first computer search. They filled out forms with "idiot blocks" for letters and gave it to a computer operator who submitted a deck of cards. Twenty-four hours later came a computer print-out on extra wide fan-fold paper, advising the search had "abended," or failed. They got the results in another 24 hours. Within a year, with Jim as director of research, Aspen Systems Corporation had a real-time, interactive text retrieval system.

Visit our website at
www.colpm.org

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As 2005 comes to a close, we take this opportunity to thank our Sustaining Fellows for their ongoing support. Your support enables the College to present programs and services that match the interest, needs and caliber of our Fellows.

It is trite, but true – we couldn't do it without you!

Managing Partner: (\$500 - \$999)

John Cummins, in memory of David Brazina

Lowell Rothschild

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Carol Phillips, in memory of Warren Tomlinson

Richard Potter

Mary Beth Pratt, in honor of the wonderful marketing staff at Pepper Hamilton

Joel Rose

Rob Rubenstein

Sally Schmidt

In Remembrance—James Ignatius Keane (con't)

Looking back on 30 years of systems for litigation support, I can't think of anyone who has been a greater influence on their development of litigation support. Since Jim first experimented with a deck of punch cards and a mainframe computer in the 1970s, he was always there as litigators explored, ridiculed, embraced and relied upon automation to help manage complex cases. Since Jim was a seasoned trial and appellate counsel, he knew what the litigation bar needed long before it had any idea.

Within the American Bar Association, Jim worked to build bridges between the Litigation and Law Practice Management Sections and co-chaired the LPM Task Force on E-Lawyering. He was a repeat star at TechShow. He appeared in national CLE videos, teleconferences and web conferences and has lectured on computers in litigation across the US, UK, Canada and Australia as well as New Zealand and South Africa.

He was Chief Legal Officer and Vice President of Business Development for JusticeLink/CourtLink, which he founded and developed into a \$300 million company with 300 employees until its acquisition by LexisNexis in 2001. He returned to litigation systems work on strategic planning and technology audits with law firms, law departments, agencies and courts.

As courts embrace technology, judges, litigants, litigation counsel and the public owe a debt of gratitude to those whose vision showed the way. In the front ranks of those pioneers, stood Jim Keane. We are proud to have called him a Fellow. To his wife and family we extend our sympathy.

Written in loving tribute by Simon Chester

Annual Meeting Had It All (con't)

You will find information about the inductees at www.colpm.org, but for the record, our new inductees are:

Ida Abbott,

Ida Abbott Consulting

Andy Adkins,

Legal Technology Institute University of Florida College of Law

Dennis Archer,

Dickinson Wright

Elizabeth Broderick,

Blake Dawson Waldron

James Calloway,

Oklahoma Bar Association

Norman Clark,

Walter Clark

Edward H. Flitton, III,

Holland & Hart

Joan Gleich,

Husch & Eppenberger

James Jones,

Hildebrandt

Linda Klein,

Gambrell & Stolz

Erica Tamblyn,

Milbank Tweed Hadley & McCloy

Vancouver-based TheatreSports League entertained after dinner. The Fellows roared at the sight of Ron Martin being the "arms" for a rather bawdy bit and Chuck Coulter enthroned upon the stage for a very intriguing version of "this is your life!"