

THE INFORMER

Monthly newsletter published by NVLSA...the association for legal professionals

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April 2009

Mission Statement

NALS is dedicated to enhancing the competencies of members in the legal services profession. It accomplishes its mission and supports the public interest through:

- *Continuing legal education and resource materials*
- *Networking opportunities at the local, state, regional, and national levels*
- *Commitment to a Code of Ethics & Professional Responsibility*
- *Professional certification programs and designations*



NVLSA INSTALLATION MAY 5, 2009

The NVLSA Officer Installation will be held on May 5, 2009, at 6:30 p.m. at City Hall, 301 King Street, Room 2000, Alexandria, Virginia.

PLEASE JOIN US FOR OUR NEXT MEMBERSHIP MEETING ON JUNE 2, 2009 AT HUNTON & WILLIAMS, LLP

The next NVLSA membership meeting is our planning meeting. The meeting will be held on June 2, 2009, at 6:30 p.m. at Hunton & Williams, LLP, 1751 Pinnacle Drive, Suite 1700, McLean, Virginia 22102.

Directions: *From National Airport:* Follow 495 south and take the Route 123 exit (Chain Bridge Road) toward Tysons Corner/Vienna (West). Tysons II Mall will be on the right. Turn right onto International Drive; turn left onto Greensboro Drive and then left onto Pinnacle Drive. 1751 Pinnacle is on the left. (Parking in front and on first level of parking garage.) For a map and directions from your location, go to www.mapquest.com.



2009-2011 NVLSA OFFICERS

Congratulations to the following individuals for agreeing to serve as officers for 2009-2011:

President – Juanita Singleton

Vice President – Kit Kneidel, PLS

Secretary – Robin Wilson, PLS

Treasurer – Cheryl Blythers

Governor – Lori Stewart, PP, PLS

Alternate Governor – All NVLSA Officers



LESSONS FROM GEESE

By Unknown Author

As each goose flaps its wings, it creates an “uplift” for the bird following. By flying in a “V” formation, the whole flock adds 71% more flying range than if each bird flew alone.

Lesson: People who share a common direction and sense of community can go further and get where they are going quicker and easier because they are traveling on the thrust of one another.

Whenever a goose falls out of formation, it suddenly feels the draft and resistance of trying to fly alone and quickly gets back in formation to take advantage of the “lifting power” of the bird immediately in front.

Lesson: If we have as much sense as a goose, we will stay in formation with those who are headed where we want to go.

When the lead goose gets tired, it rotates back into formation and another goose flies at the point position.

Lesson: It pays to take turns doing the hard tasks and sharing leadership—with people, as with geese, interdependent with each other.

The geese in formation honk from behind to encourage those up front to keep up their speed.

Lesson: We need to make sure our honking from behind is encouraging—not something less than helpful.

When a goose gets sick or wounded or shot down, two geese drop out of formation and follow it down to help and protect him. They stay with the goose until it is either able to fly again, or dies. Then they launch out on their own with another formation or catch up to the flock.

Lesson: If we have as much sense as geese, we will stand by each other in hard times as well as good.

**2009-2011 COMMITTEE ASSIGNMENTS:
VOLUNTEERS NEEDED**

Juanita Singleton, 2009-2011 NVLSA President, is looking for members to serve on the different committees of NVLSA. The officers cannot do all the work of the Association. If you are interested in serving on one of the Association's committees, please let Juanita Singleton know which committee(s) you want to serve on.

Are you serving on a committee now? Do you want to continue serving on that committee or do you want to switch to another committee? If you are interested in serving on the same committee or switching to another committee, you also need to let Juanita Singleton know.

2007-2009 NVLSA OFFICERS

Thank you to the following individuals for serving for the last two years as our 2007-2009 Officers:

President – Susan Stiles, PP, PLS

Vice President – Susan Stiles, PP, PLS

Secretary – Robin Wilson, PLS

Treasurer – Cheryl Blythers

Governor – Kathy Van Der Kamp



Success is a journey, not a destination.

**58TH NALS EDUCATION CONFERENCE
IN IRVINE, CALIFORNIA, IN OCTOBER 2009**

The NALS 58th Annual Education Conference & National Forum will be held at the Hyatt Regency Irvine, 17900 Jamboree Road, Irvine, California 92614, from October 8, 2009 to October 11, 2009. Early bird registration is \$269 for members. After July 1, 2009, the member registration is \$299. After August 1, 2009, the member registration is \$325. Remember to sign up for the extra events (*i.e.*, Recognition Luncheon on Saturday and NALS Foundation Gala Event on Saturday evening). Hotel rate is \$115 plus applicable tax per night for double occupancy. To make your hotel reservation, call 1-800-233-1234. The group rate is only available until the NALS block is full or until September 15, 2009, whichever comes first. The registration form and the hotel information can be found on the NALS website (www.nals.org) under "Conferences" or in the spring issue of @Law.



April 22, 2009



**VALS 2009
ANNUAL MEETING IN
VIRGINIA BEACH IN MAY 2009**

The VALS 2009 Annual Meeting will be held May 1-3, 2009, at Wyndham Hotel, 5700 Atlantic Avenue (57th Street and Atlantic Avenue), Virginia Beach, Virginia. The cost of the scrip ticket is \$125. Registration and hotel information is in the spring 2009 issue of the VALS News, which will be located on the VALS website (www.v-a-l-s.org). Oceanfront hotel room rate will be \$129 plus applicable tax per night, non-oceanfront facing rooms will be \$109 plus applicable tax per night, one bedroom suite will be \$169 plus applicable tax per night, and two bedroom suite will be \$186 plus applicable tax per night.

The theme for the meeting will be "Royal Treatment in Virginia Beach." There will be a hospitality suite on Thursday evening beginning at 7:00 p.m. Friday morning will be the educational seminars. There will be a Certification Luncheon for those who are interested. Please note that this is an optional event not included in the scrip ticket, but you do not have to be an ALS, PLS, or PP to attend. Friday afternoon will be the Fourth Board of Governors meeting.



Friday night is a Welcome Party. Dress as your favorite queen, princess, or fairy tale character. There will be a special appearance by King Neptune. Prizes will be awarded for the best handmade crown.

The annual meeting will be held all day Saturday which includes an Awards Luncheon and concludes with the installation of the 2009-2010 VALS officers (theme is "Putting on the Glitz"). There will be breakfast Sunday morning with "A Tale of Two Prince Williams." After breakfast the annual meeting will continue with any leftover business. This will be followed by the First Board of Governors meeting. Come join us in Virginia Beach and get involved in the VALS business. Let VALS know what you want.

The chapter's raffle item will be a basket with a theme of "Pampering Yourself," so be on the lookout for your favorite pampering items. If you did not bring your item(s) to the April membership meeting, please bring them to the VALS meeting in Virginia Beach. If you are not going to the VALS meeting, please give your item(s) to someone who will be attending.



CERTIFICATION EXAMS

Are you thinking about taking the PP, PLS, or ALS certification exam? If so, applications for the September 26, 2009 certification exam must be postmarked by August 1, 2009.

If you have any questions regarding the application process, please contact the NVLSA Certification Chair or the VALS Certification Chair.



STUDY GROUP FOR ALS, PLS, PP EXAMS

The Online Study Group is set-up to assist those preparing to take a NALS Certification Exam but is open to the public and offers wonderful information for all legal professionals.

The Online Study Group sessions will include information for the ALS, PLS, and the Professional Paralegal (PP) exams and they will wrap up with reviews specific to each exam.

The NALS Online Study Group meets on Tuesdays at 9:00 p.m. Eastern. You do not have to attend all the classes. You attend as many as you want. The study group meets in the NALS Online Learning Center at www.nals.org. Below is the schedule:

August 4	Part 1 of the ALS/PLS/PP exams
August 11	Part 2 of the ALS/PLS/PP exams
August 18	Part 3 of the ALS/PLS/PP exams
August 25	Part 4 of the PLS/PP exams
September 1	ALS Review
September 15	PLS Review
September 22	PP Review



**POSTAGE
INCREASES
FROM 42 CENTS
TO 44 CENTS ON
MONDAY,
MAY 11, 2009**

MARK YOUR CALENDAR FOR THE NEXT REGION 2 CONFERENCE

The next Region 2 Conference will be held August 1-2, 2009, at the DoubleTree Hotel in downtown Philadelphia, Pennsylvania. The hotel room rate is \$159 plus applicable taxes per night for single or double.



NALS ONLINE LEARNING CENTER

In addition to the certification study group sessions for the ALS, PLS, and PP exams starting again in August 2009, the NALS Online Learning Center also has other sessions presented by the NALS Education Committee, the NALS Foundation, the NALS Leadership Committee, the NALS Marketing Committee, and other committees. These other sessions meet on Wednesdays at 9:00 p.m. (Eastern). Below is a tentative schedule. Please check the schedule on the NALS Online Learning Center for any updates or changes.

April 8	(Membership)
April 22	Miss America, Mr. Universe – No, It’s the NALS Award of Excellence Winner – What does it take to win this coveted prize? (Marketing)
May 13	“Think Big” (Strategic Planning)
May 27	(LDPs)
June 10	(TBD)
June 24	Dealing with the Downturn in the Market Place
July	No Sessions

UPDATING YOUR MEMBERSHIP INFORMATION

Have you changed jobs recently? Has your home address changed? Your personal email? What about your preferred email and mailing address? If the answer is YES to any of these questions, make sure NVLSA, VALS, and NALS have your new information.

You can give your new information to the NVLSA Membership Chair (Kit Kneidel, PLS), and she will notify VALS and NALS for you. Kit Kneidel, PLS, may be contacted at kkneidel@hunton.com.

Or you can use the change of status form located at www.nals.org/membership/changeinstatusform.html for making sure that NALS has your most current information. This is an online form that you can simply fill out and submit. To update your chapter and state information, you can print the above form and send a copy of it to the NVLSA Membership Chair (Kit Kneidel, PLS) and the VALS Membership Chair (Linda Kelley, PLS). This way they have your new information and it can be forwarded to the editors of the VALS News and chapter newsletter or anyone else who may need it.

Every job is a self-portrait of the person who did it...Autograph your work with excellence.

GRAMMAR REPAIR SHOP: TOP FIVE PHRASES TO AVOID

From Administrative Professional Today, February 2009

Which phrases and buzzwords have we so overused and mangled that we should stop using them altogether?

Researchers at the University of Oxford keep track of books, magazines, online media, and other sources to look for “irritating expressions” that ought to be retired. A few from the top 10 list, and why you should resist writing them:

1. *Fairly unique.* Either something is unique (one of a kind) or it is not.
2. *I personally.* In most cases, the word “personally” is not necessary to the sentence. And because it has been so overused, the phrase lacks the dramatic impact it may have once had.
3. *At this moment in time.* Shorten it to “now” or “currently.”
4. *With all due respect.* You often see this phrase preface something slightly offensive, to soften the blow. Better to say what you mean as gracefully as you can, without leaning on this overused phrase.
5. *Shouldn't of.* The correct usage is “shouldn't have,” as in, “I shouldn't have left the lights on all night.”

SPOKE-AND-WHEEL GOAL SETTING

From Administrative Professional Today, March 2009



Break down a big goal into smaller pieces by envisioning a wheel and spokes.

At the hub is your long-term goal. The spokes radiating from the hub are what determine your daily actions.

Example: Your long-term goal might be to improve your health. One spoke that flows from that goal might be to lose 15 pounds.

So the daily activities attached to that particular spoke might include visiting a gym, waking up 30 minutes early for a walk, making an appointment with your doctor, or bringing healthy snacks to work.

Tip: Every day, make a list of the six most important things you can do to move forward on your spokes. No more than six. Schedule time into your calendar every day to make progress. If you do not finish, roll the items over to the next day and finish the holdovers first.

Bonus: You will have a written record of tangible steps you have taken toward your big goals.

TACTFULLY SPEAKING BY COLETTE CARLSON: TIME TO ‘LUNCH’ YOUR CAREER

From Administrative Professional Today, February 2009



In the past month, have you asked someone to lunch who has made an impact on your life and career? If you are drawing a blank, pick up the phone, make a date, and go out to lunch!

“Wait!” you say. “I do not have time to go out!” “I cannot afford to go out!” “I am not comfortable asking someone out!” If so, you are missing out on the most powerful business skill: creating connections.

“Wait!” you say. “I am connecting all the time with others—why lunch?” There is no faster and better way to create and nurture a business relationship than through lunch.

Lunch is one of the few places left during business hours where people actually talk to each other without being interrupted. It reminds us to connect, ask questions, listen, and learn.

Whom should you invite? Anyone you respect, admire, or have curiosity toward is a good start. Do not hesitate to think outside your department or office. Not sure what to say? Whether in person or on the phone, introduce yourself and add a sincere compliment. “I have always admired (*your contribution to the company newsletter, your department’s ability to spot trends, your warmth and grace under pressure, etc.*) and would enjoy sharing lunch with you in the near future. I am happy to work within whatever time frame you have available.”

At the restaurant say, “Your time is extremely valuable, and I thank you for the gift of joining me. I have been looking forward to learning more about (*any area of interest that allows the individual to shine.*)” This approach is an excellent way to get the conversation started in a positive way. Come prepared to share some of your own interests so the conversation does not become an interrogation.

If given the opportunity, privately let the server know that you will be picking up the tab. After all, you did the inviting. Toward the end of the meal, excuse yourself and pay the bill. This gesture leaves a lasting impression you are a giver versus a taker, which is key to developing strong business relationships.

Why not invite someone out today? You will not be eating away precious time or money, but rather investing in your network. In today’s market, your network is your net worth.

TACTFULLY SPEAKING BY COLETTE CARLSON: THE OREO APPROACH

From Administrative Professional Today, April 2009

What does an Oreo cookie cream filling have in common with administrative professionals? Everything! Without that cream, there is no magic center that holds it together. You are left with two chocolate disks sitting there waiting for something special to happen. The special ingredient: *you*.



Too often, administrative professionals downplay the incredible wisdom, skills, and abilities they bring to the table. They may joke that their bosses could not live without them, but when it comes to stepping up to the plate, that is often another story. Give yourself the credit you deserve by embracing the **OREO** approach.

Own your talents. Take the time to recognize how adaptable and flexible you truly are. Name a job that has changed as much as yours in the past 30 years. From typewriters with carbon paper to the daily use of software applications that include word processing, spreadsheets, databases, and more, your ability to embrace technology is amazing! Daily interruptions are handled with care, and touchy subjects are handled with grace. Start noticing how every year you are capable of doing more with less.

Risk more often. Do you want to attend an off-site meeting to grow your career or the company to pay for your association membership? Take risks and ask! When you recognize the value that you bring to the organization, you will feel more empowered to make those requests known.

Eliminate the word “just.” Every time you introduce yourself as “just” an assistant, you set yourself up to be seen as less than a vital player in the workplace. Your role is “just” as important as anyone else’s in the company. Never forget that. Introduce yourself with confidence.

Overapologizing—avoid it. Too many women say “I’m sorry” when they have done nothing wrong. Replace “I’m sorry” with “Excuse me” because “sorry” implies fault, and can make you look less than confident and capable.

Embrace the OREO approach and start taking ownership of your special ingredients and magic center that holds it all together. Even Nabisco knows how powerful admins are—ever heard of Double Stuffs?!



**STOP AND
SMELL THE
FLOWERS**

GET ORGANIZED! CREATING SOP MANUAL IS EASIER THAN YOU THINK

From Administrative Professional Today, March 2009

If Angie Fuller had not discovered the Standard Operating Procedure manual her predecessor left, she would not have known how to do her job.

“My predecessor left the day I started,” says Fuller, who is the community outreach and development coordinator at the Allen Foundation. “It was like being thrown into the fire. I did not know what my responsibilities were.”

Once she had settled into her new position, she began updating the SOP manual to accurately reflect her evolving role. That way, if she ever left her job—even for a weeklong vacation—someone else could easily take over.

Follow Fuller’s tips to create an SOP manual for your role:

✓ **Use an existing format.** “Not having a format to start with is a barrier,” she says. “A fear exists—‘What if I do this wrong?’—so people do not start at all. I was lucky: Some of the pages had already been done when I started.”

✓ **Jot down tasks you do** during a typical day, week, month, quarter, and year, as you think of them. “Then, just take one at a time and type out what you do to complete the task. When finished, start a new one,” Fuller suggests.

Tip: If time is an issue, mark which tasks on your list are more important and do those first.

✓ **Create separate pages for each duty you perform**, listing how often to do it, what steps to take, who can answer questions and where to find any necessary documents.

✓ **Include even small tasks.** *Example:* Fuller says, “I think it is second nature to get the mail each day, but my co-workers depend on me delivering and receiving the items from the mail room twice a day at certain times, so I included the times in my procedure manual.”

✓ **Be more detailed** than you think you need to be. “It will benefit your replacement,” she says. For example, in Fuller’s manual, pages that cover fundraising procedures and data entry are extremely detailed.

“A tip that was given to me once was that if a 12-year-old could follow the instructions and do a task right, then it was detailed enough,” she says.

Tip: For each task document you create, have a co-worker follow your instructions. If she can do the task flawlessly, you have done your job.

✓ **Use it to manage workload.** Fuller says the manual has “saved a ton of headaches for me. I know I can go on vacation, and the critical jobs will be done without me, and I will not have *stacks* of work when I return.”

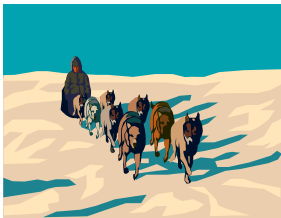
THE ESSENCE OF A NEW DAY

This is the beginning of a new day. You have been given this day to use as you will. You can waste it or use it for good. What you do today is important, because you are exchanging a day of your life for it. When tomorrow comes, this day will be gone forever; in its place is something that you have left behind...let it be something good.—Author Unknown

ALIGN WORK WITH YOUR HEART'S DESIRE

From Administrative Professional Today, February 2009

You will be amazed by what you can do when you are called upon.



That is what DeeDee Jonrowe says about competing in her 27th Iditarod, the 1,150-mile dog-sled race across Alaska, after surviving breast cancer and a car accident that critically injured her and her husband.

Here is what else she learned about life while sledding across Alaska:

- **Set goals for yourself that are not easily reached.** Rising to a challenge, she says, gave her a feeling of self-esteem.
- **Be dreadfully honest with yourself** about your likes and dislikes. Are you doing what you love? Jonrowe says she used to work outdoors for the state of Alaska, but was promoted to managing the people who were doing what she wanted to do.

“My heart was not in it,” she says. “The job paid well, and I would have retired by now, but my soul was not there.”

Spending ten days straight in nature, on the other hand, inspires her.

What big goals have you set for yourself this year? Are you doing what inspires you?

“I’d rather be a could - be if I cannot be an are; because a could - be is a maybe who is reaching for a star, I’d rather be a has - been than a might - have - been, by far; for a might have - been has never been, but a has was once an are.”—Milton Berle



COULD RITUALS HELP YOU SCORE BIG?

From Administrative Professional Today, February 2009

Like a professional basketball player performs a ritual before a big moment—say, bouncing the ball exactly six times before taking a free throw—such routines can boost your own productivity by minimizing the variables that distract you.

Instead of winging it, make up your own rituals for:

Mornings: Rise at the same time every day, and allocate time for each step that follows—from breakfast to brushing your teeth. It helps ensure you do not skip anything and that you get to work on time.

Weekly tasks: For example, tackle filing on Thursdays, weekly planning on Fridays. Knock out “maintenance tasks” regularly to keep your overarching goals from stacking up.

Email: Set up your inbox so that high-priority mail is most visible, then handle it first, every time. Touch each message once—act on it, forward it, file it, or trash it.

KEEPING PROBLEMS IN PERSPECTIVE

From The Office Professional

The next time you feel stressed out and overwhelmed by problems, try these strategies:

- **Focus on what you can control.** Research shows that 85 percent of what we worry about does not happen, and that a large proportion of the other 15 percent can be changed or improved by taking some action.
- **Do not invest major energy in minor problems.** Ask yourself how important the problem will seem a year from now. If its importance will be minimal, why waste a lot of time and energy on it now?
- **Tackle major stressors head on.** Identify the one thing that causes you the most stress each day and take steps to eliminate or alleviate it. For example, if you find arriving home from work to be stressful because you have to simultaneously prepare dinner and deal with your children, plan to order in or go out for an inexpensive dinner one night a week. Or make double portions of whatever you cook on the weekend, and then just heat up the extra portion later in the week so you do not have to spend an hour in the kitchen when you first arrive home.
- **Ask for help.** If you are really struggling with a problem, do not try to go it alone. Get support and advice from a friend, family member, or professional counselor.
- **Write it down.** Record your thoughts and frustrations in a journal. This will give you a healthy outlet for expressing your feelings. However, you will also benefit if you analyze the patterns in the problems or situations that seem to challenge you repeatedly. Think about the steps you can begin to take to resolve these situations over the long term, rather than continuing to let them cause you stress.

HOW TO WORK WITH ALMOST ANYONE

From The Office Professional

Mention the term “difficult people,” and almost everyone thinks of a specific person they have worked with on the job. Bob Bevard, a trainer from San Antonio, Texas, says that it is an inescapable fact of life that we will not always like the people with whom we work. In his seminar on “How to Work with Almost Anybody (and what to do about it if you can’t),” Bevard offers these ideas for working effectively with others whom we consider to be “difficult”:

- Distinguish between people who are different and those who are truly difficult. Bevard cautions against labeling others as difficult when in fact they may just have a way of working that is different from yours. If you like to have things organized weeks in advance while your co-worker does not mind pulling things together at the last minute (and maybe even thrives on it), she is not necessarily difficult, but just has a different way of working. However, if she deliberately delays giving you essential information that you need to do your job and seems to enjoy seeing you stressed by it, then she might be living up to the image of “difficult.” Bevard says that when a person is truly difficult, most people have problems working with him or her. However, if you are the only one having a problem with a co-worker, it is more likely a case of conflict between your different personalities and styles.
- Identify how the other person’s behavior affects you. Does your co-worker who completes things at the last minute really have an impact on your work, or do you just find her behavior annoying? If she does not affect your work directly, why not accept that she simply does things in a way that differs from your approach and let it go at that? But what if her behavior does affect you and has an adverse impact on your work?
- Accept that you can not make difficult people change their personalities. Much of the stress we experience in dealing with difficult people comes from the amount of energy we expend wishing they would change or trying to get them to change in the hope that they will behave differently. By the time you meet a difficult person, he has likely behaved in this manner for many years. His behavior has become deeply entrenched in his personality, making it unlikely that he will radically alter his behavior to become the kind of person whom you consider to be less difficult. Bevard emphasizes that we can not change someone else’s personality. We may be able to influence them to change their behavior, but only if they wish to do so. The only behavior we can change is our own. This needs to be our primary focus when managing the situation.
- Identify who owns the problem. Difficult people rarely see themselves as having a problem. Instead, those who have trouble accepting a difficult person’s behavior are the ones with the real problem. Bevard says it is important to accept that if we have a problem with their

behavior, we have to take responsibility for communicating that there is a problem and state our desired solution.

- Choose a course of action. Rather than just reacting each time the other person pushes your “hot buttons,” consciously choose your response to the situation. There are three courses of action we can choose from when dealing with any problem. First, we can try to change the situation (for example, rearranging your work space to minimize contact with a talkative co-worker). If it is not possible to change the situation, we can work on changing ourselves. We can stop reacting to the other person’s behavior in a way that stresses us out and instead figure out what we want and need from the situation. If we do not ask for changes, it is highly unlikely that the other person will spontaneously change his behavior. A third option is to consider leaving the situation. While Bevard acknowledges that this may be a drastic and hard step, this is likely to be necessary only in rare cases where a situation seems truly destructive or even dangerous.
- Focus on behavior, not personality. If you decide on the second course of action, to make it clear what you want, need, and expect, plan your communication strategy. Do not try to address intangibles like “attitude,” but rather focus on the specific behavior that is unacceptable and on what you feel, think, and want. If you say, “You always give me your report at the last minute so that I look bad when my own report is late,” it is likely to elicit a defensive reaction from others. But if you state, “I feel frustrated when I receive your report at the last minute. I would like to receive it no less than two working days before the end of the month,” the other person can not argue with that because you are talking about what you want and need.

Remember that you do not have to be best friends with a difficult co-worker. But these strategies will help you to create a rational, productive working relationship with most of the people you meet in your working life.



QUESTIONS FROM ALS, PLS, AND PP NALS ONLINE STUDY GROUP

Below are questions from PLS Review of the ALS, PLS, and PP NALS Online Study Group on February 10, 2009.

1. The Gregg Reference Manual’s Rules for Alphabetic Filing indicate the proper order to be:
 - a. alpha, Arabic, roman, nothing
 - b. Arabic, roman, nothing, alpha
 - c. nothing, Arabic, roman, alpha
 - d. roman, alpha, nothing Arabic

2. A computer mouse is an example of a(n):
 - a. input device
 - b. point and click device
 - c. both of the above
 - d. neither of the above
3. The accounting practice of recording revenue in the period earned and expenses in the period incurred is the:
 - a. accrual basis
 - b. cash basis
 - c. expense basis
 - d. revenue basis
4. The accounting book or original entry is:
 - a. cash disbursements journal
 - b. cash receipts journal
 - c. general journal
 - d. none of the above
5. A phrase or clause that serves as the subject of a sentence should always take:
 - a. a plural verb
 - b. a singular verb
 - c. writer's preference
 - d. none of the above
6. **True or False.** Intervening phrases and clauses between a subject and verb must be taken into consideration when deciding agreement.
7. A man does not usually include "Mr." in his signature block. When would he want to?
8. Lawyer represents Client X in an action. Client X demands that Lawyer engage in illegal conduct. Lawyer realizes that such conduct will result in violation of the rules of professional conduct. What should the Lawyer do?
 - a. withdraw from representing client
 - b. engage in the unlawful act client demands
 - c. continue representing client as though nothing has happened
9. A business letter has four parts. What are they?
10. The rules that govern all civil trials held in federal court are:
 - a. Fed. R. Evid.
 - b. Fed. R. Civ. P.
 - c. Fed. R. Crim. P.
 - d. Fed. R. App. P.
11. How can you tell that a word or phrase is considered to be an adverb?
12. Mortgages, judgments, tax liens, and mechanic's liens are called:
 - a. encroachments
 - b. encumbrances
 - c. irregularities
 - d. restrictive covenants
13. **True or False.** Always spell out the numbers one through ten.
14. **True or False.** There are circumstances under which a lawyer can give advice or assistance in a matter in which he does not have the skill or expertise ordinarily required.
15. Which of the following dates is written correctly?
 - a. 10th of August 2006
 - b. August 10, 2006
 - c. August 10th, 2006
 - d. tenth of August, 2006
16. Under which chapter of the Bankruptcy Code are debts discharged through liquidation of assets?
 - a. Chapter 7
 - b. Chapter 9
 - c. Chapter 11
 - d. Chapter 13
17. **True or False.** Zeros should always be added to whole dollar amounts when they appear in a sentence.
18. Which is the only court created by the United States Constitution:
 - a. United States District Courts
 - b. United States Supreme Court
 - c. United States Courts of Appeals
 - d. United States Tax Court
19. Which is the correct use of "state"?
 - a. She has been a State employee for years.
 - b. We visited the State of Iowa.
 - c. Michigan is also known as the Wolverine State.
20. The four main types of partnerships are:
 - a. general partnerships, limited liability partnerships, limited partnerships, and limited liability limited partnerships
 - b. general partnerships, limited liability partnerships, limited partnerships, and joint ventures
 - c. syndicates, limited liability partnerships, limited partnerships, and limited liability limited partnerships
 - d. general partnerships, mining partnerships, limited partnerships, and limited liability limited partnerships
21. Points of the compass are:
 - a. always capitalized
 - b. capitalized when they designate a definite region
 - c. capitalized when they are an integral part of a name
 - d. capitalized when they indicate direction
 - e. b and c only
22. The Southeast Quarter of the Southeast Quarter ($SE\frac{1}{4}SE\frac{1}{4}$) consists of how many acres:
 - a. 40
 - b. 80
 - c. 160
 - d. 320

23. **True or False.** The choice of “a” or “an” is determined by the sound of the word it precedes.

24. A case from a Pacific Reporter, Second Series, Vol. 400, p. 250 would be cited as:

- a. 400 P.2d 250
- b. 250 P.2d 400
- c. 400 P. 2d 250
- d. 400 P.2nd 250

25. “Maiden name” has been determined to be obsolete. What has it been replaced with?

26. **True or False.** Once a case has been settled for at least a year, it is permissible to discuss the details of the case with family and friends.

27. How is a percentage correctly expressed?

28. Which is not part of a will:

- a. attestation clause
- b. codicil
- c. preamble
- d. residuary bequest clause

29. How would you correctly separate the following: Tulsa Oklahoma Washington DC Pittsburg Pennsylvania Kansas City Kansas?

30. Numbers are made plural by:

- a. adding 's
- b. adding s alone
- c. either
- d. none of the above

FOR QUESTIONS 31 THROUGH 36, INDICATE WHETHER THE GRAMMAR USAGE IS CORRECT OR INCORRECT.

31. Neither the pitcher nor the shortstop have the ability to catch a ball today.

- a. Correct
- b. Incorrect

32. I appreciated you shipping the order so promptly.

- a. Correct
- b. Incorrect

33. He wanted to ensure that nothing went wrong.

- a. Correct
- b. Incorrect

34. The final question was, “Why do many areas of the country move clocks ahead?”

- a. Correct
- b. Incorrect

35. The attorney, who prosecuted the *Gacy* case, was from Illinois.

- a. Correct
- b. Incorrect

36. Her decision will have no effect on the outcome of the election.

- a. Correct
- b. Incorrect

37. **True or False.** Neither insolvency nor business failure is necessary for bankruptcy.

38. The act that prohibits false advertising is the _____.

- a. Clayton Act
- b. Federal Trade Commission Act
- c. Robinson-Patman Act
- d. Sherman Act

39. When preparing your individual income tax return, you would list capital gains and losses on Schedule _____.

- a. A
- b. B
- c. C
- d. D

40. Which of the following is correct?

- a. Who was I looking for?
- b. Who did they say won the election?

41. When a court sets aside a judgment if the facts of the case do not constitute a public offense, it has issued a(n) _____.

- a. acquittal
- b. arrest of judgment
- c. expungement
- d. judgment

42. The right to court-appointed counsel by indigent defendants was established by the decision in _____.

- a. *Erie*
- b. *Gideon*
- c. *Mapp*
- d. *Miranda*
- e. *Roe*

43. A criminal citation is issued by a _____.

- a. grand jury
- b. judge
- c. police officer
- d. prosecutor

44. What is defamation?

45. **True or False.** Product liability cases are handled in a uniform manner from jurisdiction to jurisdiction.

46. **True or False.** Strict liability equals absolute liability.

47. **True or False.** The Uniform Commercial Code covers breach of warranty cases.

48. **True or False.** Expert witnesses are a necessary component of product liability trials.

49. A contract created through the actions of the parties rather than by their express agreement is a(n) _____ contract.

- a. action
- b. implied
- c. quasi

50. The statute that specifies the types of contracts that must be in writing is the statute of _____.

- a. contracts
- b. frauds
- c. limitations

51. The most common method by which a contract is discharged is _____.

- a. accord and satisfaction
- b. performance
- c. rescission

52. **True or False.** Certain nonlawyers may be registered to file and prosecute patent applications.

53. **True or False.** A mark used in the sale or advertising of services, rather than goods, is a collective mark.

54. **True or False.** It is no longer necessary for the author of an original work to place a copyright symbol or the word "Copyright" on a work to have the work protected against infringement.

55. What is the only circumstance in which a lawyer can deposit her own firm funds into a client's trust account?

56. Which of the following abbreviations for a geographic terms is incorrect in a citation:

- a. Ariz.
- b. Haw.
- c. No. D.
- d. W. Va.

57. Which of the following is not an introductory signal in a citation:

- a. *See*
- b. *E.g.*
- c. *Id.*
- d. *Accord*

ANSWERS TO ALS, PLS, AND PP NALS ONLINE STUDY GROUP QUESTIONS

1. **c.** *The Gregg Reference Manual* (10th Ed.), Appendix C, Rule 10, pp. 630-632.

2. **c.** *Basic Manual for the Lawyer's Assistant* (9th Ed.), §4.2.1, pp. 119-120; *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §4.6.1, p. 71.

3. **a.** *Basic Manual for the Lawyer's Assistant* (9th Ed.), §5.2.2, pp. 151-152; *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §5.2.2, pp. 98-99.

4. **c.** *Basic Manual for the Lawyer's Assistant* (9th Ed.), §5.2.3, p. 152; *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §5.4, p. 104.

5. **b.** *The Gregg Reference Manual* (10th Ed.), ¶1026a, p. 267.

6. **False.** *The Gregg Reference Manual* (10th Ed.), ¶1006a, p. 258.

7. **When he has a name that is not considered gender specific.** *The Gregg Reference Manual* (10th Ed.), ¶1351, p. 400.

8. **a.** *Rotunda's Professional Responsibility, Model Rules of Professional Conduct* (7th Ed.), §1.16(a)(1), pp. 471-473.

9. **Heading, opening, body, and closing.** *The Gregg Reference Manual* (10th Ed.), ¶1301, p. 362.

10. **b.** *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §11.5.1, pp. 290-291.

11. **It answers the question when, where, why, in what manner, or to what extent.** *The Gregg Reference Manual* (10th Ed.), Appendix D, p. 636.

12. **b.** *Basic Manual for the Lawyer's Assistant* (9th Ed.), §17.5.5, p. 564; *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §18.5.7, p. 450.

13. **False.** *The Gregg Reference Manual* (10th Ed.), ¶401a, p. 121.

14. **True.** However, the advice or assistance should be limited to only what is reasonably necessary in the circumstances. *Rotunda's Professional Responsibility, Model Rules of Professional Conduct* (7th Ed.), §1.1[3], p. 431.

15. **b.** *The Gregg Reference Manual* (10th Ed.), ¶408, pp. 125-126.

16. **a.** *Basic Manual for the Lawyer's Assistant* (9th Ed.), §20.3.1, p. 634; *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §24.5.1, pp. 684-685.

17. **False.** *The Gregg Reference Manual* (10th Ed.), ¶415, p. 127.

18. **b.** *Basic Manual for the Lawyer's Assistant* (9th Ed.), §9.10, pp. 363-364; *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §8.14.1, p. 217.

19. **c.** *The Gregg Reference Manual* (10th Ed.), ¶355, p. 113.

20. **a.** *Basic Manual for the Lawyer's Assistant* (9th Ed.), §16.10.1, p. 541.

21. **e.** *The Gregg Reference Manual* (10th Ed.), ¶¶338-339, pp. 107-108.

22. **a.** *Basic Manual for the Lawyer's Assistant* (9th Ed.), §17.7.1, p. 573; *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §18.7.1, p. 463.

23. **True.** *The Gregg Reference Manual* (10th Ed.), ¶1101, p. 311.

24. **a.** *The Blue Book: A Uniform System of Citation* (18th Ed.), B5.1.2, p. 7.

25. **Birth name or original name.** *The Gregg Reference Manual* (10th Ed.), ¶1101, p. 334.

26. **False.** Client confidences are never revealed; they must be preserved—FOREVER. *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §2.10, pp. 23-24; *Rotunda's Professional Responsibility, Model Rules of Professional Conduct* (7th Ed.), §1.6[18], p. 443.

27. **In figures and "percent" spelled out.** *The Gregg Reference Manual* (10th Ed.), ¶447, p. 138.

28. **b.** *Basic Manual for the Lawyer's Assistant* (9th Ed.), §18.7.6, p. 607; *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §20.4.10, p. 553.

29. **Tulsa, Oklahoma; Washington, D.C.; Pittsburg, Pennsylvania; Kansas City, Kansas.** *The Gregg Reference Manual* (10th Ed.), ¶¶184-185, p. 48.

30. **b.** *The Gregg Reference Manual* (10th Ed.), ¶624, p. 183.

31. **b.** "Have" should be "has." *The Gregg Reference Manual* (10th Ed.), ¶1003, p. 257.

32. **b.** "You" should be "your." *The Gregg Reference Manual* (10th Ed.), ¶1056(d), p. 288.

33. **a.** *The Gregg Reference Manual* (10th Ed.), ¶1101, p. 323.

34. **b.** The questions mark goes within the quotes. *The Gregg Reference Manual* (10th Ed.), ¶249a, p. 71.

35. **b.** "Who prosecuted the Gacy case" is an essential clause and should not be set off by commas. *The Gregg Reference Manual* (10th Ed.), ¶131, p. 22.

36. **a.** *The Gregg Reference Manual* (10th Ed.), ¶1101, p. 313.

37. **True.** *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §24.1, p. 678.

38. **b.** *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §35.1.6, p. 909.

39. **d.** *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §25.2, pp. 712-713.

40. **b.** "Who" should be "whom." I was looking for her. "Whom" refers to him, her, them, me, or us. In *b*, she won the election. "Who" refers to he, she, they, I, or we.) *The Gregg Reference Manual* (10th Ed.), ¶¶1061c, 1061d, pp. 290-291.

41. **b.** *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §12.11, p. 328.

42. **b.** *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §12.23, p. 342.

43. **c.** *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §12.5, p. 322.

44. **The wrongful hurting of one's reputation through slander or libel.** *Basic Manual for the Lawyer's Assistant* (9th Ed.), §13.6, p. 460; *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §13.4.7, p. 350.

45. **False.** *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §16.1, pp. 405-406.

46. **False.** *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §16.2, pp. 406-407.

47. **True.** *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §16.2.3, p. 408.

48. **True.** *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §16.3.2, p. 411.

49. **b.** *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §17.4.2, p. 416.

50. **b.** *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §17.7.9, p. 427.

51. **b.** *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §17.15.3, p. 431.

52. **True.** A scientist or engineer. *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §31.2, pp. 834-835.

53. **False.** Service mark. *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §31.7.1, p. 841.

54. **True.** *Advanced Manual for the Lawyer's Assistant* (9th Ed.), §31.13.1, pp. 846-847.

55. **To pay bank service charges on the trust account, but only in the amount necessary.** *Basic Manual for the Lawyer's Assistant* (9th Ed.), §5.7(b).

56. **c.** Should be "N.D." *The Blue Book: A Uniform System of Citation* (18th Ed.), T.10, p. 342.

57. **c.** *The Blue Book: A Uniform System of Citation* (18th Ed.), B4, p. 4.

MONTHLY NEWSLETTER AND DEADLINE

This is your chapter newsletter. We welcome articles, news stories, reports, and opinions. If you have anything you would like to announce or contribute, please submit your information to the NVLSA Newsletter Editor, Kathy Van Der Kamp, at VanDerKampK@dicksteinshapiro.com by the **first Friday of the month** for inclusion in the next issue of the newsletter.

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CALENDAR OF EVENTS

April 15, 2009	Tax Day
April 20, 2009	VALS Officers and Committee Chairs Reports for Fourth Board of Governors Meeting and VALS Annual Meeting Due to VALS President
April 22, 2009	Administrative Professional Day
May 1-3, 2009	VALS Annual Meeting to be held at the Wyndham Hotel, 5700 Atlantic Avenue (57th Street and Atlantic Avenue), Virginia Beach, Virginia
<i>May 5, 2009</i>	<i>NVLSA Installation of Officers</i>
<i>June 2, 2009</i>	<i>NVLSA Membership Meeting at 6:30 p.m. at Hunton & Williams, LLP, 1751 Pinnacle Drive, Suite 1700, McLean, Virginia(Planning Meeting)</i>
July 2009	No NVLSA Membership Meeting
August 2009	No NVLSA Membership Meeting
August 1, 2009	Applications for ALS, PLS, PP Certification Exams Due to NALS
August 1, 2009	Nominations for NALS 2010-2011 Officers and Directors Due to NALS
August 1-2, 2009	13th Annual Region 2 Conference to be held at the DoubleTree Hotel in downtown Philadelphia
September 12, 2009	VALS Fall Institute (to be hosted by FALSA)
October 8-11, 2009	58th NALS Education Conference & National Forum at Hyatt Regency Irvine, 17900 Jamboree Road, Irvine, California. Hotel rate is \$115 plus applicable tax per night.
April 30-May 2, 2010	VALS Annual Meeting to be to be held at The Inn at Virginia Tech, 901 Prices Fork Road, Blacksburg, Virginia, and will be hosted by NRVLSA. Hotel room rate is \$145 per night plus applicable taxes.
October 2010	59th NALS Education Conference & National Forum at Chateau on the Lake in Branson, Missouri
April/May 2011	VALS Annual Meeting to be hosted by RLSA

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