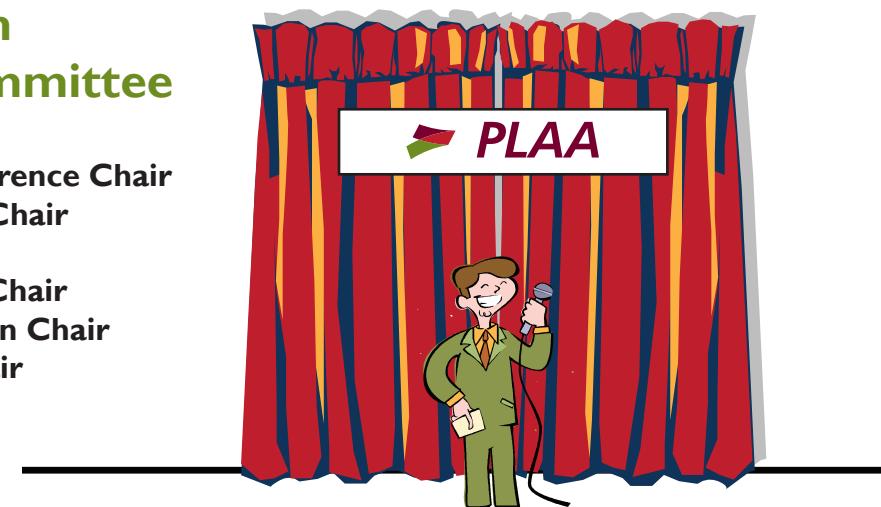


## PLAA Education Conference Committee

Cindy Eichmuller, Conference Chair  
Tracy Pape, Education Chair  
Jan Isler, Social Chair  
Anne Parys, Marketing Chair  
Gina Feeney, Registration Chair  
Maggie Satalia, Golf Chair



### Accommodations



**Oglebay Resort & Conference Center**  
465 Lodge Drive  
Wheeling, WV 26003  
(800) 624-6988  
[www.oglebay-resort.com](http://www.oglebay-resort.com)

Oglebay Resort & Conference Center, located in Wheeling, West Virginia, offers 1,700 acres of year-round recreational activities and excellent overnight accommodations while retaining its picturesque natural beauty. The resort boasts two championship golf courses, miniature golf, tennis, fishing, paddleboats, the Good Zoo, the Benedum Planetarium, and the West Spa.

A block of rooms has been set aside for PLAA members until July 13, 2012. Reservations received after July 13, 2012 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 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.

*Come on Down!  
You're the next attendee at*

# PLAA's **Wheel of Opportunity**



**2012 PLAA EDUCATION CONFERENCE**  
September 13-15, 2012  
Oglebay Resort & Conference Center

**Pittsburgh Legal Administrators  
Association (PLAA)**

A Chapter of the Association of Legal Administrators

Early Bird registrants  
are eligible for  
a Premium Room  
2-Night Stay drawing!

Conference attendees  
will be entered in a  
drawing for a 2-Night  
Oglebay  
Stay/Amenities Package  
for Two!

## SCHEDULED PROGRAM

### Thursday, September 13

10:45 a.m. – 11:00 a.m. Opening Remarks and Welcome – Cindy Eichmuller and Gail Semonian

11:00 a.m. – 12:30 p.m. **A Different Kind of Smart – Applying Emotional Intelligence at Work,**  
*Adele Lynn, The Adele Lynn Leadership Group*  
Each day in the workplace, an employee's emotional intelligence is put to the test. Most often, how an employee reacts to situations will build goodwill and cooperation with customers and co-workers or will further drive wedges into tenuous relationships. When an employee can master appropriate internal emotional reactions to situations and also master his external response, the employee is working with a high level of emotional intelligence. Adele will discuss the link between emotions and performance; how EQ and IQ work together to advance our organizations; and how to identify and avert an emotional hijacking. (1.5 hours CLM Exam credits: Organizational Development and 1.5 CLM Recertification or Functional Specialist credits: Communication and Organizational Management)

12:30 p.m. – 1:30 p.m. **Lunch**

1:45 p.m. – 2:45 p.m. **Building a Culture to Retain Diverse Employees,** *Beverly Block, Sherrard, German & Kelly, P.C and Alycia Keating, ACBA's Diversity & Gender Initiative*  
Unleash the power of your employees by creating a workplace that celebrates and embraces their employees regardless of race, ethnicity or gender. This session will demonstrate ways to increase understanding in your organization and improve your ability to lead and work together with diverse teams. (1 hour CLM Recertification or Functional Specialist credit: Human Resources Management)

3:00 p.m. – 4:00 p.m. **Cyber Liability,** *Mathew Magner, Chubb Insurance*  
When it comes to a data security breach, there are two types of law firms: Those that have had a breach and those that will have a breach. The technology your law firm relies on to conduct its business may also increase its vulnerability to costly electronic security threats. In fact, a breach can result from a simple mistake: An employee might misplace a laptop, smartphone, or thumb drive, or leave them in an unsecured location, such as an unlocked car. Even if your law firm uses state of the art security controls, your clients, employees and firm assets are still at risk. This presentation will address the cyber exposure of law firms and how to confront it. (1 hour CLM Recertification or Functional Specialist credit: Operations Management)

6:00 p.m. – 7:30 p.m. **"Wheel of Opportunity" Welcome Reception,**  
Cocktails and hors d'oeuvres

### Friday, September 14th

9:00 a.m. – 10:15 a.m. **Designing a Healthy Work Environment,** *Jonathan Puleio, Humanscale Consulting*  
Jonathan will explore current client oriented challenges in proactively addressing ergonomic concerns and seek to bridge the gap between workplace aesthetics and functionality. An overview of common musculoskeletal problems facing today's intensive computer users is provided and key research developments in the areas of seating, input device design, display technology, lighting and employee level training are discussed. (1 hour CLM Recertification or Functional Specialist credit: Operations Management)

10:30 a.m. – 11:30 a.m. **Developing a Wellness Program,** *Amanda Holby, Highmark*  
As medical costs continue to rise, many companies look to worksite wellness programs for an answer. In this session we will address the question why wellness, provide steps for success in implementing a wellness program and discuss resources for companies planning to implement a program. (1 hour CLM Recertification or Functional Specialist credit: Operations Management)

11:30 a.m. – 12:30 p.m. **Roundtable Discussions**

12:30 p.m. – 1:30 p.m. **Lunch**

1:30 p.m. – 3:00 p.m. **HR Law,** *Pam Cochenour, Pietragallo Gordon Alfano Bosick & Raspanti, LLP*  
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 hours CLM Recertification or Functional Specialist credits: Human Resources Management)

3:15 p.m. – 4:45 p.m. **Humor in the Workplace,** *Cris Johnson, Motivating Entertainment*  
Many people spend the majority of their waking hours working. Since so many of us spend so much time with our co-workers shouldn't we enjoy the time we spend together? Cris will share the benefits of laughter during his interactive and informative program. Cris will also reveal the top 10 reasons why humor benefits you, your organization and your personal life. (1.5 hours CLM Exam credits: Self-Management Skills and 1.5 CLM Recertification or Functional Specialist credits: Communication and Organizational Management)

6:00 p.m. – 10:00 p.m. **"Game Show Mania" Dinner**

### Saturday, September 15th

10:40 a.m. **Golf Scramble (Palmer Course)**