



This newsletter is a publication of the Legal Industry Council of IFMA. If you are receiving this newsletter it is because you are a member of the Legal Industry Council and the council board believes you will benefit from its content.

Letter from the President
Julie O'Loughlin

I would like to begin by thanking Craig Oakman, the Vice President of the Legal Industry Council, for hosting the recent Strategic Planning Session of the LIC Board at Phelps Dunbar in New Orleans and those of you who responded to the LIC survey, for providing the data that supported and guided our Strategic Planning Session.



Getting together in New Orleans was energizing on so many levels.

All of us who volunteer to be on the Legal Industry Council Board were at the place where we were so busy with our independent jobs and personal lives that we were only capable of dealing with the most urgent problems. So getting folks to leave their families and give up their weekend to spend it locked up in a conference room ... well let's just say the planning session started off a little rough. Many of us opened up the meeting by disclosing our concerns; how busy we were in own jobs, and whether we have the time and ability to volunteer any time, let alone the time it would take to implement the strategic plan we were about to work on! Then, VP Craig Oakman, who is from New Orleans and a major force of nature himself, shared pictures of his lovely home that was so severely affected by Katrina. Seeing the pictures and knowing that the Law Firm Craig works for (Phelps Dunbar), has their headquarters in New Orleans, and was also affected by Katrina, going through my head was - how can we ask Craig to give more time and energy with everything he has been dealing with?!

But within a very short time, ideas were coming fast and furious, solutions and implementation plans were discussed and documented with minimal effort. And, (yes, we know this sounds cheesy!) we all realized that being part of the LIC and IFMA was exactly what we all needed to help deal with our most urgent problems and career challenges. So, long story short, getting the Board together has given us new vitality and ambition. We hope to pass as much as we can to all of you. Please let us know what works and what you want to see in the future.

If you are interested in being part of Legal Industry Council Board – don't hesitate, e-mail or call any of us on the Board. Join us and you will discover that what you give, you get back and more.

Finally, one last thought ... New Orleans was beautiful! There are still some repairs going on, but the "Big Easy" is up and running. One of the best ways we can help New Orleans and the other areas affected by Katrina and Rita is to visit, have a good time and tell everyone you know!



You Asked. We Responded

In our continuing efforts to improve the way the Legal Industry Council serves its members we recently asked you to complete a survey that would help us to identify key areas that would benefit all members. We received an almost **50% response**. From this response we were able to discern that the following areas were of importance to you:

Why you joined The LIC:

- 95% - Networking
- 84% - Education, training, career development
- 68% - Listserv

Why you remain a member:

- 84% - Networking
- 75% - Education, training, career development
- 70% - Listserv

The survey found that while members were satisfied with education, training and career development there were some areas where you were less than satisfied with the services the LIC provides. These areas included:

- Newsletter
- Website
- Networking
- Social Events

The membership responded loud and clear as to where they would like us to focus our plans for 2006:

- 72% Lessons Learned/Best Practices
- 57% Networking and Communication
- 40% Technology

The survey also showed that less than 40% of respondents were interested in becoming more active in the LIC and that only 35% were planning on attending World Workplace 2006.

In the next few weeks we will be asking you to complete a "Follow-Up Survey" which will help us to clarify and pinpoint some of the information we have gleaned from your original responses as well as ideas we discussed at the strategic planning meeting. Please see notes below from the meeting.

Strategic Planning Meeting Outcome

Using the survey information, the LIC officers recently met in New Orleans at the office of Phelps Dunbar to strategically plan our course of action for 2006. At the meeting the board addressed the following action items to improve the value of your membership:

- Development of the Legal Industry Council's strategic plan for 2006 – 2007 as follows:
- Realignment of officer's responsibilities to better respond to your needs. The changes for 06 include: Craig Oakman assuming the role of Vice President, Website maintenance responsibilities being shifted to Craig David Rosen in addition to his normal Treasurer's duties, the addition to the board of Donna Baker, Charlene Fischer, and Georgie English who will be in charge of Communications and Programs. All other board positions remain the same.
- The development of an improved Newsletter containing articles written by council members and guest writers that will go out monthly. The articles will focus on areas that you have deemed important in the survey that you completed. We will also be asking you, the membership, for contributions such as:
 - **Project of the Month** where we will ask you to highlight a current project you are working on.
 - **Best Practices and Lessons Learned**
 - A **Comedy Corner** where you can share humorous anecdotes about the daily grind of being an FM in the legal workplace.
 - The "**Strangest Thing You Ever Moved**" - use your imagination.
- Improved educational programs. These will include live "Webinars" and teleconferenced meetings or Member Programs every two months. In our upcoming supplemental survey we will ask you to prioritize the Webinars and teleconference topics for the upcoming 12 months.
- Revisions to the LIC Website, which will provide more information as well as updating the Website on a monthly basis or as pertinent issues, arise. We will be soliciting your input and submissions to add more substance in some areas of the Website. Some areas that we have targeted for revisions and updating include:
 - Member profiles
 - Officer's page
 - Job descriptions bank
 - RFP / Contracts bank
 - Links
- Membership - The board will be working with IFMA Headquarters to produce a new Marketing Brochure for prospective members. We will continue to recruit and possibly offer some "free membership" awards based on need. This recruiting also needs to include our existing members as recruiters. You need to get this information to your peers. Encourage them to join the LIC. The membership committee will be focusing on broadening our member base internationally.
- Communications - The LIC board of officers has committed to meeting once a month by teleconference and at least twice a year in person for strategic planning. Our expectation is to keep the free flow of information alive and to share that information with the membership.
- Benchmarking – The Board will be establishing a new benchmarking committee that will work with Shari Epstein of IFMA to develop an annual Law Firm specific benchmarking survey. This Survey will gather and disseminate information on frequently asked Legal Industry Specific topics such as space utilization, equipment, best practices, software, procedures, lease management, and many other topics. NOTE: if you are interested in participating please contact any Board member.

Finally, the Council Officers would like to encourage anyone who can attend World Workplace in San Diego this year to do so. There is a wealth of information available at this show as well as a chance to network with your peers, both items you deemed important in the recent survey.

The board would like to extend a special note of thanks to our Council Resource Manager, Leslie Scantlebury, for her assistance and guidance at the Board meeting.

OUTSIDE THE OFFICE

A LIC member will be featured every month in the newsletter.

MEMBER SPOTLIGHT - CRAIG DAVID ROSEN

Craig, the LIC's Treasurer, is the Office Services Manager at the NY office of Vedder, Price, Kaufman & Kammholz, P.C., a 53 year old firm with offices in Chicago and NY. Craig has been in facilities management for eight years and in his current position for three.

Craig, what is one work related achievement of which you are particularly proud?

The build out we did last year. I was very helpful to my boss who had never been through new construction. I had at my old firm and I was able to bring that experience (to this position) and help make things more clear for my boss.

What is one aspect of your personal life that you want people to know about?

Theater. I'm an actor, director and playwright. I've been acting since birth. After I saw my very first Broadway show, *Hello Dolly!* I decided I wanted to be an actor. I took classes, majored in theater in college, then got the obligatory waiter's job and pounded the pavement. I got involved with a theater in Brooklyn called The Gallery Players and that's where I got the opportunity to direct. I've mostly been directing since. I just directed a very successful production of *A Funny Thing Happened on the Way to the Forum*. I'm now working on getting a play that I wrote produced. The name of that play is *Straight Men Can't Dance*.



THE COMEDY CORNER

Can you top this? Please submit amusing, strange or outrageous Facilities Management stories to debaker@stoel.com, cfischer@cgsh.com, and genglish@cgsh.com.

“The Heat is On”

Our offices are in a mid 1970's building in midtown Manhattan. The HVAC system is a continuous volume system that is not easily regulated. Recently I had an attorney who was complaining that her office was abnormally cold, even on very warm days. She was on another floor, but since all the floors get the same air I checked a few other offices before I went to check on her complaint. They all seemed fine; in fact all were quite comfortable. I went to her office and walking in was akin to walking into “Mr. Freeze’s” mountain lair. She was sitting in a coat shivering. I asked her how long this had been like this. She said it had been a few weeks. I wasn't sure why this was occurring until she said “It all started when I brought in a space heater. I was a little cold before that, but then it got really cold”. I started to laugh and sure enough, there between her desk and the floor level thermostat, which controlled her temperature, was a mini space heater. It was aimed almost directly at the thermostat. I asked her if she put it there and she said, “yes...this way it will know I am cold”.