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President's Column

By Karen Lee, *President of ACLEA*



"Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has."

Margaret Mead, 1901–1978

Margaret Mead was one of the most famous anthropologists in the world. Based upon her extensive field work in Samoa and New Guinea, Dr. Mead showed us that human beings learn from and teach each other. She believed cultural patterns were learned and members of a society could work together to develop new cultural institutions. She expressed this belief with the above quote about changing the world.

While ACLEA is certainly a group of thoughtful and committed citizens, realistically our work will not change the world. However, some of our actions can bring change to others in significant ways. During this year's annual meeting, a blood drive was incorporated into the conference schedule. Approximately two dozen ACLEA members signed up to donate blood, which directly benefitted the Boston

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President's Column

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Red Cross. The goal was to give back to the local community in a way that was more direct than the economics of the conference.

The idea of ACLEA conferences bringing more than economic benefit to hotels and businesses is a variation of corporate social responsibility. The Harvard Kennedy School defines corporate social responsibility as “encompass[ing] not only what companies do with their profits, but also how they make them. It goes beyond philanthropy and compliance and addresses how companies manage their economic, social, and environmental impacts, as well as their relationships in all key spheres of influence: the workplace, the marketplace, the supply chain, the community, and the public policy realm.”

ACLEA will embrace this concept of social responsibility at the 2015 mid-year meeting in San Diego. On Sunday, February 1, our networking event will combine a hands-on DIY community experience in a Super Bowl Sunday setting. We'll have a big screen to watch the action, enjoy a tailgate-themed buffet with refreshments, and work with a local organization to put together bikes for donation to children in the San Diego community. Don't know a socket wrench from an Allen wrench? No worries; expert help from a band of bike techs will be available. Plus, remember Margaret Mead's work: we learn from each other.

I've ridden plenty of bikes and even fallen off a couple, but I've never built a bike before. I'm looking forward to doing so at the San Diego Build-A-Bike/Super Bowl networking event so my bike can make a change to a child's world. I hope you'll join me in the fun and spirit of giving back.

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Disrupting My Keynote

By Patrick Pennefather

<http://blogs.patrickpennefather.com/?p=234>
(password: sandiego)

Dear ACLEA members,

Consider me the great—or annoying (determined in part by how much previous exposure you’ve had of me)—instigator. Disrupting the normative patterns of teaching and learning is my day job at the Centre for Digital Media in Vancouver. This is because of the need to prepare learners for some of those 21st Century competencies making the news lately—communication, collaboration, critical thinking and creativity. These are not simply considered ‘good to have’ by many employers across the resource and service industries in North America and beyond. They are essential competencies that employers are expecting from new recruits.

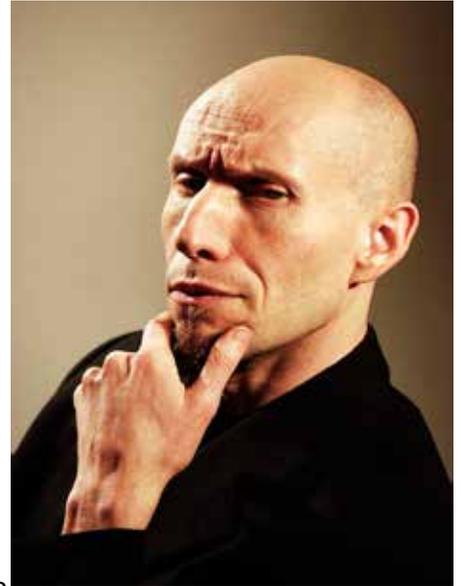
However, those good-to-have’s are the tip of the iceberg of competencies that inform what and how I teach. The ones lurking below the water also need to be identified and one of the primary methods is through discussions with members of a community of practice. Many of these competencies are obvious to those of us who have been through dot com booms and crashes. They also happen to be challenging to exercise in learning environments.



Rapid prototyping to understand agile methodologies in project pipelines

How can we teach adaptability, embracing the

unexpected, risk-taking, productive failure, and the most commonly requested competency in dozens of interviews, panel discussions, strategy sessions and informal meetups conducted in the last year—the ability for new recruits to manage their own learning?



Said another way, how do we as (educators or organizations that manage the learning of others) persistently draw humans into this idea that in order to thrive in bipolar economies, we all have to continue to learn, and learn to manage that learning? A question that I’m sure is not completely foreign to those in the field of continuing education.

And so with this brief introduction of my role as disruptor, I jump ahead of February (to disrupt a typically passive lead-up to a conference) in order to ignite or re-ignite some of the most important questions that we face as designers of learning, and thus invite you to have a disruptive relationship with me. Now, I won’t beat around the bush. While I have a repository of experience-based knowledge to draw from, so do you. Between now and the time when we physically meet, I’d like us to begin a teaching/learning relationship with the assumption that both of us are equally intelligent as the other (maybe that sentence could be said in a better way, yes?). The first intelligent step for me is to admit my own lack—that when

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Disrupting My Keynote

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it comes to teaching law, you know more about any aspect of law and continuing legal education than I ever could—even though Wikipedia is at my fingertips (shocked face emoticon).

What I want to deepen my understanding of is the landscape of your reality.



The specific reality I'm interested in deepening my understanding of is that one in which you both teach and learn. What are its component parts? What model do you base your teaching on? Who are your role models? How do you think the people you teach respond to you, the content, etc...? What are the internal and external forces that influence what it is that you teach, and does that also inform how you teach it?

WHAT QUESTIONS DO YOU HAVE WHEN IT COMES TO TEACHING WHAT IT IS THAT YOU TEACH?

Anyone who teaches needs to come to grips with the new realities of teaching today—not the overly talked-about and theorized-to-death strengths and weaknesses of context/content-specific physical and virtual classrooms and their hybrids—but the very nature of how we teach and learn itself so that we can re-inspire what I call the 'broken learner'. Contrary to popular belief, I don't think

education is broken. I don't think technology will solve what is inherently a design problem that continues to permeate most arenas of learning (virtual or physical). For me, the broken learner is one who somehow, somewhere along the line has missed the connection that they, and only they are responsible for managing, adapting, changing, and evolving what and how it is that they learn.



Now, admittedly, part of this first communiqué with you is to encourage you as educator, as designer of learning, as individual currently involved or devoted to continuing legal education, to manage, adapt, change and evolve what and how it is that you teach. To do so, you, as I've done iteratively, need to lay bare your assumptions of:

- How things have always been taught;
- How things should be taught;
- Who taught you how to teach;
- What you believe is the best way to learn; and
- What works best for you.

This article and accompanying post (<http://blogs.patrickpennefather.com/?p=234>; Password: sandiego) is a first step towards reimagining what

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Disrupting My Keynote

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teaching can look like tomorrow so that when we come together we can skip the formalities and get down to the business of implementing/supporting/accelerating change. Consider becoming aware of your own 'teaching comfort zone' prior to me stepping into that strange and unfamiliar room with you in February. This is, in part, because before I can coerce you into believing that disrupting patterns of teaching and learning (for the purposes of repairing that broken learner) will change the way you think of them, each of us first has to acknowledge the teaching and learning patterns that we have inherited or become comfortable with as individuals within organizations and as an organization of people offering our services/wisdom/network/knowledge/knowing to others.

In this way, we take a step forward together towards re-inspiring that broken learner, admitting that learners are only one part of a system of learning that for whatever logical or intuitive reason doesn't always seem quite right, and that taking the time to reboot the teacher in each of us will contribute to re-building a better operating system.

Let's continue the conversation:

[http://blogs.patrickpennefather.com/?p=234;](http://blogs.patrickpennefather.com/?p=234)
Password: sandiego

Sincerely (with a promise to avoid the overuse of computing metaphors),

Patrick

BIO: Through ongoing research into how humans teach and learn combined with designing learning in diverse educational environments for the past 20 years (UBC, SFU, Ryerson University, UCLA, CDM, Chinese University of Communication, Microsoft, EA, Crystal CG China, and more), Patrick has deciphered part of the code that may well transform learner, teacher and cultures of teaching. The key? To co-create unique educational experiences with learners in any environment that build upon the disruption of teaching and learning patterns that have rendered teaching ineffective and learners disenchanted. Join Patrick in 2015, to strategize and workshop a different approach to the experience of learning; one whose ambitious mission is to re-engage teachers and learners and build transformative educational experiences.

Get to Know Your ACLEA Executive Committee

Lucas Boling, *The Missouri Bar*

1. What is your position with The Missouri Bar?

Director of Membership Services and Law Practice Management.

2. What did you do in your pre-CLE life and what brought you to the CLE world?

I practiced law for 18 years before joining The Missouri Bar staff as the CLE Programs Attorney. I clerked for two appellate court judges, worked as an associate in a mid-sized St. Louis firm, served as staff attorney for the Missouri Labor and Industrial Relations Commission, practiced in the areas of workers' compensation and professional licensing as an assistant attorney general in Missouri, and served as deputy director and acting director of the Missouri Division of Workers' Compensation.

3. How long have you been a member of ACLEA?

Since 2007.

4. What do you remember from your first ACLEA meeting?

I attended the Annual Meeting in Philadelphia just a few weeks after joining The Missouri Bar staff. I remember leaving that meeting with a wealth of information and enthusiasm for the new direction I was taking in my career.

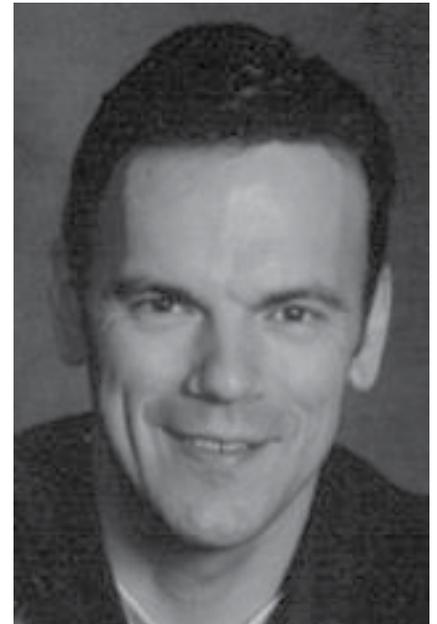
5. What has surprised you most about being a member of ACLEA?

I was surprised by how willing ACLEA members were to share information with each other. Special Interest Group (SIG) meetings are my favorite parts of any ACLEA meeting because they provide opportunities for new CLE professionals and seasoned CLE professionals to learn from each other. I like that as an organization, ACLEA maintains a culture that promotes sharing ideas and learning among its members.

6. What other leadership positions within ACLEA did you hold before joining the Executive Committee and what did you learn from them?

Co-chair of the Distance Learning Committee
Co-chair of the State/Provincial Bar SIG
Co-chair of the planning committee for ACLEA's 48th Annual Meeting in Denver

Serving in those positions taught me that ACLEA as an organization faces some of the same challenges we face in our own shops—limited budgets, limited IT support, and volunteers who have full-time jobs and other responsibilities. I learned that the more time I give to serving in ACLEA, the more opportunities I have to meet other members and develop my own network of friends and colleagues who understand what CLE professionals deal with on a daily basis.



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Get to Know Your ACLEA Executive Committee

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7. What motivated you to become a member of ACLEA's Executive Committee?

I wanted to continue learning more about ACLEA, work with a dedicated group of ACLEA leaders, and serve an outstanding organization.

8. What would you tell someone who is thinking about running for a position on the ACLEA Executive Committee?

I consider it an honor to have been elected to the Executive Committee. To get the most out of the experience and to give the most back to the organization, before running, make sure you can commit the time necessary to serve a term on the Executive Committee. Before you run, volunteer to be a SIG or committee chair. Raise your hand and take on a task assigned to your SIG or committee. Volunteer to present at an ACLEA meeting or serve on a planning committee. I think that serving in those roles before running for the Executive Committee provides an important perspective when considering how Executive Committee decisions and actions will impact the organization's membership, SIGs, and committees.

9. What do you think is the most important issue facing CLE organizations today?

Keeping up with technology. Technology is changing the legal profession and the way our customers practice law. As a result, those changes impact the type of CLE programs and publications our customers need and want; the content of those products; and our customers' expectations about the format, price, and availability of those products.

10. What do you think will change about CLE in the next five years?

Whether presented onsite or online, CLEs will become more interactive as technology changes. I think there will be increased expectations from our customers that the CLE experiences we make available should match or exceed the learning opportunities they had in undergraduate and law school.

11. If you weren't involved in CLE, what do you think you would be doing instead?

Practicing law. I liked taking depositions, preparing for hearings, and trying cases.

12. What do you like to do when you aren't working?

I enjoy spending time with my family. My wife and I love watching movies. Now that my two sons are grown and away from home, sometimes spending time with them means the three of us playing Xbox together online. I am working on a blog about Windows apps for lawyers and developing apps just for fun.

13. Tell us one thing that the ACLEA membership should definitely know about you.

It is not related to CLE, but I am a big fan of light rail. We do not have it in Jefferson City, Missouri. So, I'm thrilled when ACLEA goes to a city with light rail. If I can get from the airport to anywhere in the vicinity of the ACLEA hotel by light rail, it is my first choice over a cab or shuttle. I have a board in my office displaying the light rail tickets I've collected from various ACLEA meetings. The tickets are my souvenirs and reminders of how fortunate I have been to be involved in ACLEA for the past seven years.

Exhibitor/Sponsor Opportunities



San Diego, CA | January 31- February 3, 2015

Successfully Riding the Waves of Change

JOIN US IN SAN DIEGO FOR OUR 51st MID-YEAR MEETING

The ACLEA Mid-Year Meeting is an intimate and exciting way to make long-lasting relationships that exponentially expand your business, with approximately 200 CLE professionals typically attending each year.

With members hailing from the U.S., Canada, and abroad, the continuing legal education professionals who attend this meeting include programming planners, editors, publication staff, executive directors, and other key decision makers from various state and provincial bars, national bars, local and specialty bars, and independent CLE companies. ACLEA attendees are loyal; over half have been to at least four ACLEA conferences and continue to come back!

Exhibitors get more than five hours of time with attendees to connect and collaborate with future customers! The exhibit hall will be located in a vibrant, high traffic area with both breakfast and break stations available. The Saturday Welcome Reception will take place in the exhibit area with food, cocktails, and a relaxed atmosphere to encourage opportunities to engage with attendees.

Visit www.aclea.org/?sandiego_exhibitor

51st Mid-Year Meeting

Successfully Riding the Waves of Change

SAN DIEGO, CALIFORNIA | JANUARY 31 - FEBRUARY 3, 2015

Register today!

We have a great program planned with plenary sessions, workshops, committee and SIG meetings, social networking opportunities and much more.

Highlights include

- Frameworks to Engage Learners Persistently
- Google's Inspiring Innovations
- Fostering a Culture of Creativity in Your CLE Workplace
- Curation, Convergence and the Online CLE World

- An Entrepreneurial Approach to Selling CLE Programs
- CLE and Training the Next Generations

Plus many more sessions you just can't miss!

See the full ACLEA Program online at www.aclea.org!

San Diego Community Outreach Project Build-A-Bike Event

Build-A-Bike is a fast-paced and highly interactive team experience. Participants will impact and touch the community immediately. Underserved kids will be the recipients of the built bikes.

Do you remember your first bike? Generations have changed but today a bike is still King of Transportation for young kids. Get excited to have fun, accelerate business relationships and have lasting impact in a child's life.



Books of ACLEA: Part Two

ACLEA members were featured in the ACLEY'S at our 50th Annual Meeting in Boston. They shared the good, the bad, and the intriguing about the best business, management, and personal books they recently read. Each rose to the challenge of delivering a SIX WORD BOOK REVIEW. The reviews given during this unique Closing Plenary ranged from insightful to hilarious (often at the same time). These books will most likely make your "Must Read" list – once you read the short commentary below generously provided by some of the participants.

Give and Take – A Revolutionary Approach to Success (Adam Grant)

6 Word Summary: Givers. Takers. Matchers. Find Your Label.

"*Give and Take* just might be the most important book of this young century. As insightful and entertaining as Malcolm Gladwell at his best, this book has profound implications for how we manage our careers, deal with our friends and relatives, raise our children, and design our institutions." ~ quote by Robert Sutton, author of *Good Boss, Bad Boss*

"*Give and Take* is a truly exhilarating book—the rare work that will shatter your assumptions about how the world works and keep your brain firing for weeks after you've turned the last page." ~ quote by Daniel Pink, author of *Drive*

"With fascinating research, engaging style, and practical wisdom, this is a super manifesto for getting meaningful things done, sustainably." ~ quote by David Allen, author of *Getting Things Done*

There are three types of people in the world. Givers, Takers, and Matchers. One group is clearly the most successful. What are you?

Reviewed by: Roger Curlin - Alliance CLE

Start with Why (Simon Sinek)

6 Word Summary: Why we do what we do.

Start with Why by Simon Sinek is premised on the concept that "people do not buy what you do, they buy why you do it." Nonetheless, most companies explain **what** they do and **how** they are unique but fail to explain the **why**—even though the **why** is what inspires others to take action. Sinek introduces the concept of the Golden Circle, a tool designed to reverse the way we think in this arena: starting with the **why** followed by the **how** and **what** descriptions. A simple twist and change in the order in which your organization is defined can completely change people's interpretation of who you are and what you do—so much so that it could turn an average or slumping business into a thriving successful one.

Reviewed by: Scott Bradshaw - BeaconLive

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Books of ACLEA: Part Two

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Be Our Guest: Perfecting the Art of Customer Service (Disney Institute)

6 Word Summary: Magical Customer Service. Loyal CLE Customers.

Your CLE products and services can be difficult to distinguish from competitors, but providing customers with a consistently outstanding customer service experience can make you stand out. This book explores the methodology Disney uses to create its legendary “magic” and build impressive customer loyalty. It outlines principles and processes used by Disney that you can adapt to help deliver exceptional customer service. What do your customers need? What do they want? How do they perceive your organization? How do they feel about it? The answers can yield a consumer profile and guide for how to provide a level of service that keeps customers coming back. Disney’s guidelines for guest service cross industry sectors and are a blueprint for how to achieve the “great service moment” that will set you apart from the rest of the CLE crowd.

Reviewed by: Karen Lee - Oregon State Bar

The Power of Habit: Why We Do What We Do in Life and Business (Charles Duhigg)

6 Word Summary: May the habit be with you always.

Learn that habit does not have to be a dirty word. In this thought-provoking book, Charles Duhigg provides a roadmap to understanding habits and why they develop. He proposes that by learning how habit operates in our brain, we can harness that power not only to break our bad habits but also to develop positive behavior through the use of habit. Duhigg’s theory is that the key is to understand the habit loop—trigger, behavior, and reward. If you can begin by identifying the reward, you can then move to determining what triggers the desire for the reward. By understanding these two items, you can break the loop and change your behavior.

The book discusses the habits of individuals, how habits operate in the brain, how companies use them to effectuate change, and how retailers use habits to manipulate our buying habits. The narratives of individuals and companies are the most interesting part of the book and they alone make it worth the read.

Reviewed by: Cindy Neagle - The Missouri Bar

Emotional Intelligence 2.0 (Travis Bradberry and Jean Greaves)

6 Word Summary: Without, you could be an @!#\$*!

So you ask, what is Emotional Intelligence? The authors define it as, “your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your

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Books of ACLEA: Part Two

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behavior and relationships. Emotional Intelligence is the ‘something’ in each of us that is a bit intangible. It affects how we manage behavior, navigate social complexities, and make personal decisions that achieve positive results.”

We are taught how to read, write, and report on bodies of knowledge, but many times, we do not have the skill set to manage our emotions – especially in the heat of challenging problems that we face. To make the best decisions, we need more than factual knowledge.

If you would like to better understand the question, “How much of an impact does EQ have on your professional success?”

Since the short answer is “a lot!”—you will definitely want to pick up this book.

Reviewed by: Bernadette Lawson - Sedgwick L.L.P.

Member Moment

Earl Dumitru, *Ministry of the Attorney General (Ontario), Association of Law Officers of the Crown*

PROFESSIONALLY

Current Job: President, ALOC; Policy Counsel, Ministry of the Attorney General.

ALOC is the bargaining agent (basically a union) for 700 civil lawyers and articling students employed by the Government of Ontario, Canada. ALOC has been active in providing public law focused CLE for our members for over 20 years.

A Recent Professional Victory: Just finished my first up-close and personal experience with the collective bargaining process—an arbitration decision is imminent...

Your Latest Challenge: Focused now on surviving having two full-time jobs (transitioning into President of ALOC and out of my day-to-day lawyer job). And there is the 2015 ALOC Education Conference to plan!

In My Pre-CLE Life, I Was: ... and still am a government lawyer. I've done civil litigation, solicitor/opinion work, and developed legislation. My government colleagues are now suggesting I add "union boss" to the list.

What Brought Me to CLE: It's important—and fun! CLE is essential to the professional development and competence of lawyers. And it's a core activity of ALOC. I get to learn about interesting areas of substantive law and also, through ACLEA, learn more about how to provide the best possible programming.

TECHNOLOGICALLY SPEAKING

I Never Leave Home Without: My Blackberry Bold. Long live physical keyboards! (My staff – all under-30—find this horribly embarrassing and say I will be an iPhone convert within 6 months).

My Favorite Software: We are trying Guidebook this year for our conference app. So far, so good.

On My Wish List: Will be looking for road warrior advice at ACLEA in San Diego. MacBook Air, Microsoft Surface Pro 3?

Must-See Website(s): An office poll results in Kickstarter.com, Ted.com, and, of course, www.aloc.ca.

PERSONALLY

Recent Good Read: Currently enjoying *The Sense of Style: The thinking person's guide to writing in the 21st Century* by Steven Pinker. And *The Economist* is always a good weekly read.

Favorite Pastime: Enjoying time with the kids while they are still young(ish). And work—I have a 2-3 year leadership window to effect change and improve the professional lives of my members.

Date(s) I Never Miss: My new favorite is ACLEA Conferences (Boston 2014 was my first).

My Dream Vacation: Loved Australia, looking forward to Costa Rica in Winter 2015, saving up for an African Safari (for when the kids are teenagers and require an 'incentive' to hang out with their parents...).