



October 2019

The Official Publication of the
Montgomery County Paralegal Association

www.montcoparalegals.org

Welcome New Members

**MCPA Board of Director
Nominations**

**Client Satisfaction
Strategies for Paralegals**

Officers

Board of Directors

Committees

Visit us at:



www.montcoparalegals.org

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ONE DAY ONLY - NOVEMBER 1ST

Delaware Valley LEGAL EXPO & CLE SYMPOSIUM



CLE + LEGAL EXPO - TOGETHER AGAIN!

Join us for a special day-long event featuring the Delaware Valley Legal Expo and a variety of CLE seminars throughout the day, including the 12th Annual Hon. Toby L. Dickman Family Law Seminar and the Trial Advocacy Series Mock Trial Event. Purchase a full day package, or register à la carte!

DELAWARE VALLEY LEGAL EXPO & CLE SYMPOSIUM

FRIDAY, NOVEMBER 1, 2019

10:00 AM - 6:00 PM

SHERATON VALLEY FORGE HOTEL

480 N. GULPH ROAD, KING OF PRUSSIA, PA 19406

CLICK HERE FOR MORE INFO & TO REGISTER!

**WELCOME
NEW
MEMBERS**♦ **Tedra Butler, Associate Member***MCPA Professional and Student members enjoy these benefits:*

- Receive MCPA's bi-monthly newsletter MCPA Today;
- Access the MCPA job bank;
- Access MCPA List Serv where paralegals can get advice and assistance in all areas of practice;
- Monthly meetings or Seminars* dealing with topics that affect paralegals today;
- Obtain the annual MCPA Membership Directory;
- Automatic membership in the National Federation of Paralegal Associations (NFPA);
- Subscription to the National Paralegal Reporter, the official bi-monthly magazine of the NFPA;
- Network with paralegals and other members of the legal community.

Stay on top of local and national trends in your career! Join MCPA today by visiting [www.MCPA -BECOME A MEMBER.org](http://www.MCPA-BECOME A MEMBER.org)



BOARD OF DIRECTORS NOMINATIONS NEEDED

MCPA is seeking to appoint five new board of director members to ensure we have the capacity and skills to oversee the Association. Board members are expected to attend all board meetings, but also to participate in the life of the organization between board meetings, CLE meetings and acting in an ambassadorial role for the MCPA. Board meetings are currently held the first Thursday of each month at the offices of Mannion Prior in King of Prussia. Positions are held for a two year term.

The MCPA Board of Directors consists of nine members that serve for a two year term. The Board's activities are determined by the powers, duties, and responsibilities delegated to it or conferred on it by an authority outside itself and are detailed in the bylaws.

The MCPA Board of Directors hold monthly meetings usually the first Thursday of each month. All are welcome to attend. If you've ever wondered what the MCPA Board is doing on behalf of all of its members, attend one of these meetings. For information regarding where the next meeting will be held, please contact any of the Officers listed at the end of this newsletter.

If you are interested in becoming a candidate for this position, please email a short bio and headshot of yourself to President Nancy Piechota at npiechota@mannonprior.com. Your submission must be received no later than October 31st to be eligible for this year's election in November.

Voting takes place in November!

CLIENT SATISFACTION STRATEGIES FOR PARALEGALS

When working directly with clients, it is important to develop and maintain client satisfaction strategies to ensure they are happy with your firm. If your clients aren't happy, then your attorney won't be happy, and that never bodes well for the paralegal.

Hear your clients' story

Paralegals are often the first point of contact for clients with the firm. Take time to listen to your potential client's dilemma and ask relevant questions to gather the information you need for the initial intake, per your firm's guidelines. Keep in mind that some clients may be hesitant when contacting a law office. Be professional, personable, and patient. Make them feel at ease by reminding them that the conversation is confidential and that you have experience dealing with the issues they have. There may be nuggets of information vital to your client's case that they will relay to you but later forget to tell the attorney. Oftentimes, a client just needs someone to listen. Paralegals can be that person.

Gauge Your Clients' Needs

In order to develop a client satisfaction strategy it is important to gauge your clients' communication needs. An anxious client might require frequent updates. A "laid-back" client may not. An older client may have different needs than a younger one. We have several clients that I can count on to call the office every week for an update. As a paralegal I prepare for that by having updated information readily available to give them. I also let them know what to expect next in the case. Note in the clients file what type of client you have, and treat them accordingly. Update your clients to the frequency and method of communication you and your attorneys have determined their case may require. This will help them know the firm is genuinely interested in helping them with their case .



Communicating With Your Client

While emailing clients with updates is the preferred method of many firms, a phone call will always be more appreciated, especially before delivering correspondence or documents that may have an emotional impact on their well-being. In our firm, we do both. We will call the client with updates or a request for information, and then memorialize the call with an email containing a quick summary of the call. This way the client has a running record of the work being done. On occasion, a house call may be warranted to obtain key information or documents from your client (with attorney approval, of course). Clients will appreciate this gesture and level of service.

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CLIENT SATISFACTION STRATEGIES FOR PARALEGALS

CONTINUED

Instant Recall: Key Facts and Information

Another very important aspect of excellent client service is the retention of key case facts and “players.” Remembering and instantly recalling your clients’ issues, and important dates and facts will help them to feel their case is important to you and your firm. This small gesture will help build rapport with your client and let them know they are not “just another client.” I suggest adding a few notes in the file regarding their personal information so that you have that handy when they call.



Fixing Client Satisfaction Issues

Immediately report to your attorney any client dissatisfaction or issues you are having trouble tackling. The attorney may decide what actions can be taken to reassure the client. A paralegal can assure the client that their case is important and that it is progressing as it should. This will help manage your clients’ anxiety and will keep the client and case on track.

A successful office thrives on the satisfaction of its clients. You, as the paralegal, play a big role in that satisfaction. Engaging in good “customer service” practices will satisfy your clients’ needs and will also keep your attorney satisfied. When the client is happy, your job is easier. Delivering excellent client service will also make you an indispensable member of your team. When treated well they remember why they chose your firm in the first place.

OFFICERS***Nancy Piechota, Pa. C.P.—President***

Mannion Prior, LLP
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NPiechota@mannionprior.com

Nancy is a Paralegal at the law firm of Mannion Prior, LLP in King of Prussia. Nancy also sits on the Board of Directors and also serves as Chair of the Marketing Committee. She lives in Berks County with her husband, Joe and rescue dogs.

***Kelly Lightcap, Pa.C.P. —Vice President***

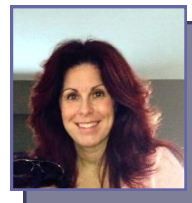
Bennett, Bricklin & Saltzburg LLC
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Kelly is a Paralegal at the law firm of Bennett, Bricklin & Saltzburg LLC in its Blue Bell office. She currently serves as the Association Vice President having served as its Treasurer since 2013. She lives in Phoenixville with her husband and cat, Emmett J.

***Christopher Gregg—Treasurer***

Kane, Pugh, Knoell, Troy & Kramer
(610) 275-2000
cgregg@kanepugh.com

Chris works for the law firm, Kane, Pugh, Knoell, Troy & Kramer as a Paralegal. He has been an active board member for the past 3 years and serves as its Social Media Committee Chair. Chris was born and raised in Willow Grove and still resides there with his family and their dachshund Queenie.

***Jen Kuemmerle, CRP, Pa.C.P.—Secretary***

Luther Woods Nursing & Rehabilitation Center
(215) 675-5005
jkuemmerle@lutherwoods.org

Jen is the Vice President of Finance at The Luther Woods Nursing & Rehabilitation located in Hatboro. She has served on the Association's Board of Directors and was recently elected to serve as its Secretary. She lives in Hatboro with her husband and two children.

BOARD OF DIRECTORS

**Noreen Messmer, Pa. C.P.**

Noreen is a Paralegal with the law firm of Ford & Buckman, P.C. in Blue Bell and has worked with Sarah Ford, Esquire for over 40 years. She has been a Board member since 2010 and also serves on the Hospitality/Planning Committee. Noreen lives in Blue Bell and is the mother of three and Nana to three granddaughters.

**Shari Weber Bradley, Pa. C.P.**

Shari works at the firm at DeLuca Levine. A long time member of MCPA, she currently serves on the Board and is the Webmaster. Shari lives in Eagleville with her husband and has two grown sons and three grown stepsons.

**Dana Joana, Pa. C.P.**

Dana has been an active member since 2013. Dana assists in the areas of Civil Defense Litigation, Medical Malpractice, Legal Malpractice and Personal Injury defense at the Kane Pugh Knoell Troy & Kramer, LLP law firm since 2013.

**Tracey L. Barnes, RP, Pa.C.P.**

Tracey is an Estates Administration and Estate Planning Paralegal at the law firm of Dischell, Bartle & Dooley, PC. She attended Penn State University, completing the Paralegal Certificate Program in the Summer of 1992 and took the Paralegal Advanced Competency Exam, receiving her RP (PACE Registered Paralegal) credential in 2000. In 2008, she received her Pa.C.P. certification through the Keystone Alliance of Paralegal Associations and is currently its Credentialing Chair. She has been a member of the Montgomery County Paralegal Association since its inception in 1999 and has been a Board Member, Secretary, Treasurer and President. In 2017, she was appointed as the CLE-Associations Co-Coordinator for the National Federation of Paralegal Associations (NFPA).

COMMITTEE CHAIRS

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