

AMICUS

July, 2009

North Carolina Paralegal Association
District Newsletter

The “Laws” of Customer Service Apply in Everyday Interactions

WHETHER you are providing customer service to clients, the public, co-workers or other members of an organization, like NCPA, the following fundamental laws of “Customer Experience” operate:

- 1) Every Interaction Creates A Personal Reaction.
- 2) People Are Instinctively Self-Centered.
- 3) Customer Familiarity Breeds Alignment.
- 4) Unengaged Employees Do Not Create Engaged Customers.
- 5) Employees Do What Is Measured, Incented and Celebrated.

6) You Can't Fake It! ¹

TO LEARN MORE about how each of these “laws” operate, check out the website, www.experiencematters.wordpress.com. There you will find a free download of the “book,” *The Laws of Customer Experience: The Fundamental Truths That Define How Organizations Treat Customers*, which discusses the customer service in depth.

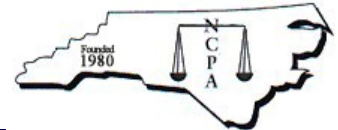


There are other free book downloads as well as other useful information and resources on this website!

-Diane Morgan, NCCP

¹ Bruce Temkin, *The Laws of Customer Experience: The Fundamental Truths that Define How Organizations Treat Customers*, p.2 (2008).

<http://experiencematters.wordpress.com/2008/06/22/introducing-the-6-laws-of-customer-experience/>



Diane N. Morgan, NCCP—Editor

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Special points of interest:

- Mid Year Seminar
- CLA/CP Exam Review
- NCCP Exam Review
- CLA/CP Exam

**PLEASE
SEE
OUR
WEBSITE
FOR
DETAILS!**

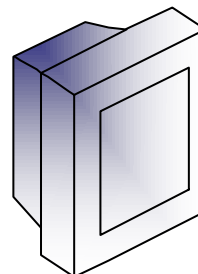
Got A Worthy Cause?

Beverly Johnston and Patti Clapper are searching for at least three worthy causes to which 5 (each) computer monitors will be donated. This donation will be

made on behalf of NCPA.

If you have any recommendations, please contact Beverly Johnston at beverlyj@corplawoffice.com

with your suggestion.



District I News

Diane N. Morgan, NCCP

ATTENTION!

BEAUFORT, BRUNSWICK CARTERET, DARE, CRAVEN, HYDE, JONES, LENOIR, NEW HANOVER, ONSLOW, PAMILCO, PENDER and WASHINGTON COUNTIES....UNITE!

I would like to request all District I members to brainstorm ideas of how we can unify and motivate our District!!

Email you ideas or suggestions to dmorgan@nhcgov.com.

District III News

Sylvia Erickson, NCCP

District III has added another new member, **Rosa Judith Portillo of Lee County. Welcome!** Be on the look out for an email survey and be sure to respond to ensure that your needs and wishes are considered with respect to our future meet and greet. Your input is extremely valuable.

District IV News

Karen F. England, NCCP

On Saturday, May 2, Guilford Paralegal Association, an NCPA affiliate, held its 3rd Annual Spring Seminar at the Doubletree Hotel in Greensboro, North Carolina. The seminar was well-attended, and participants received six hours of CPE credit, including one hour of ethics.

GPA held its May 12th meeting at Logan's Roadhouse. This was a planning meeting, and also officers were nominated for the new year beginning in July. Then on June 9th, District Court Judge Susan R. Burch spoke to the group on "How Judges Approach Family Law Cases." The group held its election of officers following Judge

District II News

Beverly Johnston, NCCP

District II held its third meeting **Monday, June 15 at 6:30 p.m. at Nantucket's Café in Chapel Hill.**

A special thanks to **Whitney DeCillis** for reserving the room.

District II continues to grow.

Please make a point to greet and welcome the following new me

Student member, **Shawndria McCoy**, who graduated from her paralegal course in May announces that she has been accepted at the Appalachian School of Law in Grundy, Virginia!

The Cumberland County Paralegal Association installed a new slate of officers on May 14, 2009 at the Barn Restaurant in Fayetteville. Their monthly meetings are held at 1:00 p.m. on the 2nd Thursday of each month at various restaurants in Cumberland County.

Congratulations Shawndria! We wish you the very best in this new challenge. Please keep in touch!

WELCOME

NEW DISTRICT II MEMBERS

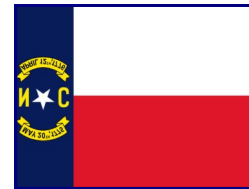
Margaret Cate, NCCP

Andrea Kennicott, Student

Megan Grayce, Associate

Denise Martin, Student

Frank Meldau, Student



Burch's presentation, and new officers are as follows:

Kimberly C. Braswell, NCCP, President

Sandra R. Strickland, CLA, NCCP, Vice President

Jacqueline Taylor Barrett, NCCP, Secretary

Cynthia A. Knight, NCCP, Treasurer

Karen F. England, NCCP, Parliamentarian

Details about these meetings and all of GPA's events are available on the website. <http://www.guilfordparalegalassociation.org/>.

Alamance County Paralegal Association (ACPA), an NCPA affiliate, elected new officers at the May meeting, and they are as follows:

Hattie Sheets, NCCP, President

Adrienne Lewis, NCCP, 1st VP

Katherine Kuczkowski, NCCP, 2nd VP

Ruth Goodman, CP, NCCP, Secretary

Annette Younger, NCCP, Treasurer

Barbara Dodson, Parliamentarian

ACPA will hold its next regular meeting on June 16, 2009 at 12:30 at Carver's in Graham, and the new Clerk of Court, James Hunt Johnson, will be speaking.

For information on ACPA please contact **Teresa Stacey** at tas@vernonlaw.com.

District VII News

Stephanie Ivans, NCCP

District VII meeting is scheduled for July 16th at 6:30pm at Speedys Pizzeria in Sylva, NC.

I am trying to hold a meeting at least once a month. Since my district is so big, I am alternating meetings between Sylva and Asheville so everyone can have a chance to attend.



District VIII News

Beth Falgout, NCCP

Any District VIII member who would like to get together for a Meet and Greet should contact me by email at bfalgout@invtitle.com.

Also please spread the word to your coworkers who are not involved in NCPA about the benefits of becoming a member and direct them to our website for more information. It would be great to have everyone bring in a least one new member by the end of the year!

From Our Affiliate Director

Teresa A. Stacey, NCCP

All NCPA Members, if you belong to a local association, please contact me for information on your local association becoming an Affiliate Member of NCPA. I am Teresa Stacey, the Affiliate Director for NCPA. I was nominated and elected from my



local association, Alamance County Paralegal Association ("ACPA"), to be the representative from our organization to NCPA. ACPA was the first Paralegal Association that joined NCPA as an Affiliate Mem-

ber. Now, we have a total of four (4) affiliate members. I feel very honored to be the Affiliate Director and have learned many things about NCPA through this Directorship. Please contact me for any information on your local association becoming an Affiliated Member of NCPA. Have a great Spring and Summer.

Get Involved With NCPA!

District IX News

Beverly King, NCCP

The Catawba Valley Paralegal Association will be providing a CPE concerning Employment Law Presented by Mike Thomas, Attorney at Law, on Tuesday, August 11, 2009 at 6:00 p.m. at CVCC Auditorium, Hickory. For further details please see <http://www.catawbavalleyparalegalassoc.org>.

CPE is free to CVPA members and \$25.00 for non-members.



CONGRATULATIONS!

May 2009 NCCP's

Diane Childress
Bill D. Clements
Jamie E. Coll
Camille Davis Euliss
Ronnie Beth Herbst
David Herron
Tina T. Rouse
Kelly A. Wilkie
Tina Marie Yossett

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The North Carolina Paralegal Association is
an Affiliate of the National Association of
Legal Assistants

We are on the web at
www.ncparalegal.org

MISSION STATEMENT

The North Carolina Paralegal Association, Inc. ("NCPA") is a not-for-profit corporation, formed for the purpose of promoting and enhancing the paralegal profession in the state of North Carolina and throughout the United States of America. The primary goals of NCPA are to:

SERVE

Assist our members with resources, education and information necessary to provide high quality legal services to attorneys, clients and the community.

TEACH

Make available to paralegals formal education and continuing legal education to gain knowledge and expertise regarding the legal system that qualifies them to do work of a legal nature under the supervision of an attorney. Heighten attorney awareness of the value of maximum utilization of paralegals.

BUILD

Develop relationships with attorneys and other legal professionals in North Carolina in order to elevate the status of paralegals in the state.

LEARN

Conduct research in order to continually define the parameters of the paralegal profession as the profession relates to the "practice of law".

SHARE

Promote our talents and skills to the community. Participate in activities and events which exhibit our strengths and abilities. Encourage our members to share their knowledge and experience through presentations and educational opportunities in order to increase the public's perception of our profession. Provide leadership and exhibit professionalism in all that we do.

GROW

Take an active role in bringing new paralegals into NCPA. Ensure the future of our organization through public awareness and professional excellence. Actively promote our achievements and those who accomplish them in order to maintain visibility in the community. Develop, refine and follow a long-term plan for the growth of NCPA.

We embrace these principles and values, and pledge to strive for excellence in our profession through the adherence to this mission statement.

SAVE THE DATES!

2009
Meredith R. Pollette
CLA/ACP
Scholarship Award
DEADLINE
AUGUST 15, 2009
See the website for more details!

December 4-5,
2009
CLA/CP Exam

Mid Year Seminar CLA/CP Review Course and NCCP Review Course SEPTEMBER 18-19, 2009

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Phone: (336) 724-2300

<http://embassysuites1.hilton.com>