

# ALA Multimedia Order Form

MAY 22–25, 2011 • ORLANDO, FLORIDA

**Did you miss something during the Conference?**

Choose the format that suits your needs.

### SYNCHRONIZED AUDIO AND POWERPOINT

**NEW ANNUAL CONFERENCE COLLECTION:**  
Just like being in the session room!

COMPLETE SET ..... **\$299**  
INDIVIDUAL SESSIONS (CDs) ..... **\$25 each**

### SESSIONS ON AUDIO CD

Available individually or as a complete set.

INDIVIDUALLY ..... **\$17**  
COMPLETE SET ..... **\$1,115**

### SESSIONS ON MP3 CD ROMS (AUDIO ONLY)

A complete set of all Conference sessions (audio only) for downloading to your MP3 player or listening on your computer supporting PC or Mac. (MP3 discs will not play on most home or car stereos.)

COMPLETE SET ..... **\$169**

**IF YOU ARE PURCHASING INDIVIDUAL SESSIONS, CHECK THE CORRESPONDING BOX NEXT TO THE CODE NUMBER. AUD IS FOR AN AUDIO ONLY CD AND PP IS FOR A SYNCHRONIZED SESSION.**

| AUD | PP  | COMMUNICATION AND ORGANIZATIONAL MANAGEMENT (CM)   |
|-----|-----|--|
|     |     | <b>CM10</b> Use Humor to Manage Stress and Conflict, <b>GORKIN</b>   |
|     | N/A | <b>CM11</b> Crucial Conversations—Tools for Talking When the Stakes Are High, <b>LIA</b>   |
|     | N/A | <b>CM12</b> Where Is That File and What Did You Say Your Name Is Again? <b>MELLOR</b>  |
|     |     | <b>CM13</b> Boundary Setting: Finding Time for Yourself in a 24/7 World, <b>DURHAM</b>   |
|     |     | <b>CM20</b> Command Respect: Teach People How to Treat You, <b>MACKAY</b>  |
|     |     | <b>CM21</b> Galvanizing Your Colleagues with Powerful Storytelling, <b>HALPERN</b>   |
|     | N/A | <b>CM22</b> Creating and Maintaining an Extraordinary Managing Partner/Administrator Team, <b>BELL, COULBERT, FOX, KIRK, MICHALIK, O'DONNELL, SOROKO</b> |
|     |     | <b>CM30</b> The Listening Leader, <b>BOMMELJE</b>  |
|     |     | <b>CM31</b> Speaking Out Loud: Presentation Skills, <b>LELAND</b>  |
|     |     | <b>CM32</b> Business Writing—Getting Your Message Across, <b>LELAND</b>  |
|     | N/A | <b>CM33</b> Contagious Confidence™, <b>WOFFORD</b>   |
|     |     | <b>CM34</b> People—Difficult or Different? <b>BRAUNSTEIN</b>   |
|     | N/A | <b>CM35</b> Contagious Culture™: Eliminating Employee Attrition, Apathy and Attitude, <b>WOFFORD</b>   |
|     | N/A | <b>CM36</b> The Art of the Deal—Effective Use of Negotiation Skills, <b>ELMS</b>   |
| AUD | PP  | FINANCIAL MANAGEMENT (FM)  |
|     |     | <b>FM10</b> Flashing Financial Information that People Need to Know, <b>STEPHENS</b>   |
|     |     | <b>FM12</b> Budgeting in a Changing Economy, <b>PETERSON</b>   |
|     |     | <b>FM13</b> Retirement Plans—True Understanding of the Fee Structure! <b>COREY</b>   |
|     |     | <b>FM14</b> Capital: How Much is Enough? <b>PETERSON</b>   |
|     |     | <b>FM20</b> Kill Bill(able), <b>HACKETT</b>  |
|     |     | <b>FM21</b> 75 Financial Tips in 75 Minutes, <b>FOSTER</b>   |
|     |     | <b>FM30</b> Law Firm Profitability Issues in the New Legal Economy, <b>OLSON</b>   |
|     |     | <b>FM31</b> Don't Let Your A/R Walk Across the Page and Become Bad Debt, <b>POLLEI</b>   |
|     |     | <b>FM32</b> Revenue-Focused Leadership: Tools for Success, <b>NIGON</b>  |
| AUD | PP  | HUMAN RESOURCES MANAGEMENT (HR)  |
|     |     | <b>HR10</b> Unleashing the Power of Inclusion in the Legal Environment, <b>JONES</b>   |
|     | N/A | <b>HR11</b> The New Review: Getting the Best from Longtime Employees, <b>HARLEY</b>  |
|     |     | <b>HR12</b> R Wi™ Fit? <b>HISSONG</b>  |
|     | N/A | <b>HR13</b> Will You Still Need Me When I'm 64? <b>COULBERT, NORIS-ADAMS, REEVES</b>   |
|     |     | <b>HR14</b> Succession Planning: It's Your Turn, <b>HISSONG, VANDERLIP</b>   |
|     |     | <b>HR20</b> Walks on Water. Walks on Water. <b>FIRE!</b> <b>REEVES</b>   |
|     |     | <b>HR21</b> It's Chemistry, Not Character: Substance Abuse in the Workplace, <b>COHEN</b>  |
|     |     | <b>HR22</b> Health-Care Reform—The Future's So Bright, We Have to Wear Shades, <b>MEREDITH</b>   |

|     |     | <b>HR30</b> Employee Handbooks for Law Firms—Careful, Careful! <b>COHEN</b>   |
|-----|-----|---|
|     |     | <b>HR31</b> Retention and Motivation: Align Your Stars on a Path from Good to Great, <b>MOORE</b>                             |
|     |     | <b>HR32</b> Behavioral Interviewing: Hire and Retain the Right People for Your Firm, <b>WINTERLE</b>                          |
|     |     | <b>HR33</b> Wild and Wacky Times: Employment Law Update, <b>ZANDY</b>   |
|     |     | <b>HR34</b> Risky Business: Responding to FMLA & ADA Requests, <b>COHEN</b>   |
|     |     | <b>HR35</b> XRXL IEZX ... Oops! How about COBRA, FMLA, ADA, etc., <b>ZANDY</b>  |
| AUD | PP  | LEGAL INDUSTRY/BUSINESS MANAGEMENT (LI)   |
|     |     | <b>LI10</b> Critical Issues Facing Law Firms: Trends & Progressive Solutions to Your Challenges, <b>SHORT</b>                 |
|     |     | <b>LI11</b> Crisis Communication: Protecting the Heart of the Firm, <b>GROFF</b>  |
|     |     | <b>LI12</b> The Hidden Minefield of e-Discovery, <b>OLSON</b>   |
|     |     | <b>LI13</b> Pyramids, Diamonds & Rectangles: The Changing Shape of the New Law Firm, <b>MANCH</b>                             |
|     |     | <b>LI20</b> The Corporatization of Law Firms: Modern Management Practices, <b>COBURN, HANNA, McDERMOTT, RICHARDS, SWISHER</b> |
|     |     | <b>LI21</b> Diamonds in the Rough: Associate Training, <b>SUTOR</b>   |
|     |     | <b>LI30</b> Ethics in the Wireless World, <b>DOWNEY</b>   |
|     |     | <b>LI31</b> RFPs: Responding for Profit, <b>GRABEIN</b>   |
|     |     | <b>LI32</b> Knowledge Workers or Production Workers? <b>MASSEY</b>  |
|     |     | <b>LI33</b> Lateral Partners—Are They Worth It? <b>SKALASKI</b>   |
|     |     | <b>LI34</b> Is the Medium the Message? Social Media and Marketing, <b>NAVARRÉ</b>   |
| AUD | PP  | OPERATIONS MANAGEMENT (OM)  |
|     |     | <b>OM10</b> Records Management: From the Basement to the Boardroom, <b>MOORE</b>  |
|     |     | <b>OM11</b> Technology for the New Generation of Professionals, <b>STEPHENS</b>   |
|     |     | <b>OM12</b> Remote Access: The Solution & the Technology Policies to Support It, <b>LINARES</b>                               |
|     | N/A | <b>OM20</b> Dealers Choice: QuietSpacing® Your E-mail to Zero, <b>BURTON</b> (Audio only—no synchronized slides)              |
|     |     | <b>OM21</b> Roll Out the Barrel! Here Comes Windows® 7 & Office® 2010, <b>STEPHENS</b>  |
|     |     | <b>OM30</b> Fasten Your Seatbelts! 60 Technology Tips in 60 Minutes, <b>HAMPTON, RAMSEY</b>                                   |
|     |     | <b>OM31</b> Getting It All Together: The Changing Face of Legal Communications, <b>BARKER</b>                                 |
|     |     | <b>OM32</b> Renovate or Relocate: The Lease and the Changing Landscape of the Law Office, <b>BLANKS, COOKE, SMITH-BILT</b>    |
|     |     | <b>OM33</b> Is Your Firm in the Clouds? Technology-Based Workflows, <b>KRAUSE</b>   |
|     |     | <b>OM34</b> Renovate or Relocate: The Design and the Move, <b>COOKE, HENRIQUES, SMITH-BILT</b>                                |



# Annual Conference & Exposition

SECURE ONLINE ORDERING: WWW.AVMGONLINE.COM

|   |  |    |
|---|--|----|
| <b>AUDIO CDS (AUD)</b>  |  |    |
| Total Individual Sessions @ \$17 each   |  | \$ |
| Total Sessions free with purchase of 12   |  | \$ |
| Complete Sets @ \$1,115 ea. 20% OFF!  |  | \$ |
| <b>MP3 CD ROMs</b>  |  |    |
| MP3 Complete Sets @ \$169   |  | \$ |
| <b>SYNCHRONIZED DVDs (PP)</b>   |  |    |
| 2011 DVD Complete Sets @ \$299  |  | \$ |
| Total Individual Sessions @ \$25 each   |  | \$ |
| 2011/2010 DVD Complete Sets @ \$395   |  | \$ |
| <b>SHIPPING</b>   |  |    |
| \$1.00-\$20.00 = \$3.00<br>\$21.00-\$40.00 = \$5.00<br>\$41.00-\$60.00 = \$7.00<br>\$61.00-\$80.00 = \$9.00<br>\$81.00-\$100.00 = \$11.00<br>\$101.00-\$120.00 = \$13.00<br>\$121.00-over = \$15.00 |  | \$ |
| <b>INTERNATIONAL SHIPPING RATES:</b>  |  |    |
| To Canada and Mexico, 15% of Total (\$8.00 Minimum, No Maximum)   |  | \$ |
| Outside North America, 20% of Total (\$8.00 Minimum, No Maximum)  |  | \$ |
| <b>TAXES:</b>   |  |    |
| Texas Shipping Address Add 8.25% Sales Tax  |  | \$ |
| New York Shipping Address—Add Local Sales Tax   |  | \$ |
| New York County   |  | \$ |
| <b>TOTAL OF ORDER</b>   |  | \$ |

### Four ways to order:

#### ONLINE

www.avmgonline.com  
(if ordering CDs use promotional code **0611ALA** for discount)

#### MAIL

Send your order and complete payment (no currency—checks made payable to AVMG) to:

AVMG Speaker Concierge  
3310 Matrix Drive  
Richardson, TX 75082

#### FAX

Fax your order with credit card payment to 214.623.5756

#### EMAIL

Scan your order with credit card payment and send to [orders@avmg.com](mailto:orders@avmg.com)

#### Questions

Call toll-free 800.283.2864 or 214.343.2864. 9:00 a.m.–5:00 p.m. CST

## Payment Method

Please Note: International customers must pay by credit card or checks must be drawn on a U.S. bank in U.S. funds. U.S. Purchase Orders accepted—minimum purchase \$50.00.

- Check made payable to AVMG  
 Mastercard  Visa  Discover  American Express

EXP DATE

CARD NUMBER

SIGNATURE ON CARD\*\*

\*\* Signature authorizes AVMG to charge above account. Should the total be incorrect, AVMG is authorized to charge correct amount due.

SHIP TO:  Business  Residence

NAME (PLEASE PRINT CLEARLY)

COMPANY

ADDRESS

CITY

STATE/PROVINCE

ZIP

COUNTRY

DAYTIME PHONE

FAX NUMBER

EMAIL

Quality Guaranteed • No refunds • Allow 2–4 weeks for domestic delivery or 4–6 weeks for international delivery.