



THE PARAVIEW

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Metrolina Paralegal Association

Fall 2017 Edition

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Metrolina Paralegal Association
www.charlotteareaparalegals.com

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**WELCOME LETTER FROM INCOMING MPA PRESIDENT,
CARRIE J. MARSHALL, NCCP**

Dear MPA Members:

It is an honor and a privilege to serve the Metrolina Paralegal Association as President of the 2017-2018 term. I am very excited to share with you all of the things that the Board has been planning for you within the recent months.

On August 15, 2017 from 6:30-8:30 pm, we will have a Members Only MPA Summer Social at Wine & Design located at 1419 East Boulevard, Suite J in Charlotte, North Carolina. Pizza and wine will be served! RSVP to the Metrolinaparalegal@gmail.com no later than 8/11/17 to save your spot.

The Fall Festival CLE Seminar will be held on Friday, September 22, 2017 at the Marriott in South Park. This is an all-day seminar where you can earn your 6.0 credit hours (1.0 credit hour of ethics and 5.0 hours for general credit). We are working on the agenda, and will post it on the website and circulate it via email as soon as we have it completed.

We plan to have quarterly meetings on the 2nd Thursday of the month for each quarter. Our next membership meetings will be held on Thursday, October 12th and Thursday, December 14th at noon at the Levine Museum of the New South in The Harris Hall located at 200 E. 7th Street in Uptown Charlotte.

Please keep in mind that we are here to serve you, so if you have any comments, ideas and/or suggestions, please contact me or one of the MPA Board members.

We are grateful for your interest in the Metrolina Paralegal Association, and look forward to seeing you at one of our upcoming events.

Carrie J. Marshall, NCCP
President

INSTALLATION OF THE NEW MPA BOARD

At the May 11, 2017 general membership meeting, the new executive board was installed by past MPA President, Penny Higdon. The Officers for the 2017-2018 year are:

Carrie Marshall, NCCP – President
Michelle Kass, CP – 1st Vice President
Allison Yezek – 2nd Vice President
Shafia Ahmed, NCCP – 3rd Vice President
Rena Elam, NCCP – Secretary
Sarah Byrd – Paralegal School Liaison
Gayle Green, NCCP – NALA Liaison
Candace Russell, ACP, NCCP – Treasurer
Stephanie Elliott, NCCP -Paraview Editor/
Parliamentarian

Additionally, the new Audit Chair was announced as Antoine Robinson, NCCP.



Board members from left to right: Carrie Marshall, Michelle Kass, Allison Yezek, Rena Elam, Candace Russell, Stephanie Elliott, Sarah Byrd, and Gayle Green

NALA LIAISON REPORT

8/3/17

The NALA Convention in Orlando July 19 – 21 was a huge success with:

397 attendees (over half of which were first timers).

33 vendors – ALL of whom seemed very pleased with the Convention setup. They had outstanding exhibit booths, informational brochures about their businesses, give-aways, etc.

The charity donation by the Affiliated Associates was very successful with a total of \$6,883.00 presented to BaseCamp.

The Certified Paralegal Exam was administered. Results have already been announced: 111 candidates are new CP's. I reviewed the list and was pleased to see that five of them were from South Carolina.

Numerous affiliate representatives were present for the Affiliated Associations Meeting for the various officer and director reports, award presentations, announcements, other special recognitions, etc.

The substantive sessions were very well attended and presented by very interesting speakers. Attendees walked away with a LOT of material!

For the Affiliates Luncheon, round tables were set up with various topics to choose from to share concerns and ideas with other affiliates. The room was buzzing from the time we walked in until conclusion!

The “Affiliates Showcase” was very successful with high attendance for this first-ever event during the Reception. All of the affiliates had interesting and informative displays and free items. MPA’s lunch tote give-away was VERY successful! Our table included several brochures of various Charlotte attractions (picked up from the Charlotte Convention Center) to spotlight Charlotte; and I had taken – of course – a Panthers cap for display. The Affiliate Showcase exhibit tables are assigned by NALA, and it was great that MPA and NCPA (Beverly Moore, President) were side-by-side.

Gayle D. Green, NCCP

NALA Liaison





Working with Difficult Clients- Tips for Paralegals

Stephanie B. Elliott, NCCP

McNair Law Firm, PA

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Clients are the name of our game. The relationships we form are extremely important, and go a long way toward client satisfaction with our legal teams. The needs of clients rarely change, and the one thing I've learned in twenty-one years as a paralegal is that we should practice The Golden Rule. It was important in grade school, and a life lesson that will carry you far: Treat others as you would yourself wish to be treated. It's a simple motto that makes us better people and professionals, but often a little harder to put into practice. There are so many things that can go wrong in attorney-client relationships. The most common complaint to the North Carolina State Bar is lack of communication between attorneys and their clients.

Stop, and Listen: What is your client really saying? Are they really upset about the email you sent, or could it be that they don't understand it? We take our knowledge for granted. Most people, even the most sophisticated of clients, have very little working legal knowledge, and what they know usually comes from television and movies. They expect because it's what they see, that we'll sign them up as clients in the morning, have a hearing at 2:00 p.m. and celebrate our victory before 5:00 p.m. Wouldn't that be the life! In reality, it's our job to help them understand the process of litigation and how it will affect them. They are our clients because something has happened to them and they aren't able to solve it on their own. When you take your paralegal hat off just for a moment and look at the world through their eyes, you gain a better understanding of how you can help. Be present, even when they are unhappy and it's uncomfortable. Practice kindness and be willing to listen.

Be the Bridge: Attorneys are busy people, and our clients can have higher than necessary expectations about the amount of communication they should receive. The attorney-client relationship can benefit greatly if clients know they can call you to find out what is going on, or even just to talk through their issues. This of course is a fine line, because we aren't allowed to give legal advice. You can however, be the bridge between your attorney and your client. Part of your role is to play messenger and keep everyone up to date. This also means there are times your attorney needs you to buffer them from continued phone calls, emails, and drop in visits. There are deadlines for other clients that need to be immediately addressed, and there will be times that you have to shelter your attorneys in order to protect their time. Do this as a matter of routine and your work life will be the better for it. It takes some time for you to "learn" your client, but that should be your number one goal in this relationship: anticipation of client needs helps your team be better legal advocates.

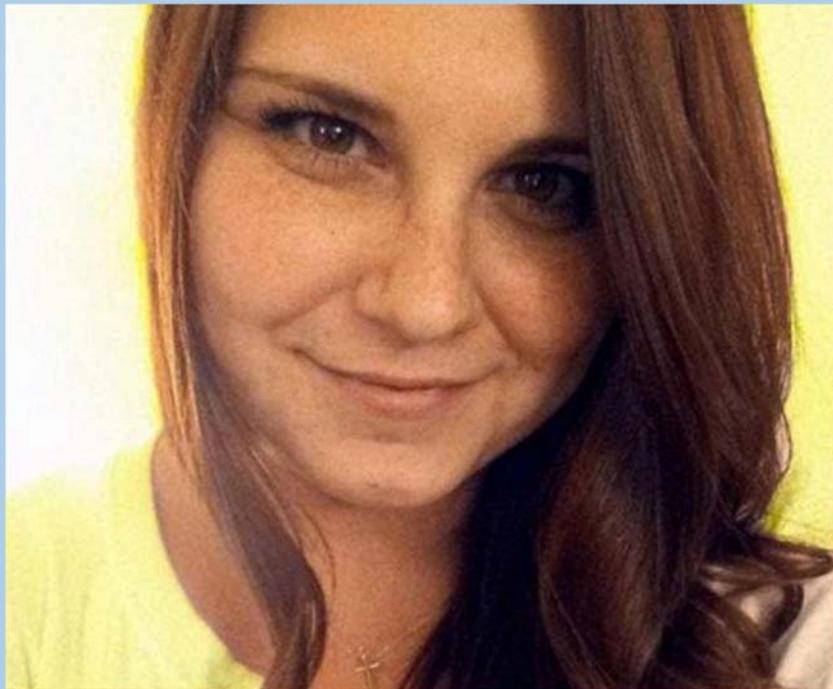
Take a Deep Breath: Even after practicing kindness and patience, there will be clients that are just not easy to work with. Take a deep breath, and remember this too is part of the process. If you can always remember that they are your client because they are under some type of stress either professionally or personally, it will help. I will admit that there have been times in my career as a paralegal that I let a snippy, biting client get the best of me. If you can reframe from the urge to "give it right back", your relationships will be stronger. Let things roll off your back, lay down the irritation and remember that your ability to do so will indirectly keep you gainfully employed. Even the best paying clients can be difficult, and however miserable that make our legal team, they are keeping the lights on.

In Honor of Heather Heyer– The Paralegals STAND

By Jamie Collins

Reprinted with permission from The Paralegal Society, a forum created to educate, motivate and inspire paralegals. Be sure to check it out!

It is with heavy hearts, we post this tribute in honor of Heather Heyer, a paralegal, who unexpectedly lost her life on Saturday, while peacefully protesting for the moral decency of all people. With this post, we hold for her the beginnings of a beautiful legacy.



As paralegals, we show up each day at our respective law firms and places of employment, immersed in the legal hustle and bustle, not only nationwide, but worldwide, alongside our supervising attorney counterparts, to engage, on some level, in the pursuit of justice. Whether you work from the plaintiff's side or for the defense doesn't really matter. If you handle family law, real estate, personal injury cases, or work in house for corporate counsel, it's what you do. Whether you handle cases for pharmaceutical giants, tire companies, the injured party, insurance companies, or employees who have been wronged, you're still doing it.

While, at times, we may forget it—the driving desire and reason why we're busy shuffling all that paper, corralling stressed out esquires, or diffusing deadlines—in actuality, what we are doing is standing up for people, companies, or causes in the legal system. In short, we stand up for the rights of others. For those working in legal, one thing is typically commonplace, those of us working in the profession tend to have a strong sense of social justice. Even if we hope a murderer ultimately gets convicted, we believe in his right to a fair and impartial jury trial and competent defense. We believe that justice applies to all. Every single person. Not some.

Granted, the legal system may not always support or reflect that virtue, but that's what most of us who work tirelessly in the legal trenches believe and the reason why it is we do what we do. We stand for the whole. We stand for what is right, fair, and just. We are most proud and at our best when we stand for the afflicted: the little guy, company, or cause, that would likely, but not for us, not get a fair shake. It's what we do in the day-to-day.

At times, we forget that basic belief somewhere along the way—the reason we actually love working in legal and wanted to do so in the first place, for justice—or how the task we are performing at any given moment, no matter how mundane or insignificant, contributes to the administration of that justice for someone or something, some cause, somewhere.

It's what we do. You needn't look too far into the bedrock of our careers to find it: a strong sense of social justice. A foundation of caring of caring for and about other people. Of standing up. Of righting wrongs. Of making sure the playing field is level and fair.

We stand for people.

We stand for causes.

We stand for justice.

On Saturday night, I found myself seated on the comfortable couch in my living room, watching a half-way decent movie, alone. I peered down at my iPhone and saw reports splashed across my Facebook feed of a white supremacist rally taking place in Virginia, despite the public's outcry. I saw what I can only describe as sickening images of clean-cut white men, standing, wielding tiki-torches, while spewing hateful things like, "Blood and soil," "White lives matter," and engaging in the Hitler salute, as the Nazis they clearly are. I honestly couldn't believe my eyes. It was shocking and appalling. I immediately took to Twitter to fire off a Tweet. I couldn't help myself. While I normally stay neutral on social media on most issues, I couldn't have kept my hands off that tiny keyboard, if I tried.

I awoke the next morning, on Sunday, to learn that a fellow paralegal, Heather Heyer, 32, was killed after being struck by a vehicle, believed to be driven by a white supremacist, as she was walking across the street to peacefully protest against the absolute ridiculousness that was ensuing, before the bewildered eyes of all of us, via national news syndicates. On Saturday night, while I sat on my couch, Heather was standing. For people of every race, color, national origin, and religion. For humanity as a whole. For the right thing. For justice.

In Virginia, she stood, a proud paralegal in the midst of hate spewing crazy people and chaos, in what she knew to be the pursuit of a worthy cause. And sadly, she died doing it.

I did not know Heather, personally. I want to make that point clear. A lot of the paralegals reading this blog many not have known Heather, but, undoubtedly, some did. Her family is left with a gaping hole that can never be filled. Her friends grieve deeply. Her law firm must feel a tremendous sense of loss. And as a profession, as paralegals, we stand today in a state of sadness, grief, and mourning for the loss of a vibrant, beautiful person most of us never even met. The paralegal who went straight into the thick of the hatred. The paralegal not afraid to stand. The brave young woman not hesitant to be seen and heard. With the loss of Heather Heyer, the hearts of all paralegals, everywhere, are heavy. As a profession, we mourn.

Today, as paralegals, we stand *with* Heather. We stand *for* Heather, because she is no longer here to stand. We will continue to fight for what is just, what is right, what is fair, and for people and causes that matter not only to the many, but the few. We stand in her honor. We stand as her colleagues. We stand as fellow beings on this planet who will not sit idly by, nor be silent, in the face of racial and religious hatred toward our fellow human beings.

May Heather's family be proud she gave her life while standing up for that which she believed. Standing for a morally decent and worthy cause that matters not to the few, but the many. A cause that matters to all of us: equality, human decency, and an unwavering sense of social justice.

So, paralegals, when you forget why it is that you do what it is you do in the day-to-day, as I know you sometimes will, I want you to remember Heather. The paralegal standing in Virginia. In the midst of chaos. A voice of one. A cause of many. A person willing to stand up for what she believed in. A person willing to stand up for the whole. A shining example to us all.

If it looks like hate, sounds like hate, and feels like hate – guess what? It's totally hate. In memory of Heather, I hope you'll stand, paralegals. Stand with her. Stand for her. And proud as hell *of her*. May her memory shine into the darkest of places. May her legacy live on through each of us and the way we choose to carry ourselves in this world.

Our words are inadequate. Our actions, everything.

#ParalegalsStand #ForHeather

“It is not the critic who counts; not the man who points out how the strong man stumbles, or where the doer of deeds could have done them better. The credit belongs to the man who is actually in the arena, whose face is marred by dust and sweat and blood; who strives valiantly; who errs, who comes short again and again, because there is no effort without error and shortcoming; but who does actually strive to do the deeds; who knows great enthusiasms, the great devotions; who spends himself in a worthy cause; who at the best knows in the end the triumph of high achievement, and who at the worst, if he fails, at least fails while daring greatly, so that his place shall never be with those cold and timid souls who neither know victory nor defeat.” – Theodore Roosevelt

“Like timidity, bravery is also contagious.” – Munshi Premchand

Rise the hell up. Be brave. Be just. Be true.

We will keep you apprised of a potential scholarship in Heather's name and anything else related to this, as it unfolds. Please feel free to share this post, in Heather's honor. With respect and admiration for Heather #ParalegalNation stands. We will remember.

<https://theparalegalsociety.wordpress.com/2017/08/13/in-honor-of-heather-heyer-the-paralegals-stand/>

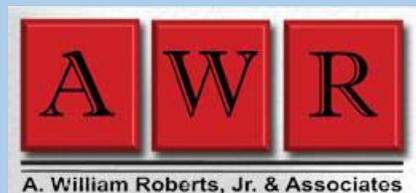
Note from the Editor

Welcome to the Paraview, MPA Members! I'd like to hear from you about what content you'd like to see in our publication. I'm working with some online authors to provide us with some new articles and technology tips, but if there are specific areas you'd like to read about please drop me an email and let me know.

See you at our next meeting!

Stephanie Elliott
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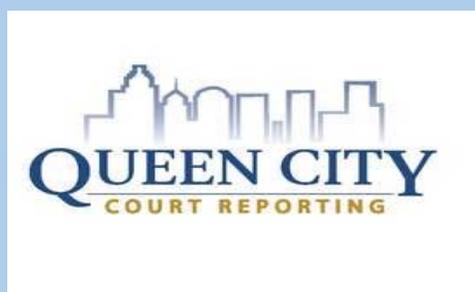
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We appreciate your patronage! Our organization would not be the same without you. Your membership means a lot to us. You bring energy, fun, excitement and variety to our membership. We love having you attend our general membership meetings, and of course the highlight for all of us is your wonderful displays and the carefully constructed information you provide at our seminars.

So, we say, "thank you," to our Patron Sponsors, and we look forward to seeing you all at our upcoming events.