

CONNECTIONS

NATIONAL NETWORK OF REPORTING COMPANIES

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MOVING FORWARD

As we enter 2010, it brings a new decade of business for all of us. Plenty has changed in the last decade that saw many new technologies enhance our daily work lives but also add more confusion. There are many new offerings of services we can now provide our clients, but can we do it all? Likely not. And that's where partnerships come into play.

Your partnership with NNRC is a key asset to your daily business life. Being a member of this group gives you access to many services and information that you can offer your clients on a daily basis. The work and results of the various committees helps to keep our members on the forefront of technology and other areas of service to the legal community.

DepoLaunch is a prime example and benefit of membership in NNRC—a professional way to package and present files to clients that is branded on a CD or DVD with your firm information. It would have been costly and time consuming for any one of us to take on a project like DepoLaunch within our own firm, but by partnering together we were able to create this great product that benefits all NNRC members.

Another example is the relationship that has been established with CourtRoom Connect. We are now able to provide our clients with an alternate solution to realtime connections through a reliable source and at a very competitive rate. These are just some of the key benefits to partnership within NNRC that we all enjoy as members.

These partnerships, from both within and outside of NNRC, will be a driving force for the future success of all our members. I believe that it is the way of the future. Your attendance at meetings also provides the extra benefits of information sharing and communication between other firm-owners in NNRC and can make us realize the effectiveness of partnerships and how they benefit our businesses. Many times some other firm may have tried something, worked out the bugs, then share that success with all of us.

I have come to realize that by sharing with other NNRC members, we were able to offer insight into what worked for us and utilize what worked for others. It has allowed our firm to keep ahead of my competitors as we were able to offer new services to clients; all through partnerships.

Our upcoming meeting in Montreal will be another amazing time for us to get together and share. Updates from the committees will bring forward even more details of what they have been working on these past months. Watch for some exciting updates and enjoy a truly unique area of Canada. If any of you have been to Europe, France in particular, you will feel like you are on the other side of the Atlantic.

Voir-vous à Montréal, mes amis!

Duane O'Geil
NNRC President
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THE WISDOM OF GEESE

BY CHUCK CADY - CADY REPORTING SERVICES



FACT 1: As each goose flaps its wings it creates an “uplift” for the birds that follow. By flying in a “V” formation, the whole flock adds 71% greater flying range than if each bird flew alone.

LESSON: People who share a common direction and sense of community can get where they are going quicker and easier because they are traveling on the thrust of one another.

FACT 2: When a goose falls out of formation, it suddenly feels the drag and resistance of flying alone. It quickly moves back into formation to take advantage of the lifting power of the bird immediately in front of it.

LESSON: If we have as much sense as a goose, we stay in formation with those headed where we want to go. We are willing to accept their help and give our help to others.

FACT 3: When the lead goose tires, it rotates back into the formation and another goose flies to the point position.

LESSON: It pays to take turns doing the hard tasks and sharing leadership. As with geese, people are interdependent on each other’s skills, capabilities and unique arrangements of gifts, talents or resources.

FACT 4: The geese flying in formation honk to encourage those up front to keep up their speed.

LESSON: We need to make sure our honking is encouraging. In groups where there is encouragement, the production is much greater. The power of encouragement (to stand by one’s heart or core values and encourage the heart and core of other) is the quality of honking we seek.

FACT 5: When a goose gets sick, wounded or shot down, two geese drop out of formation and follow it down to help and protect it. They stay with it until it dies or is able to fly again. Then, they launch out with another formation or catch up with the flock.

LESSON: If we have as much sense as geese, we will stand by each other in difficult times as well as when we are strong.

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Experience Montréal

**June 17-19, 2010
Montréal, Canada**

Registration form
on page 18



June 17-19, 2010
Montreal, Quebec, Canada

CLICKFREE TRAVELER

BY TOM RICHARDSON – STEWART RICHARDSON & ASSOCIATES
 NNRC TECHNOLOGY AND STANDARDS COMMITTEE MEMBER

Most of us have experienced it—either personally or having received a phone call from a reporter, their voices filled with terror: “My laptop was stolen out of my car” or “My hard drive just crashed” or pick your favorite I-need-a-drink scenario. The bottom line is: their notes are lost. And as far as your client is concerned, it’s up to you to remedy the situation. My remedy was retaking the deposition with a cost of over \$4,000. And that doesn’t include the fact we didn’t charge anything for the work we did—twice.

I came across a slick device that may kill two birds with one stone—peace of mind for you and new-found appreciation from your reporting staff for giving them a holiday gift they can actually use. It’s the ClickFree Traveler. www.clickfree.com

The ClickFree Traveler is a sleek, automatic backup solution the size of a credit card. It’s simple to use, and my resident geek said it was one of the best designed software/hardware solutions he’s seen. The device has a durable aluminum chassis and easily connects to your PC or MAC with its slim USB connector. You insert the Traveler into your computer, and it automatically backs up the new file types from

the locations you preselect. The connector seems a little flimsy, but we’ve never had a problem. It took me all of a couple of minutes to configure the file types I wanted backed up. There’s no software to install. It’s really that easy.

Keith Vincent, noted Eclipse guru, told my office staff last year that backing up your working files before leaving your reporting assignment is essential and must become a habit. The ClickFree Traveler makes that process painless. After the testimony has ended and the orders are taken, the backup device is inserted into the reporter’s computer. Before their steno machine is packed up, their notes, text, dictionaries, audio, and why-I-hate-my-boss letter are copied. It’s quick as it will copy 1 gigabyte of files in 38 seconds. My reporters love the device. They can leave the job with confidence knowing everything is backed up. It rates 4.5 stars out of 5 from PC Magazine and is an Editor’s Choice award winner. The Traveler is Windows 7 ready and comes in three sizes: 16, 32, and 64 GB. List price for the 16 GB model is \$69.99 but can be found on the internet for as little as \$54 (www.bhphotovideo.com). It’s a great stocking stuffer.

NNRC MEMBERSHIP TASK FORCE

Chair JULIE WALTER

Beovich Walter
& Friend
Portland, OR

RICHARD CHAMBERS

Lyon Reporting, Inc.
Atlanta, GA

CAROL NYGARD

Carol Nygard
& Associates
Sacramento, CA

YVETTE SAMUEL

Summit Court
Reporting, Inc
Philadelphia, PA

Ex-Officio

DUANE O’GEIL

Independent
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Calgary, AB

WELCOME NEW MEMBERS FOR 2009-10

New Gold Members

Streski Reporting & Video Services

Melania Streski

Wheeling, WV

Toronto Court Reporters

Rufus Dickinson

Toronto, Ontario, Canada

New Silver Member

Ralph Rosenberg Reporting

Ralph Rosenberg

Honolulu, HI

5 TIPS FOR YOUR WEB SITE

DUANE O'GEIL - INDEPENDENT REPORTERS, INC.

Having a web presence for your business today should not be something you're thinking about having. It's a requirement in the world today. The same is true for updating your site. This article will give you five easy things to do to help you ensure you have what the main search engines are looking for.

First thing to note is that there are three main search engines out there with the majority of the market share. These are Google, Yahoo, and Microsoft Live. Soon, there may be two, as Microsoft and Yahoo are back in negotiation for a buyout. That said, these three search engines are your true focus when optimizing your pages to be seen by the engines. The points in this article are key components for these engines.

1) Ensure that you update your web site a minimum of four times a year. (My site and the NNRC site are typically updated every other week) If you don't update often, you may as well hang a "Closed" sign on your door. People today will go to a search engine first before they will pick up a phone book, even in your own town. The biggest reason you need to update is that the search engines constantly crawl the web looking for new and relevant information. If they have found your site in the past, that's great. But, if they keep coming back and nothing changes, over time they will visit your site less frequently. Stop updating your site and they will eventually stop visiting. This will affect your rankings as they are always looking for sites that are updated with new information so that people who use their search engine are always provided with current information from their searches.

2) Title Tags – <title> - this is the information that is in the bar at the top of your browser window. Your title tag should never contain the name of your company or, Welcome to our Home Page, as this would never be entered in a search engine. Unless you're a Fortune 500 company or your domain name contains your keywords, you need to utilize keywords

in your title tags. Keywords are the words that someone in Timbuktu would enter to find a "Court Reporter in Calgary." (Doing this in Google brings up my firm as the first and second hits, while the NNRC page is ranked third.) Remember though, just like in realtime programs, there is a list of words that search engines ignore. The word "in" is one of them, so leave out useless words such as these in your title tags. Think of words that you use when you are searching for something in a search engine. Ask friends or co-workers what words they would use if they had to find a court reporter and see what they say. Another source to review would be the keyword list that NNRC sent out to all members in the early part of 2008. This list contained 500 search phrases that people on Google used to find NNRC. The last thing to note is that you should not exceed 60 characters in your title tag, about seven to ten words.

3) Next most important thing is your pages header tags. Header tags are specified with the following HTML code: <h1>, <h2>, <h3>, <h4>, <h5> and <h6>. Typically <h1> is the most important header code, then down the line. Header tags are usually the headlines on your web page. It's important to make them appear as natural as possible and contain a solid mix of your keywords. An example of keyword rich header tags would be:

```
<h1>Court Reporters in Calgary – Video Conferencing Services in Calgary</h1>
```

```
<h2>When you're in Calgary and require court reporter services or video conferencing services in the Calgary area, contact Calgary Independent Reporters for all your court reporting and video conferencing needs.</h2>
```

(You would then follow this with keyword rich body text)

Continued on page 5

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& STANDARDS
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Reporting
Los Angeles, CA

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BOB GRAMANN

Gramann Reporting
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St. Louis, MO

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5 TIPS FOR YOUR WEB SITE - CONTINUED FROM PAGE 4

4) As just mentioned, your page's <body> text is next. This text is the text that makes up the general content of your page and is what people will generally be reading. Again, be sure to use your keywords throughout this area so that the text contains various phrases that someone may search for. Take some time with this. Not only should it be readable, deliver your message, and keep someone interested in your page, you will want to make sure that it is not a bunch of keywords repeated over and over. If it is, you'll quickly lose your reader, but more importantly, some engines may view this as "spam" and actually knock your ranking down over time. Take your time when creating your copy. Make sure that it is keyword rich, but also very readable and gives your visitor the information they are looking for.

5) Images on your pages. These are graphics that we use to make our pages look attractive to a visitor. But remember that a graphic file cannot be read by a search engine. They can only read text. Sure, you may have text in the

graphic that contains your keywords, but this is useless to a search engine. To alleviate this and help to increase some of your keyword content, use the <alt> tags in your html code. An example of this would be:

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More reasons for the alt tags are that this content becomes visible when a mouse passes over the logo, this content appears if the image fails to load, and also the most recent html coding specs require that images have an < alt> tag.

Our next article will give you further tips on what search engines look for and also information on those mysterious meta tags and the importance on links.

NNRC GREEN COMMISSION

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Los Angeles, CA

GERRY RYAN
Ryan Reporting
Rockledge, FL

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REMINDER:
Acknowledgement of "Going Green"
Compliance form due by June 1, 2010!



*Don't forget to
renew your passport!*

**You will need your passport
to enter Canada for
our 9-Month Member Meeting
in Montréal!**

BLACKBERRY PIE

BY GAYLE ANDERSON - ANDERSON REPORTING SERVICES, INC.

GROWTH AND MARKETING TASK FORCE

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JOE GRABOWSKI

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Reporting &
Video Co.
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Ex-Officio DUANE O'GEIL

Independent
Reporters, Inc.
Calgary, AB

There have been many changes in my life this last year. Among others, I have recently given up my troublesome IP phone system and have the old-fashioned AT&T lines once again. So that was a failed experiment on my part. But I've also decided to take the plunge and switch from my Sprint Treo cell phone to a BlackBerry. I'm a bit suspicious now of trying anything new, thanks to my dang phone system, so that was not an easy decision for me. And surprise, surprise, I wish I would have made the move sooner. I like my BlackBerry much better than my Treo.

Once I had my new BlackBerry Tour, I decided to look into the various applications that are available for the BlackBerry. I found hundreds and hundreds. Below are a few that I thought might be of interest. I've also discovered that if you find an app for the BlackBerry, there's probably a similar app for the iPhone. Oh, and most are FREE.

BlackBerry Currency Converter

Convert amounts for over 180 currencies and four metals. Your ten last-used currencies are always available for quick access. Specify Interbank rates or use a percentage add-on to better predict the actual rate charged by your bank or credit card company. You will see both bid and ask rates. This free converter uses OANDA Rates, the daily filtered rates used by corporations, tax authorities, auditing firms, and financial institutions.

GridMagic Community Edition

According to GridMagic, it is the only free spreadsheet software for BlackBerry. It is a member of the GridMagic product family that provides basic spreadsheet features and is free for noncommercial personal and educational use.

GridMagic is designed with ease-of-use and simplicity in mind. It is carefully designed by considering the BlackBerry user's experience to make BlackBerry smart phone users feel at home.

GridMagic is compatible with Microsoft Excel. You can synchronize your spreadsheet data between your smart phone and desktop.

With GridMagic, you can access and update your spreadsheet data anywhere, anytime.

Google Maps

Everyone loves Google Maps on their computer, but having it on your GPS-enabled BlackBerry is even better because you can take it everywhere with you. By using Google Maps to look up your current location, you can find everything around you with just a few quick searches. It's quick, easy and free.

Google Search for Mobile

Search for anything, anywhere! Before I installed this Google Search app, I always had to browse to Google on my BlackBerry browser every time that I needed to search for something. But with the Google Search app, I can search for everything that I need quickly and easily; and I can even search by voice if I don't feel like typing it in. Features: Tap suggested queries or local businesses that appear as you type. Avoid typing your current location while searching for nearby businesses. Quickly search again for queries you recently performed. Search your phone's e-mail or contact list. Search Google Maps, images, news and shopping. Quickly navigate to other Google services, such as Maps and Gmail.

Drive Safely

One of the best apps there is! DriveSafely reads out loud any new SMS or e-mail your device receives. The free version will read only the first 25 words of the e-mail body; but, hey, it beats picking up your phone and reading while driving. DriveSafely reads your text messages and e-mails out loud so you can concentrate on the road. Eliminate the temptation to reach for your phone by letting DriveSafely read to you and automatically respond for you. Stay connected by listening to your messages without texting while driving or reading e-mails in your car. For even more functionality, download DriveSafely Pro.

Continued on page 7

BLACKBERRY PIE - CONTINUED FROM PAGE 6

ONCE I HAD MY NEW BLACKBERRY TOUR, I DECIDED TO LOOK INTO THE VARIOUS APPLICATIONS THAT ARE AVAILABLE...

DriveSafely Pro adds the ability to use additional voices, listen to text messages and e-mails without sponsor messages and much more.

TwitterBerry

If you are on Twitter and if you have a BlackBerry, you really need TwitterBerry. TwitterBerry is a full twitter app that works a lot like the Facebook app. You can write tweets, send replies, send direct messages, see your friend's public timeline, and upload photos to TwitPic. TwitterBerry puts a little 't' icon in your homescreen, integrates with the BlackBerry menu, and is FREE.

Shazam

If you've ever heard a song on the radio and wished you could identify it, Shazam is for you. Press the Shazam icon, hold your BlackBerry up to the speaker; and in about 15 seconds, it will tell you what the song was, who was singing it, and what album it's on. It's worked every time for me, but does have a few limitations. It can't identify live music and doesn't have a link to buy the music.

ScoreMobile for BlackBerry

ScoreMobile is a true application that's been built from the ground up for BlackBerry smart phones. It provides up-to-the-minute sports scores, box scores, fantasy player stats, betting odds, game previews, recaps, top stories, and league standings. In addition, it publishes exclusive live blogs for key games. Coverage currently includes: Football (NFL, NCAAF, CFL), Baseball (MLB), Basketball (NBA, NCAAB), Hockey (NHL), Golf (PGA), Auto Racing (NASCAR Sprint Cup) and Soccer (EPL, MLS). The dynamic home screen icon is a unique feature of ScoreMobile for BlackBerry where the application continues to monitor in the background the league or game which was last viewed. Users can personalize favorite teams, and game start times are customized based on the time zone setting on the device.

eOffice for Touch Mobile Office Suite

View, Edit & Create Microsoft Office Files. Experience the freedom of taking your office with you! Turn your BlackBerry into a mobile

office with many of the conveniences of a laptop for editing, creating or accessing your files. The eOffice productivity suite is everything the mobile professional needs in a modern wireless document management solution. Get access to your Word and Excel files and manage them wherever you are with eOffice. Native editing ensures that your important document features are not lost when you make changes to your file.

Pandora

It's a radio that is personalized just for you, playing only the music that you love. Simply enter one of your favorite songs or artists, and Pandora creates a radio station that explores just that kind of music. With your BlackBerry smart phone, Pandora brings an effortless personal soundtrack right to you whenever you want to listen to music. Pandora plays all your current and old favorites and introduces you to new songs that you'll love. Rate songs as they play because Pandora caters to your tastes and adapts the playlist to your feedback on the spot. Pandora has all styles of music - from hip-hop to jazz, country to classical, Latin to rock, dance to pop, and much more. FREE.

PeekaWho/SmrtGuard/\$10

It may not sound like a terrible hassle to open your BlackBerry's e-mail client every time you get a message, but why not make things easy on yourself? PeekaWho pops up an alert when you have an incoming e-mail message, showing you who sent it, the subject, and a snippet of the text. That way you'll know whether the message is important enough to read right away or whether it can wait until you've finished your current task. The alerts are especially handy if you're composing another e-mail. They allow you to see new messages without losing the one you're working on. You can also create blacklists or white lists to control how many pop-ups you get.

I've enjoyed researching these BlackBerry apps. If you know of any good business apps or just plain fun ones, please let me know; and I'll include them in a future article.

MIDWEST LITIGATION SERVICES' PRESIDENT DEBBIE WEAVER TO RECEIVE ENTREPRENEUR AWARD

DEBBIE WAS
DISTINGUISHED
AS AN
ENTREPRENEUR
DESERVING
OF THE
WOMEN'S
JUSTICE AWARD

The Women's Justice Awards recognize women across the state of Missouri who have demonstrated leadership, integrity, service, sacrifice and accomplishment in improving the quality of justice and furthering the highest ideals of the legal profession. The awards reach out to women in various segments of our community, including the bar, the bench, public office, civil service, business, academia, non-profits and the state-at-large.



Debbie Weaver
Midwest Litigation Services

Midwest Litigation Services is proud to announce that Debbie Weaver has been selected as one of three women to receive the Enterprise Award. Other award categories include Leaders of Tomorrow, Rising Star, Trial Practitioner, Citizenship and Public Official. The Enterprise Award is awarded to women in a business setting, be they entrepreneurs, executives, corporate counsel or other business professionals, who fulfill the above ideals in contributing to the improvement of the justice system.

Debbie was distinguished as an entrepreneur deserving of the Women's Justice Award due to her commitment to the St. Louis community. Along with her personal and passionate support of the Komen Race for a Cure with her team of "Kelly's Crusaders" (her partner Kelly Willis died of breast cancer five years ago), Debbie has donated lap-top computers, deposition services and videography for pro bono initiatives sponsored by the Kansas City Metropolitan Bar Association and the Bar Association of Metropolitan St. Louis (BAMSL) as well as for attorneys providing pro bono representation. The entire Midwest organization annually sponsors over fifty families for Motion for Kids (formerly Project Angel Tree) and spearheads the Santa Station at St. Louis's football venue, the Edward Jones Dome, with opportunities to visit with and get photos with Santa and many other cartoon characters.

Debbie also generously donates her time and energy to BAMSL's Read Across America program, she provides lunch and transportation to families visiting the Vandalia women's prison, and is actively involved in Legal Services' annual fund raising with the Justice for All Ball; having taken on the behemoth task of chairing this event in 2008. Her energy is equaled only by her benevolence and belief in the importance of such support.

Debbie currently serves as the Executive Director of the Women

Lawyers Association and sponsored the breakfast at this year's Missouri Bar Annual Meeting with the Kansas City and Mid-Missouri Women Lawyers. She has also been a long-term sponsor for their annual golf tournament and holiday party.

Throughout the state there are not many bar associations who have not been the beneficiary of a Midwest sponsorship whether it be for a Bar Foundation dinner, an annual conference, a golf tournament or an awards banquet. Without such support such events would not be possible which would be to the detriment of the thousands of members of the bench and bar who depend on these events for CLE and networking.



5 WAYS TO OVERCOME COLD CALL RELUCTANCE

BY KEN DOOLEY

ONE SALES STUDY FOUND THAT OPTIMISTIC SALESPEOPLE SOLD 37% MORE PRODUCTS AND SERVICES ON AVERAGE DURING COLD CALLS THAN NEGATIVE SALESPEOPLE

Here are some good reasons why ramping up cold calling efforts now, during a down economy, can get your salespeople in front of more prospects:

- **Many salespeople deal with a recession by making fewer calls.** One study showed salespeople reduce their cold calling efforts by 38% during tough times. That means the competition's making fewer calls.
- **It's no longer business as usual for most customers.** Customers are under pressure from management to find more value for their purchasing dollars. More prospects, especially those who'd always claimed to be satisfied with their present suppliers, are now looking for new suppliers who can help them get through this tough economic period.

Attitude is key

Salespeople who excel have the determination, perseverance, enthusiasm and positive attitudes that are the backbone of cold calling. One sales study found that optimistic salespeople sold 37% more products and services on average during cold calls than negative salespeople.

Here are five cold calling tips from sales consultant Ted Barrows worth sharing with your salespeople:

- 1. View success in the long term and failure in the short term.** You're working diligently to stay afloat during a tough economy, and that's your long-term goal. But there will be failures along the way, and it's important to remember those failures are always short term.
- 2. Reframe what you hear and see.** Perception is how you choose to interpret events. If prospects tell you they're happy with their present suppliers, do you place them in the "do not call" category? Or do you accept the statement as a challenge

and vow to resume your efforts to show why they should do business with you?

- 3. Remain focused.** You may not be able to control the feelings and statements prospects make to you during a cold call, but you can control your reaction to them. You may not be able to control the outcome of your presentations, but you can control your input.
- 4. Practice positive mental thinking.** Does it really help you to obsess over negative news about your industry or the economy? Or is it better to stay positive and go out and increase your cold calling efforts?
- 5. If a prospect seems unreceptive or even antagonistic, try to find out why.** Maybe you made your call at the wrong time and the prospect is too busy to talk then and there. Try calling back at a time when the prospect may not have so much to do.



WE'VE MADE A DIFFERENCE!

AIMEE AND ERIC GOLDBERG - BENCHMARK REPORTING AGENCY

THIS AWARD IS ESPECIALLY MEANINGFUL BECAUSE IT REINFORCES THE IMPORTANCE OF TEAMWORK, COMMITMENT AND GENEROSITY

We are thrilled to have received 2009's Walk MS Cup. On October 21, the National Multiple Sclerosis Society presented us with the traveling trophy for going above and beyond—excelling in fund raising and recruitment. More than 60 staff, clients, friends and family walked, raising an impressive \$14,819, during the 20th Anniversary Walk MS at Minnehaha Park.

This award is especially meaningful because it reinforces the importance of teamwork, commitment and generosity. Working together we can create a world free of MS. The Walk MS was both exciting and humbling for us. The outpouring of support was a true reflection of people's caring.

Thank you to all of our clients who help our business succeed, enabling us to give back to the community. This award is a direct correlation of your support and dedication. And thanks to all who graciously volunteered their time, gathered pledges, and walked with us.

Mark your calendar for May 2, 2010 and let us know if you would like to join Benchmark's team in the Walk MS.

DID YOU KNOW?

- MS is a chronic, often disabling disease that attacks the central nervous system - the brain, spinal cord, and optic nerves.
- There is no cure for MS. However, there are now FDA-approved medications that have been shown to "modify" or slow down the course of MS.
- Approximately 400,000 Americans have MS, with 200 more people diagnosed every week. Worldwide, MS affects more than 2.5 million people.
- Most people are diagnosed between the ages of 20 and 50, although individuals as young as two and as old as 75 have developed it.
- More than twice as many women as men have MS.
- Fund raising helps raise awareness, fund vital MS research, and support programs and services for those with the disease.

DON'T GET HIT WITH HUGE ROAMING CHARGES!



Many of the major cell phone service providers offer 'temporary' or 'adjusted' plans for international travelers. These plans are easy to set up and are much more affordable than paying full roaming charges when you leave the United States.

Before you leave for our 9-Month Meeting in Montréal, call your cell phone service provider and ask about a temporary plan for Canada.

NNRC – 9-MONTH MEETINGS

BY DEBBE DREHER - NNRC EXECUTIVE DIRECTOR

OUR 9-MONTH MEETING IN JACKSON HOLE WAS A SMASHING SUCCESS

In September The Grand Tetons called NNRC and we responded—arriving into the small Jackson, Wyoming airport in force to one of the most beautiful areas of our country that I have ever seen!

Once again, based on the surveys that I received back from our 9-month meeting in Jackson Hole, Wyoming and the conversations that I had with many, you indicated that the meeting was a smashing success. Those of you who were unable to attend missed some breathtaking scenery, fabulous accommodations, informative presentations and the always beneficial sharing of information and best practices (and I can't forget to mention the surplus of "Jägerbombs"). Rumor is that we depleted the **city** supply of Jägermeister and Red Bull! Our Saturday night dinner at the National Museum of Wildlife Art was wonderful! I hope you enjoy the photos that we have compiled from our various activities and meetings! For those of you who weren't able to attend, you were missed and we look forward to seeing you in June in Montreal.

A few NNRC gold members were able to extend the 9-Month Meeting and enjoy a trip into Yellowstone, and although I wasn't able to join them and give a first hand account, I heard a good time was had by all! Some of the photos shared in this newsletter were taken by Kenny & Lisa Zais on this post-trip.

Now I am busy finalizing our plans for Montreal, June 16-20 in Montreal, Quebec, Canada. Going from the rustic lodge in Wyoming to the truly classical décor of The Hotel Nelligan, a quaint boutique hotel, will be quite a contrast. We will be stepping back in time to the romantic district of Old Montreal, alongside the Old Port by the beautiful St. Lawrence River. Its cobblestone streets have witnessed the passage of time for more than 360 years. Art galleries, artisans' boutiques, terraces and cafes conduct business within the walls of these 18th & 19th century stone buildings.

Montreal is a special city with a unique combination of European *laisser-faire* and North American *savoir-faire*, according to Tourisme Montreal. It is a city with the heart of a village. You will hear conversations threaded with French, English and very often dozens of other languages. The city is clean, green, safe and devoted to savoring every minute, year round.

Speaking of "pre or post meetings," I am looking at a pre-trip to Quebec City. Please email me if you are interested.

You will need a **passport** to enter Canada so please be sure to PLAN AHEAD!!!

Firm Update Reminder: If you haven't already sent your firm updates to Duane for publishing in the members only section of the NNRC web site, please do so today!



IN
JACKSON HOLE
AND
YELLOWSTONE
WE
DISCOVERED
BEAUTIFUL
SCENERY...



IN
JACKSON HOLE
AND
YELLOWSTONE
WE COMMUNED
WITH WILD
ANIMALS...



IN
JACKSON HOLE
AND
YELLOWSTONE
WE MET
WITH GOOD
FRIENDS...



UPDATE/ACTION ITEMS FROM 9-MONTH MEETING – JACKSON HOLE, WY

BY DEBBE DREHER - NNRC EXECUTIVE DIRECTOR

UPDATES
FROM THE
NINE-MONTH
MEMBER
MEETING -
SEPTEMBER
2009

For those of you who were not able to attend our Nine-Month Meeting in Jackson Hole, I thought I would update you with a list of some of the action items and/or decisions that were made or discussed:

- President Duane welcomed new Gold Members:

Kathy May

Alpha Reporting, Memphis, TN

Chuck McCorkle

McCorkle Court Reporters, Chicago, IL

Michael Pace

Agren-Blando Court Reporting & Video, Denver, CO

- Julie Walter, Chair of the Membership Committee reported on the change of the referral office from LA Reporting to the NNRC Office in Folsom, CA and reported on the large increase in number of referrals for the last five months
- Julie urged Gold members to report their gold to gold referrals on at least a monthly basis to the NNRC office and Duane created an icon to install and make it easy to do so.
- Mason Farmani, Chair of the Technology Task Force introduced DepoLaunch 1.3 which has e-mail capabilities and introduced the upcoming DepoLaunch PDF Manager which will be ready in the future.
- Gayle Anderson, Chair of the Growth & Marketing Task Force gave the results of the survey that was sent to Gold members in regards to the hiring of an NNRC sales person, which has been tabled due to costs.
- Chuck Cady reported on the success of the sales person teleconference calls for idea sharing.
- A presentation on Remote Counsel Streaming was given by Grover Mundell, Courtroom Connect.

- The membership determined to use Scott Markman on a project by project basis.
- President Duane updated the membership on the Epiar (search engine optimization) progress. They were working on the sub-pages
- A Best Practices Workshop was held to discuss “how to handle the economic downturn.” Participants were John Brandon and Kelly Thacker spoke to “cutting costs,” negotiating prices, collections. Debbie Weaver and Aimee Goldberg encouraged pro bono work and shared about some of their projects that promote good will. They shared cost savings ideas and collection tips also.
- NNRC determined to share collection attorney recommendations
- Mason Farmani and Michelle Cady Cook presented “Going Green—taking care of Mother Earth” and it was determined to form a Green Commission to educate members, set standards and to establish criteria for certification. In addition to promoting green practices to benefit the environment it is also a good marketing tool and preferred vendor status can be achieved.
- The Nominating Committee chaired by Past President Joe Grabowski brought the slate of officers and directors to the membership and they were approved as follows:
 - Duane O’Geil, President
 - Joe Grabowski, Past President
 - Chuck Cady, Treasurer
 - Mason Farmani, Director
 - Kenny Zais, Director
 - Gayle Anderson, Director
 - Bob Gramann, Director
 - Julie Walter, Director

Continued on page 16

UPDATE/ACTION ITEMS FROM 9-MONTH MEETING – JACKSON HOLE, WY – CONTINUED FROM PAGE 15

UPDATES
FROM THE
NINE-MONTH
MEMBER
MEETING -
SEPTEMBER
2009

- The following Policies & Procedures were changed/adopted by the Board:

Page 6 – Section III – Member Dismissal has been changed to read, “Members, and/or one management level employee from that firms’ territory, are required to attend the nine month meetings. After missing two meetings in a row, the member will be brought before the Board. If no overriding reason exists, the member will be dropped from the NNRC”

- For our next 9-month meeting to be held in June, 2010 in Montreal the group voted

to extend the meeting hours on Friday and Saturday so that we would not meet on Sunday and it could be designated as a Travel Day. However, please plan on staying over on Saturday night to attend a full day of meetings and also enjoy our Saturday night dinner

- NNRC Off-shore meeting for March 2011 – the location selected after many suggestions and much discussion was St. Thomas in the Virgin Islands
- Firms were urged to send their Firm Updates to Duane to post on the web site along with photos of your offices, staff, etc.

River Rafting



WHERE TO STAY AND WHAT TO DO

Hotel Nelligan Montréal

106 St. Paul Street
Montréal, Quebec H2Y 1Z3
1-877-788-2040
1-514-788-4011 (reservations)

Reserve your room online at
www.hotelnelligan.com

Steps:

1. Go to www.hotelnelligan.com
2. Click on "Book Online" (no dates need to be entered here)
3. At top of page, click on "group reservations" It will ask you to enter the code for our group which is: MNRCJUN16
4. Enter the dates for your stay, name and credit card to guarantee your reservation Add any special requests if needed
5. Click ok to confirm and note down your reservation number

Rates are \$225 (CAD) + taxes per night. A one-night deposit will be charged to your credit card for each reservation.

Individual cancellations must be made 30 days prior to arrival to avoid losing the deposit. Early departure will be charged the full amount.

**Register now
for the next
NNRC 9-Month
Member Meeting!**

**June 17-19, 2010
Montréal, Canada**



June 17-19, 2010
Montreal, Quebec, Canada

Transportation from the Airport – cab fare is approximately \$35 to old Montréal – 20-25 minutes depending on traffic

Thursday Event Options:

Golf – location to be determined

Fishing – Bob Gramann has arranged for a guide and fishing gear with two boats. Lunch will be included. If you are interested in this activity, we need a head count asap. Please contact Bob (414) 272-7878 if you have any questions and let Bob or Debbe know if you would like to sign up. We must have a head-count to determine how many boats are needed.

Culinary Walking Tour – From award-winning restaurants to ethnic food stores to locally grown products, Montreal is a city oozing with flavors. Discover the cuisine that's melted the hearts of food lovers as we take a walking culinary tour of Old Montreal. (includes lunch)



June 17-19, 2010
Montreal, Quebec, Canada

A SPECIAL CITY
THAT LOVES
LIFE WITH A
PASSION

A UNIQUE
COMBINATION
OF EUROPEAN
LAISSER-FAIRE
AND NORTH
AMERICAN
SAVOIR-FAIRE

A CITY WITH
THE HEART
OF VILLAGE
ECHOING OVER
350 YEARS OF
HISTORY

NNRC NINE MONTH MEMBER MEETING - MONTRÉAL, CANADA JUNE 17-19, 2010

REGISTRATION FORM

Please **copy** form for additional participants.

Your Attendance Is Requested (and required!)

One of the greatest benefits of being a NNRC affiliate is the knowledge, in sight and camaraderie gained by attending the nine-month meetings.

The NNRC needs involved and active affiliates to help the organization grow.

As such, NNRC Policy dictates that members, or their representatives, are required to attend nine-month meetings. Upon missing two out of three meetings, the issue will be brought before the Board. If no overriding reason exists, the member will be dropped.

Check your status on the Meeting Attendance Record with the NNRC office Plan to attend the Montréal Meeting today!

To register, complete and fax this form to 916- 451-9150, scan and e-mail to debbed@nnrc.com or mail it to NNRC, 950 Glenn Drive, Suite 150, Folsom, CA 95630 by May 15, 2010. Contact the Hôtel Nelligan directly at 514-788-4011 or online at www.hotelnelligan.com to reserve your room. The hotel reservation is due by May 15, 2010. After that date there is no guarantee of a room at the group rate. The meeting registration fee is \$325 and includes Thursday's reception, continental breakfasts (3), and Friday and Saturday lunches and all meetings. Each person who participates in group meals must register. You may also purchase individual events for guests who will not be having meals with the group.

Registration

Attendee 1 (Primary Contact) _____

Attendee 2 _____

Attendee 3 _____

Attendee 4 _____

Company _____

Contact Phone _____

Contact E-mail _____

Special Needs

Vegetarian - Name: _____

Other - Please explain _____

In case of emergency contact:

Name: _____

Phone: _____

Arriving: (Date and Time) _____

Departing: (Date and Time) _____

Airline: _____

Meeting Registration:

On or before May 15:
\$325 per person

After May 15:
\$375 per person



Registration Fees (4300)

_____ # of Registrations @ \$325 \$375 (after 5/15)

_____ # of Food Functions Only \$200

Additional Activities

Golf: (4360) _____ Participants

_____ @ \$100 _____

Flavours and Aromas of Old Montréal (Culinary Walking Tour) (includes lunch) (4380)

_____ @ \$65 _____

OR

Fishing Trip (5 hours with guide, includes lunch) (4390)

_____ @ \$150 _____

Saturday Night Reception & Dinner (4355)

_____ @ \$75 _____

Total Enclosed: \$ _____

or **Charge credit card below:**

Credit Card _____

Exp. Date _____

Verification Code _____

Billing Zip Code _____

Signature _____

Fax completed form with credit card information (Visa, MasterCard or American Express) to 916-451-9150 or scan and e-mail to debbed@nnrc.com.