



**Law Office Management Assistance Program  
Friday, February 3, 2012  
8:30 AM - 12:15 PM  
Navajo Nation Museum; Resource Room  
Window Rock, AZ**

**A G E N D A**

**Friday, February 3**

- 8:30-9:00 a.m. Registration
- 9:00-10:00 a.m. NNBA Disciplinary Committee Panel (1.0 hour Ethics CLE)
- *Patricia A. Hall*
  - *James J. Mason*
  - *Arita M. Yazzie*
- 10:00- 10:15 a.m. Break
- 10:15-11:15 a.m. State Bar Discipline; Who Needs It? (1.0 hour Law or Ethics CLE)  
*Shauna Miller, Senior Bar Counsel, State Bar of Arizona*
- 11:15-12:15 p.m. Systems to Make Your Office Hum ? (1.0 hour Law CLE)  
*Susan Traylor, Practice Management Advisor, Law Office Management Assistance Program, State Bar of Arizona*

**SEMINAR TOPICS**

NNBA Disciplinary Committee Panel 1.0 hr. Ethic CLE

The NNBA Disciplinary Committee Panel will discuss the types of complaints they have been seeing, concerns about the growing number of complaints by clients, and the Navajo Nation Bar Association's need for training to help address these problems. In addition, they will discuss the NNBA's Model of Rules of Professional Conduct as they compare to the ABA Rules of Professional Conduct.

State Bar Discipline; Who Needs It? 1.0 hr Law or Ethic CLE

An overview on the State Bar of Arizona's observation of the Arizona Supreme Court Rules of Professional Conducts as they compare with the ABA Rules, the types of complaints seen at the

State Bar and how these compare to the complaints seen at the Navajo Nation Bar Association. The discussion will also include a look at the different dispositions a charge can receive i.e. dismissal with comment, diversion, stay, probation, suspension, etc. and recommendations to lawyers to avoid these types of ethical complaints.

Systems to Make Your Office Hum 1.0 hr. Law or Ethic CLE

A look into the relationship between business practice skills and bar complaints, what LOMAP advises to be good systems and procedures for not only running a more efficient law office but will help to minimize the risk of bar complaints. Also will look into situations were a lawyer who receives “Diversion” from discipline and resources that are available. This talk will also give an introduction and brief demonstration of software to help the lawyers and their staff get ahead of and stay on top of their cases.

## BIOGRAPHIES

**Shauna Miller** is a senior bar counsel with the State Bar of Arizona. Before joining the State Bar’s staff in January 1998, she was in private practice, focusing mainly on plaintiff’s personal injury cases. She received an A.A. in business in 1988 from Anchorage Community College; a B.S. in accounting in 1990 from the University of Alaska; and her law degree in 1993 from the University of Arizona. She helped developed the State Bar’s Trust Account Ethics Enhancement Program and continues to serve as organizer and faculty member on that program. She frequently serves on the faculty of seminars dealing with ethics and, in particular, seminars dealing with lawyers trust accounts.

**Susan L. Traylor** is a Practice Management Advisor with the Law Office Management Assistance Program (LOMAP) of the State Bar of Arizona. As LOMAP’s Practice Management Advisor, Susan advises member attorneys on issues relating to the business side of practicing law, with emphasis on office systems and procedures, proper trust account maintenance, opening and winding down a law practice, and on selecting and effectively utilizing technology. In addition to her 20+ years office management experience, she has worked for six years in sole practitioner law firms. Susan has extensive experience in computer technology administration, time and billing, accounts receivable and collections, database management, and legal-specific practice management software for the small and solo firms. Ms. Traylor received her Bachelor of Arts degree from Arizona State University and completed certificate programs in both legal assisting from Phoenix College and mediation training from the University of Phoenix.

## NNBA DISCIPLINARY COMMITTEE

James J. Mason, Chair  
Steven Boos  
Nona Lou Etcitty  
Patricia A. Hall  
James Ledbetter  
Jennifer Skeet

Arita M. Yazzie

**STATE BAR OF ARIZONA**

Shauna Miller, Senior Bar Counsel  
Susan L. Traylor, Practice Management Advisor