



**Tuesday, May 1**  
**3:00-4:30 pm**

## **2010 Open Forum: An In-house Paralegal Dialogue** *Paralegal Track*

**Scott J. Coonan**  
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Juniper Networks, Inc.

**Diane Diaz**  
*Litigation Paralegal*  
McDonald's Corporation

**Brian Haberly**  
*Senior Paralegal, Corporate & Securities Group*  
Starbucks Coffee Company

**Connie Roncone**  
*Manager/Contract Specialist-Paralegal*  
McDonald's Corp.



## General Paralegal Issues/Questions

- What are the “hottest” legal specialty areas for paralegals seeking employment in your part of the country?
- Which legal specialties draw the highest salaries in your region?
- What suggestions do you have for dealing with a “difficult” boss? A difficult co-worker?
- For those of you who have worked both in-house and in private practice, what new skills have you learned since going in-house, and what skills have you ceased using?
- What are the advantages and disadvantages of working in-house vs. in a law firm?



## General Paralegal (cont.)

- How can the paralegal profession be held in higher esteem by both attorneys and the general public?
- Do we need certification or regulation to bring about recognition of paralegal work as a true profession?
- Does ABA certification of paralegal programs make a difference in employability?
- Who should decide who is entitled to use the title of paralegal – employer/Bar assn./your state/some govt. agency/other?
- Does your company have minimum educational or experiential hiring requirements for paralegals?



## General Paralegal (cont.)

- Should paralegals have ongoing CLE requirements like members of the state Bar?
- Should there be one national body (an American Paralegal Association, perhaps) to oversee paralegals, provide paralegal school accreditation, continuing legal education, and information about the law, and offer programs to assist paralegals in their work, similar to the way the ABA does?
- Do you have quality mentoring from attorneys and more-senior paralegals in your legal department?
- Do you feel that your company is willing to make an investment in your professional development – e.g., by providing training, mentoring, paying for you to attend educational programs?



## General Paralegal (cont.)

- Do you know of any good peer-to-peer groups for paralegals to share experiences, best practices, etc.?
- What technology/tools/programs do you use in the office and while traveling? What are the benefits/disadvantages of those tools?
- What is your company structure – i.e., do paralegals report to attorneys, or is there an in-house paralegal manager supervising the paralegal's work?
- What is the most significant change your company has made to increase the use/efficiency of its paralegals?



## Litigation Issues/Questions

- During the collection process, how do you handle communicating with difficult business people?
- How much pressure do you put on company employees to produce documents for litigation?
- How do you organize multiple large-case collections occurring at the same time?
- How do you collect electronic files for both large and small cases? Specifically, how do you collect e-mail?



## Litigation (cont.)

- How do you convey the message to your business people to retain files that are subject to a “legal hold”?
- How do you handle employees who leave the company whose documents are subject to a legal hold?
- Do you conduct collection interviews? If so, how do you take clear notes during the interview?
- Have you had success building a solid line of communication between corporate paralegals and the paralegals from the law firm with which you work? How have you done so?



## Real Estate

- How do companies handle the site-maintenance issues on their leasehold/fee interests – i.e., are these matters outsourced, handled by an in-house property management team, etc.?