



FREE Monthly Webinar Services Presents:

Leading Through Unexpected Change

Tuesday, March 16, 2021 at 2 p.m. (Eastern)



As administrators, we excel at being prepared for just about anything, but 2020 has taught us that the sliding scale of “unexpected” can change quickly. These events can include natural disasters, deaths, and regional or national emergencies. How do you, as a manager, pivot to lead an office through an unexpected event? More specifically, how do you deal with the emotional consequences that stem from unexpected change? The global pandemic we are now facing has exposed just how vulnerable we are to life-altering unexpected change; however, Covid-19 will not be the last unexpected event to impact your firm. In an era of unexpected change, administrators must learn to adapt with compassion and take strategic actions to prepare for an uncertain world. Attendees will leave this session with a roadmap to help navigate their firms through a major, and often emotional, event.

Audience Statement:

We will invite others to share their stories about how they handled the emotional part of an event and the methods that worked for them. Questions will be welcome at any time and encourage interruptions.

Learning Objectives:

1. Accepting it can happen to you.
2. Knowing what to do if it actually does.
3. Taking planning one step further.
4. How do you survive?



Stacey Ransleben is the Director of Office Operations at Thompson & Horton LLP in Houston and leads three offices in Texas. She is a member of four ALA chapters, including the Cyber Chapter, and a member of the Chapter Resource Team. Stacey has 36 years of experience working with attorneys and 20 years with ALA.



Jessica Van Troost is a regional administrator of McGlinchey Stafford and runs three offices. She has worked in the legal field for 15 years and has both small and large firm experience in multiple states. Jessica has been an active member of ALA since 2008, is a member of 3 chapters and serves on the ALA Membership and Development Committee. She is also a Legal Lean Sigma Yellow belt.

In their years of law firm experience, Stacey and Jessica have seen many things and work together to help guide others working through difficult times.



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