

MARIANNE M. MONAGLE

Senior Director of Human Resources
Goulston & Storrs, Boston

For almost 40 years, Marianne M. Monagle has made her mark on Goulston & Storrs. She joined the firm in 1982 as an assistant to the office manager. At that time, the firm had roughly 40 attorneys and a small support staff across three departments.

Over the years, her role changed dramatically as she rose through the ranks to her position today as senior director of human resources at a firm that has grown to 225 attorneys and over 300 support staff.

“People always ask me, ‘How can you stay in one place so long?’” she says. “But I’ve had a new job every five to eight years, whether through a promotion or adding a new office or new attorneys. I never had a chance to get bored!”

The exposure to so many separate business units has been a boon to her career, allowing her to gain a broader perspective of the firm and be involved in different areas. While she is responsible for professional staff recruitment, skills development and retention strategies, as well as directing the benefits programs, Monagle plays a key role in firm culture.

She helped launch Goulston’s Leadership Academy, a yearlong program for managers that features workshops, personalized coaching and mentoring.

“It really sets people up for success,” she says.

When Monagle started at the firm, it had a legal administrative assistant ratio of one assistant per attorney. She was part of transforming the model to reach a ratio of six attorneys to one assistant, an effort that required “a lot of respect and trust.”

Two years ago, Monagle developed a program she dubbed Goulston Giving to provide an opportunity for firm members to work together in their communities. The Boston office works with Horizons for Homeless Children and always tries to go the extra mile.

For example, Monagle oversaw a sneaker drive for the children, with participants receiving the name, age and shoe size of a specific child who they purchased shoes for and penned a personalized note.

“Goulston Giving isn’t about fundraising,” she explains. “It is about a personalized experience of giving that allows for all members of the firm to work together to support the community.”

When COVID-19 hit last year, Monagle’s goal of bringing people together faced a tough challenge. Undaunted, she launched Goulston Connects, a new way for firm employees to get together socially — and not for the omnipresent Zoom cocktail hour.

Instead, the program offered events such as virtual museum visits and walking tours of famous cities, a book club and a knitting club, as well as a monthly birthday party. It remains so popular that a calendar is necessary to inform employees about the three to five different happenings each week, either at lunch or in the evening.

“I don’t care if only five people show up,” Monagle says. “Those are five people who just connected and feel less isolated and alone.” **MLW**



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MEGAN A. PLUVIOSE

Executive Director
Murphy & King, Boston

Megan A. Pluviose enjoys wearing many hats.

As the executive director of Murphy & King, she manages and oversees the daily functions and overall operations of the firm. As she explains it, “I spend my days herding cats.”

Pluviose’s twenty years of experience in firm administration includes time at firms of all sizes, but despite the number of lawyers the role remains the same, she says.

“Part of the excitement is that no day is really the same and I really enjoy the variety,” she says. “Every day I come in with a fancy list of things to accomplish and almost never does that happen because I’m dealing with whatever urgencies come up during the day and priorities are constantly changing. I was not meant to be a widget maker. I’m a jack-of-all-trades.”

During her tenure, Pluviose has revitalized the firm’s website and social media presence, restructured billing practices and procedures, and over the last year developed and implemented its pandemic response policies.

“One of the biggest challenges I’ve faced has been navigating the firm and its people through a really stressful situation,” she says. “We had to pivot quickly to be able to work remotely and be functional to keep the firm successful and moving forward, while juggling family and health priorities. This was a particularly challenging year for all of us.”

In addition, Pluviose served as the president of the Boston chapter of the Association of Legal Administrators over the last year. That role came after many years in a variety of leadership roles with the organization, including the creation of the Boston chapter’s newsletter in 2015 and service as its editor for five years, as well as several years on the Business Partner Relations Committee.

The pandemic resulted in the cancellation of several scheduled in-person events and educational sessions and required Pluviose — a self-described “super social human” — to create a new virtual model for the organization.

“The ALA is a fantastic organization for firm administrators, filled with people who know what you are going through on a day-to-day basis and provide camaraderie and support,” she says. “I certainly didn’t envision being chapter president the same year the world was falling apart, but it was so rewarding to see people come together and help one another navigate all the chaos at our firms.”

Through the ALA, Pluviose has participated in several community outreach programs and charitable endeavors, including working with Bridge Over Troubled Waters, the Chelsea Soldiers’ Home and YMCA Training, Inc., where she helped in the mock interview and feedback process for trainees to hone their skills.

A member of the Society for Human Resource Management, she is also involved in her local community PTO. **MLW**



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