

**NATIONAL ASSOCIATION FOR
COURT MANAGEMENT**

**Annual Conference
July 7-11, 2009
Westin Boston Waterfront
Boston, Massachusetts
“The Human Side of Court Management”**

CONFERENCE AGENDA AND SESSION DESCRIPTIONS

SUNDAY, JULY 5

8:30 am - 5:00 pm

**NACM Officers Retreat
(Invitation Only)
Location: Hancock**

MONDAY, JULY 6

8:00 am - 3:00 pm

**NACM Leadership Seminar
(Invitation Only)
Location: Otis**

1:00 pm - 5:00 pm

**NACM Board of Directors Meeting
Location: Hancock**

TUESDAY, JULY 7

8:30 am - Noon	NACM Board Meeting Location: Hancock
10:00 am - 11:30 am	FACT Steering Committee Location: Commonwealth Ballroom B
11:30 am - 1:30 pm (combined FACT and JTC attendance)	Joint Briefing by Technology Stakeholder Groups Location: Commonwealth Ballroom B
1:00 pm - 8:00 pm	Registration & Conference Information Location: Grand Ballroom Foyer
1:00 pm - 5:00 pm	Joint Technology Committee (JTC) Location: Commonwealth Ballroom B
1:00 pm - 4:00 pm	NACM Nominating Committee Interviews Location: Hancock
1:30 pm - 4:00 pm BONUS WORKSHOP	Pandemics and the Courts: Workforce Planning Location: Commonwealth Ballroom A
4:00 pm - 4:30 pm	NACM Host & Reporter Orientation Location: Otis
4:00 pm - 5:00 pm	Pre-conference Shared Interest Group Meeting Location: Stone
4:30 pm - 5:15 pm	MSU Certification Program General Overview Education, Training, and Development and Human Resources Location: Commonwealth Ballroom C

5:15 pm - 6:00 pm

**NACM First-time Attendees
Reception**

Location: Grand Ballroom C-E

6:00 pm - 8:00 pm

President's Reception

Location: Grand Ballroom A & B

Marcus Reinkensmeyer, NACM President
Suzanne Stinson, NACM President-Elect
Hon. Robert Mulligan, Chief Justice for
Administration and Management, MA

Tuesday, July 7

Pandemics and the Courts: Workforce Planning

Don't be caught unprepared! NACM and ICM at the National Center for State Courts have partnered to add this special pre-conference session to help NACM members prepare for disruptions to their court caused by a pandemic or the threat of a pandemic. As recent events have shown, courts need to have a plan and court leaders need to know when and how to activate the plan. As a result of participating in this session, participants will be able to:

- *Identify the elements of a pandemic plan*
- *Discuss when a pandemic plan should be activated (for example, if illness has affected only a part of the local population)*
- *Predict human resources problems that will occur during a pandemic and identify strategies to address them*
- *Plan to join the experienced court managers and pandemic planning experts who will lead this exciting pre-conference education program*

WEDNESDAY, JULY 8

7:30 am - 5:00 pm

Registration & Conference Information

Location: Grand Ballroom Foyer

8:00 am - 5:00 pm

Dr Is In (by appointment)

Location: Quincy

8:30 am - 9:00 am

**Welcome, Introductions,
and Award of Merit Presentation**

Location: Grand Ballroom A & B

Marcus Reinkensmeyer, NACM President
Hon. Margaret Marshall, Chief Justice,
Supreme Judicial Court of MA

9:00 am - 10:00 am

**Keynote Address – Monday Morning
Motivation: How to Generate Energy
Throughout Your Organization Every Day of
the Week**

Location: Grand Ballroom A & B

Conference Theme and Keynote Introduction:
Suzanne Stinson, NACM President-Elect
Presenter: *David Cottrell*

10:00 am - 10:15 am

BREAK

**Concurrent Workshops Round I:
Inside, Outside, and Technology Human Sides
10:15 am – 11:45 am**

Establishing Credibility

(Repeats at 3:30 pm)

Presenter: *Gil Skinner*

Location: Commonwealth Ballroom A & B

**Court Culture: Concept and
Practical Implications** (Repeats at 1:45 pm)

Presenter: *Matthew Kleiman*

Location: Otis

What's New in the World of Jury

(Repeats at 3:30 pm)

Presenters: *Thomas Munsterman
& Paula Hannaford-Agor*

Location: Stone

**Keeping It Legal: Ensuring
All Court Personnel Follow Federal
Requirements for Assistance in**

Non- English Languages (Repeats at 3:30 pm)

Presenter: *Bruce Adelson*

Location: Webster

**NACM Workforce Development
and Succession Planning** (Repeats at 1:45 pm)

Presenters: *Patricia Garcia Duggan & Kelly
McQueen*

Location: Hancock

**Education, Training, and
Development I: Foundations and
Fundamentals (MSU #1)** (Does not repeat)

Presenter: *Jan Bouch*

Location: Commonwealth Ballroom C

11:45 am - 1:30 pm

NACM Business Meeting Luncheon

Location: Grand Ballroom A & B

**Workshops Round II:
Inside, Outside, and Technology Human Sides
1:45 pm – 3:15 pm**

**Keynote Follow Up – Monday Morning
Motivation: How to Generate Energy
Throughout Your Organization Every Day of
the Week**

Presenter: *David Cottrell*

Location: Commonwealth A & B

**National Center for State Courts
Web Site & Information Services**

(Does not repeat)

Presenters: *Jesse Rutledge (moderator),
Amy McDowell, Dale Kasperek & Paul Embley*

Location: Stone

Shared Interest Group Facilitated Meeting I – Budget Stress: Programmatic and Human Considerations

(Does not repeat)

Presenter: *Pam Roberts*

Location: Webster

NACM Workforce Development and Succession Planning

(Repeat of 10:15 am)

Presenters: *Patricia Garcia Duggan & Kelly McQueen*

Location: Hancock

Court Culture: Concept and Practical Implications (Repeat of 10:15 am)

Presenter: *Matthew Kleiman*

Location: Otis

Education, Training, and Development: Foundations and Fundamentals II (MSU #2)

(Does not repeat)

Presenter: *Jan Bouch*

Location: Commonwealth C

**3:15 pm - 3:30 pm
REFRESHMENT BREAK**

Location: Grand Ballroom Foyer

**Concurrent Workshops Round III:
Inside, Outside, and Technology Human Sides
3:30 pm – 5:00 pm**

Establishing Credibility (Repeat of 10:15 am)
Presenter: *Gil Skinner*

Location: Commonwealth A & B

What's New in the World of Jury?
(Repeat of 10:15 am)
Presenters: *Thomas Munsterman & Paula Hannaford-Agor*

Location: Stone

Keeping It Legal: Ensuring All Court Personnel Follow Federal Requirements for Assistance in Non-English Languages (Repeat of 10:15 am)
Presenter: *Bruce Adelson*

Location: Webster

- Restoring the Right to Drive and Setting Aside Convictions in Problem Solving Courts as Steps in the Social and Economic Integration of Offenders** (Does not repeat)
Presenters: *Dale Koch, Doug Bray & Roy Jay* Location: Otis
- Shared Interest Groups Facilitated Meeting II: Special Challenges in Managing Limited Jurisdiction Courts** (Does not repeat)
Presenter: *Stefani Lacour* Location: Faneuil
- Shared Interest Groups Facilitated Meeting III: Special Challenges in Managing General Jurisdiction Courts** (Does not repeat)
Presenter: *Stephanie Hess* Location: Hancock
- What is Going On with NACM and Member Open Mic**
Presenters: *Suzanne Stinson & Jude Del Preore* Location: Grand Ballroom A & B
- Education, Training, and Development: Foundations and Fundamentals III (MSU #3)** (Does not repeat) **NOTE: Will continue to 5:30 pm to complete MSU required hours**
Presenter: *Jan Bouch* Location: Commonwealth C

ENJOY THE EVENING AND DINNER IN BOSTON

Wednesday, July 8

Keynote – Monday Morning Motivation: How to Generate Energy Throughout Your Organization Every Day of the Week

Location: Grand Ballroom A & B

9:00 – 10:00 AM

David Cottrell, an internationally known author and speaker on the topic of leadership will probe the question “Why do employees do what they do?” with the aim of understanding key behavioral traits of all employees and what managers can do to receive the best from them.

Establishing Credibility

Location: Commonwealth Ballroom A & B

10:15 – 11:45 AM & 3:30 – 5:00 PM

Every court leader/manager wants to be viewed as credible. In fact, failure to be viewed as credible is tantamount to failure – period. This program will look at various success principles that help establish the court manager’s credibility. We will also discuss the importance and dynamics of trustworthiness in building credibility. This will include a discussion of building trust in work groups and organizations. Finally, we will look at the court leader’s role in articulating a more positive image of the future as part of the credibility issue

Court Culture: Concept and Practical Implications

Location: Otis

10:15 – 11:45 AM & 1:45 – 3:15 PM

This session will focus on the practical significance of a new approach to diagnosing and changing court organizational culture. The presentation will draw on material from the recently published book Trial Courts as Organization and discuss workable strategies now being used in many courts to better understand and measure the nature and significance of court culture. The goal is clarity on how current work orientations (or culture) define how things get done in the court as well as developing a means to explore what the court’s preferred or future culture should be like. Using well-developed and tested instruments, the National Center for State Courts has produced a means to create an organizational change profile for courts that identifies the ways in which judges and senior administrators believe the court’s culture should change, and help formulate a strategy for accomplishing the change. The process is designed to directly involve the trial court bench and management interested in determining how they currently conduct business and what, if any, changes in current practices might contribute to greater efficiency, timeliness, and quality in trial review.

What’s New in the World of Jury

Location: Stone

10:15 – 11:45 AM & 3:30 – 5:00 PM

G. Thomas Munsterman and Paula Hannaford-Agor, nationally known jury experts, highlight recent developments in case law, technology, and practices related to jury management and trial procedures.

Keeping it Legal: Ensuring All Court Personnel Follow Federal Requirements for Assistance in Non-English Languages

Location: Webster

10:15 – 11:45 AM & 3:30 – 5:00 PM

Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act prohibit discrimination based on, respectively, race, color, national origin, and disability. Federal law equates national origin discrimination with non-English language-based discrimination. Title VI requires all courts receiving federal financial assistance to provide non-English-speaking people with assistance in their native languages. The Title VI mandate applies to entities receiving any amount of federal assistance. The ADA requires that all courts make their public communications inside and outside the courtroom accessible to hearing and visually impaired individuals. This mandate applies to ALL courts, regardless of federal funding. Violation of Title VI can result in the recipients' loss of federal funds. Violation of Title VI or the ADA can mean liability for money damages and injunctive relief in federal court. This presentation will address the federal requirements for courts and will provide best practices to lessen the possibility of federal lawsuit or investigation by the U.S. Department of Justice.

NACM Workforce Development and Succession Planning

Location: Hancock

10:15 – 11:45 AM & 1:45 – 3:15 PM

It is possible to dramatically smooth out the peaks and valleys associated with turnover and ensure that your organization's talent capability and capacity are always aligned to drive performance. Using the 2008 NACM mini guide on succession planning, this session will focus a discussion on the many sub-topics that surround the issue. These include workforce planning, talent management, generational friction, and organizational readiness. A case study of South Dakota's efforts regarding succession planning will also be included."

Education, Training, and Development: Foundations and Fundamentals (MSU #1)

Location: Commonwealth C

10:15 – 11:45 AM

This course will ground students in the fundamental principles of how adults learn best and why this is critically important to judicial branch work. The contents of this course can be applied in any environment. In this course, participants will gain an awareness and appreciation of individual learning styles and ways to extend learning experiences for more meaningful and transformational learning to take place. A variety of learning activities will illustrate the importance of intentional and thoughtful participation by court managers in determining which education, training, and development programs the court and its justice partners will offer. Students will be exposed to key components of creating and supporting education, training, and development for themselves as learners and for other judicial branch employees. Students will be able to participate in assessment and program development for their organizations.

Keynote Follow Up – Monday Morning Motivation: How to Generate Energy Throughout Your Organization Every Day of the Week

Location: Commonwealth A & B

1:45 – 3:15 PM

David Cottrell, an internationally known author and speaker on the topic of leadership, will probe the question "Why do employees do what they do?" with the aim of understanding key behavioral traits of all employees and what managers can do to receive the best from them.

The National Center for State Courts Web Site and Knowledge and Information Services

Location: Stone

1:45 – 3:15 PM

Join NCSC staff to learn how to navigate the new NCSC Web Site and discover the services offered by NCSC's Knowledge and Information Services.

Shared Interest Group Facilitated Meeting I – Budget Stress: Programmatic and Human Considerations

Location: Webster

1:45 – 3:15 PM

Attendees will have the opportunity to participate in an open exchange of ideas, tips, tools, and practical suggestions for survival and competing for scarce resources in this time of economic downturn.

Education, Training, and Development: Foundations and Fundamentals (MSU #2)

Location: Commonwealth C

1:45 – 3:15 PM

This course will ground students in the fundamental principles of how adults learn best and why this is critically important to judicial branch work. The contents of this course can be applied in any environment. In this course, participants will gain an awareness and appreciation of individual learning styles and ways to extend learning experiences for more meaningful and transformational learning to take place. A variety of learning activities will illustrate the importance of intentional and thoughtful participation by court managers in determining which education, training, and development programs the court and its justice partners will offer. Students will be exposed to the key components of creating and supporting education, training, and development for themselves as learners and for other judicial branch employees. Students will be able to participate in assessment and program development for their organizations.

Restoring the Right to Drive and Setting Aside Convictions in Problem-Solving Courts as Steps in the Social and Economic Integration of Offenders

Location: Otis

3:30 – 5:00 PM

This presentation covers a unique approach to problem solving for individuals in our community. One of the greatest factors for success for individuals to move from a status of chronic offender to a stable socio-economic life is employment. Two of the largest barriers to employment, if the offender is not in jail or debilitated by chemical dependency, are not having a valid driving license and having a record with felony convictions. In July, 2005, the circuit court in Multnomah County, in partnership with the African American Chamber of Commerce, the district attorney, the public defender, the Department of Motor Vehicles, the Division of Child Support Enforcement, the Department of Community Justice, and Portland Community College held a one-day event to help individuals restore their driving privileges and begin the process to have old convictions set aside. Response to this event was in the thousands. The one-day program (Project Clean Slate) evolved into a regular court process, and the program continues to develop broad community and state support. This session will explore the jurisdictional and operational issues which made this program possible, the evolution of the program over four years, the community impact of the program, and the judicial perspective on the work being done.

**Shared Interest Groups Facilitated Meeting II –
Special Challenges in Managing Limited Jurisdiction Courts**

Location: Faneuil

3:30 – 5:00 PM

Attendees will share successes, ideas, problems, and challenges during an open conversation with limited jurisdiction court administrators and administrative staff about the issues involved in managing limited jurisdiction courts.

**Shared Interest Groups Facilitated Meeting III –
Special Challenges in Managing General Jurisdiction Courts**

Location: Hancock

3:30 – 5:00 PM

Attendees will have the opportunity to exchange ideas with their colleagues in general jurisdiction courts regarding issues related to pro se litigants, high profile trials, juror needs, specialized dockets, and additional topics.

What is Going on with NACM and Member Open Mic

Location: Grand Ballroom A & B

3:30 – 5:00 PM

Here is your opportunity to provide input, get more involved, and contemplate a leadership role in your association. The NACM president-elect and vice president will present an update on the National Agenda as we progress toward a National Symposium in 2010. They will then outline the current NACM activities and describe how to get more involved and move toward a leadership role. Finally, we seek your input and suggestions as to the future of our association.

Education, Training, and Development: Foundations and Fundamentals (MSU #3)

Location: Commonwealth C

3:30 – 5:30 PM

This course will ground students in the fundamental principles of how adults learn best, and why this is critically important to judicial branch work. The contents of this course can be applied in any environment. In this course, participants will gain an awareness and appreciation of individual learning styles and ways to extend learning experiences for more meaningful and transformational learning to take place. A variety of learning activities will illustrate the importance of intentional and thoughtful participation by court managers in determining which education, training, and development programs the court and its justice partners will offer. Students will be exposed to the key components of creating and supporting education, training, and development for themselves as learners and for other judicial branch employees. Students will be able to participate in assessment and program development for their organizations.

THURSDAY, JULY 9

- 8:00 am - 5:00 pm**
Registration & Conference Information Location: Grand Ballroom Foyer
- 8:00 am - 5:00 pm**
Dr Is In (by appointment) Location: Quincy
- 8:30 am - 8:45 am**
Justice Achievement Award Presentation and Keynote Introduction Location: Grand Ballroom A
Marcus Reinkensmeyer, NACM President
- 8:45 am - 9:45 am**
Keynote: Challenging Conversations Location: Grand Ballroom A
Presenter: *Sharon Grady*
- 9:45 am - 10:00 am** **BREAK**

**Concurrent Workshops Round IV:
Inside, Outside, and Technology Human Sides
10:00 am – 11:30 am**

- Making Change Happen: Do You Have the Magic?** (Repeats at 1:00 pm) Location: Commonwealth A & B
Presenter: *Brenda Wagenknecht-Ivey*
- Dealing with Disgruntled People** (Repeats at 2:45 pm) Location: Webster
Presenter: *Gil Skinner*
- FACT Sponsored Procurement Reform Initiative** (Repeats at 2:45 pm) Location: Otis
Presenters: *Michael Asner & Chris Crawford*
- Navigating the U.S. Census Bureau Web Site** (Repeats at 2:45 pm) Location: Hancock
Presenters: *Tom Munsterman & Paula Hannaford-Agor*

**Going for Paperless?
Don't Forget the People** (Repeats at 1:00 pm)
Presenter: *Bob Roper*

Location: Stone

**Human Resources as a Core Competency and
Critical Foundation (MSU #1)**
(Does not repeat)
Presenter: *Terry Curry*

Location: Commonwealth C

11:30 am - 1:00pm

LUNCH ON YOUR OWN

**Concurrent Workshops Round V:
Inside, Outside, and Technology Human Sides
1:00 pm – 2:30 pm**

**Keynote Follow Up – Challenging
Conversations: Practical Applications**
Presenter: *Sharon Grady*

Location: Webster

Court Innovations in Addressing Elder Issues
(Does not repeat)
Presenters: *Mike Bridenback & Brenda Uekert*

Location: Hancock

**Fundamental Change: The Case for
Redesigning Court Services**
(Repeats at 2:45 pm)
Presenters: *Dan Becker & Dan Hall*

Location: Otis

**Making Change Happen:
Do You Have the Magic?**
(Repeat of 10:00 am)
Presenter: *Brenda Wagenknecht-Ivey*

Location: Commonwealth A & B

**Going for Paperless?
Don't Forget the People** (Repeat of 10:00 am)
Presenter: *Bob Roper*

Location: Stone

**Human Resources and the Law
(MSU # 2)** (Does not repeat)
Presenter: *Terry Curry*

Location: Commonwealth C

2:30 pm - 2:45 pm

REFRESHMENT BREAK

**Concurrent Workshops Round VI:
Inside, Outside, and Technology Human Sides
2:45 pm - 4:15 pm**

Dealing with Disgruntled People Location: Commonwealth A & B
(Repeat of 10:00 am)
Presenter: *Gil Skinner*

FACT Sponsored Procurement Reform Initiative Location: Otis
(Repeat of 10:00 am)
Presenters: *Michael Asner & Chris Crawford*

**Navigating the U.S. Census Bureau
Web Site** (Repeat of 10:00 am) Location: Hancock
Presenters: *Tom Munsterman & Paula
Hannaford-Agor*

**Fundamental Change: The Case for
Redesigning Court Services** Location: Webster
(Repeat of 1:00 pm)
Presenters: *Dan Becker & Dan Hall*

**Hiring and Retaining Superstar Employees
(MSU #3)** (Does not repeat) Location: Commonwealth C
Presenter: *Terry Curry*

6:30 pm - 11:00 pm **DINNER AND DANCE**
Entertainment by Rare Form Location: Galleria

Thursday, July 9

Keynote – Challenging Conversations

Location: Grand Ballroom A

8:45 -9:45 AM

Navigating tough conversations is essential to success in our personal and professional lives – yet few of us understand how to do it well. In her keynote address, conflict management consultant Sharon Grady will explore the types of conversations we find most challenging, from laying off an employee, to disagreeing with the chief judge, to delivering constructive feedback to a senior management colleague. She'll reveal the underlying themes that trigger most of our difficult conversations and help us understand why our usual ways of responding to them often make the situation worse. Most importantly, she'll share a simple technique that anyone can use to manage conflict more effectively.

Making Change Happen: Do You Have the Magic?

Location: Commonwealth A & B

10:00 – 11:30 AM & 1:00 – 2:30 PM

There are many reasons why most organizational change efforts struggle (e.g., take longer, cost more, result in employee disengagement)or fail altogether, and why only a few go smoothlyor succeed. This session will focus on the human side of change and change strategies that work. It will provide attendees with a better understanding of the psychology of change, why employees resist change, strategies for success, and pitfalls to avoid. For conference attendees interested in increasing their effectiveness or success rate at bringing about and managing organizational change, this is a must attend workshop.

Dealing with Disgruntled People

Location: Webster & Commonwealth A & B

10:00 – 11:30 AM & 2:45 – 4:15 PM

Today's court manager is often faced with the difficult challenge of employees who are disgruntled and unhappy. Among the behaviors of disgruntled and unhappy staff are things like: malicious gossip between court employees, court staff dealing inappropriately with the public, and lower levels of productivity. This program is designed to guide court managers in dealing with such behaviors. We will discuss setting the stage for success, clarifying expectations, analyzing issues, determining proper interventions, and giving proper feedback techniques. Finally, we will look at organizational issues that impact this area.

FACT Sponsored Procurement Reform Initiative

Location: Otis

10:00 – 11:30 AM & 2:45 – 4:15 PM

The Forum on the Advancement of Court Technology (FACT) has commissioned a research paper from a leading public procurement expert to explore options to streamline court agency procurement of technology and other products and services. Michael Asner's report and his publication entitled A Guide to Public Procurement for Elected Officials and Public Sector Managers will be handed out and are available for download on the FACT Web site at <http://FACT.ncsc.dni.us>. Mr. Asner will cover the contents of his report and the FACT chair will facilitate a dialogue among private and public sector court and IT professionals in the audience in an attempt to develop a strategy to implement the report's recommendations. This will be a highly interactive session in which ample Q&A is expected.

Navigating the U.S. Census Bureau Web Site

Location: Hancock

10:00 – 11:30 AM & 2:45 – 4:15 PM

Learn which U.S. Census Bureau datasets to use to determine what your jury pool should look like demographically. How many people move into or out of your county each year and what does that mean for maintaining your master jury list. What is the average lost income that jurors (or their employers) incur due to jury service? Jury experts Paula Hannaford-Agor and G. Thomas Munsterman conduct a “nuts-and-bolts” workshop on using U.S. Census Bureau data to evaluate the jury system.

Going for Paperless? Don't Forget the People

Location: Stone

10:00 – 11:30 AM & 1:00 – 2:30 PM

Courts around the country are jumping on the bandwagon of going “paperless” or being more politically correct and going “paper-on-demand.” Many jurisdictions have made great headway in this area and in the process have quickly discovered that it is not a “technical” issue but an issue of running up against 250 years of courts’ love affair with paper. It is an issue that deals with people’s emotional and therefore cultural attachment to paper. Going paper-on-demand means a court must deal with this culture and all of the emotions and business processes that accompany it, e.g., coping with the lack of signatures, coping with changing job descriptions, coping with technologies that don’t always work, coping with the lack of something to touch (and sometimes smell), coping with changing courtroom procedures, coping with other agencies who are not as progressive, etc. This therapy session will help people learn to cope with this new paper-on-demand world that we are all facing.

Human Resources as a Core Competency and Critical Function (MSU #1)

Location: Commonwealth C

10:00 – 11:30 AM

Courts are labor-intensive organizations in which human resources and leadership enable the court to utilize its other resources to perform and excel. This session will focus on an overview of human resources as a core competency, the changing HR environment, and key concepts for success in human resources.

Keynote Follow Up – Challenging Conversations: Practical Applications

Location: Webster

1:00 – 2:30 PM

In this highly interactive workshop with keynote speaker Sharon Grady, participants will learn and practice a variety of conflict management skills. Come prepared with examples of your own most challenging conversations and leave with ideas for how to manage them more effectively.

Court Innovations in Addressing Elder Issues

Location: Hancock

1:00 – 2:30 PM

This session begins with a discussion of results from a national needs assessment of the courts in the areas of aging issues, elder abuse, and guardianship. This is followed by an overview of NCSC’s innovative Center for Elders and the Courts. Local court efforts to meet the needs of a growing elderly population will be highlighted through a presentation of Florida’s 13th Judicial Circuit Elder Justice Center.

Fundamental Change: The Case for Redesigning Court Services

Location: Otis & Webster

1:00 – 2:30 PM & 2:45 – 4:15 PM

The budgetary challenges facing many states has resulted in responses that range from taking immediate measures to balance budgets, such as freezing employment, to more fundamental changes, such as re-thinking how the business of the court is conducted. Dan Hall will address the question of why re-design and report on efforts being undertaken across the country, while Dan Becker will share Utah's experience of looking 10 years into the future and reshaping the definition, activities, and organization of the largest part of the court's workforce: court clerks.

Human Resources and the Law (MSU #2)

Location: Commonwealth C

1:00 – 2:30 PM

The legal environment provides a fundamental part of the foundation for successful human resources management. Critical human resources statutes and their interpretation and application to court HR situations is the focus of this workshop. What do court leaders need to know about employment at will, Title VII, FLSA, FMLA, ADA, and the Age Discrimination in Employment Act? How do these statutes impact hiring, workplace accommodations, sexual harassment, and leave administration? This workshop explores these and other critical issues for court leaders.

Hiring and Retaining Superstar Employees (MSU #3)

Location: Commonwealth C

2:45 – 4:15 PM

The court's most important and most expensive resource is its workforce. Perhaps, therefore, the most important human resources decision that a court makes is who to hire. Recruiting, hiring, orienting, and retaining top talent are essential for court success. This workshop explores the key issues for court leaders in attracting, selecting, and retaining top talent.

FRIDAY, JULY 10

7:00 am – 9: 00 am	FUN RUN/WALK Meet in Lobby at 6:30 am
8:00 am - 5:00 pm Registration & Conference Information	Location: Grand Ballroom Foyer
8:00 am - 5:00 pm Dr Is In (by appointment)	Location: Quincy
8:00 am – 9:00 am AIA Committee	Location: Otis
9:00 am – 9:30 am Planning Committee	Location: Stone
9:30 am – 10:00 am Ethics Committee	Location: Otis
10:00 am – 11:00 am Conference Development Committee & Vendor Subcommittee	Location: Stone
11:00 am – NOON Membership Committee/ State Associations Committee	Location: Otis
NOON – 12:30 pm Website Committee Meeting	Location: Stone
1:00 pm – 2:00 pm Publications Committee	Location: Stone
10:00 am - NOON	COURT 2 COURT Location: Grand Ballroom
10:00 am - 4:30 pm	EXHIBIT SHOW Location: Grand Ballroom

10:30 am – NOON

Performance Management (MSU #4)

(Does not repeat)

Presenter: *Terry Curry*

Location: Commonwealth C

10:30 am – NOON

Flexible Work Arrangements in the Courts

(Does not repeat)

Presenter: *Richard Donovan*

BONUS WORKSHOP

Location: Hancock

NOON - 1:30 pm

BOX LUNCH IN EXHIBIT HALL

Location: Grand Ballroom

1:00 pm - 3:00 pm

Employee Relations (MSU #5)

(Does not repeat)

Presenter: *Terry Curry*

Location: Commonwealth C

Bonus Workshops

1:30 pm – 3:00 pm

NACM Green Courts Mini Guide Preview and Discussion Opportunity

Presenters: *Giuseppe Fazari & Thomas Dibble*

Location: Hancock

NACM Ethnic Fairness and Diversity Initiative Discussion Opportunity

Presenters: *Ron Truss (organizer), Alice Chapman-Minutello, Suzanne Stinson, & David Slayton*

Location: Webster

Financing Courts in Lean Times: Strategies for the Present Fiscal Crisis

Presenters: *Caroline Cooper, Ernie Friesen, Carl Baar, Dan Hall & Marcus Reinkensmeyer*

Location: Commonwealth A & B

3:00 pm - 4:00 pm

PIN EXCHANGE

Location: Grand Ballroom

3:30 pm - 4:30 pm

AFTERNOON SNACK & PRIZE DRAWING

(MUST BE PRESENT TO WIN)

Location: Grand Ballroom

Friday, July 10

NACM Committee Meetings

All conference attendees are invited and welcome to attend any NACM committee meeting. A Committee Preference Form that includes the activities of each committee is included in the conference materials. If you have questions about the committees, please feel free to contact any NACM Board member.

Court2Court Showcase

Location: Grand Ballroom

10:00 AM – NOON

The Court2Court Showcase provides conference participants with valuable information on innovative programs, projects, and related research as presented by the court professionals who are using them.

Performance Management (MSU #4)

Location: Commonwealth C

10:30 AM – NOON

Performance management is the process of making sure that the efforts of court employees are directed toward the accomplishment of court goals and objectives, and that employees are performing in line with court expectations. Setting expectations, monitoring performance, providing feedback, and developing improvement strategies are essential for individual and organizational success. These issues are the focus of this workshop.

Flexible Work Arrangements in the Courts

Location: Hancock

10:30 AM – NOON

Much has been written on flexible work arrangements in organizations, but there is little practical information available to court administrators on managing this area of human resources. This session looks at the results of a survey of select courts that obtained practitioner's input on flexible work arrangements. Also the session provides a review of the current literature on the topic.

Employee Relations (MSU #5)

Location: Commonwealth C

1:00 – 3:00 PM

Most employees come to work and try to do a good job. The focus of employee relations must first be, therefore, on what leaders can do to help people, well, follow rules, and be successful employees. When employees fail to do so, it is the responsibility of leaders to analyze the situation and develop appropriate strategies to get the employee back on track. There is a wide variety of corrective action strategies available for employees, ranging from training and employee assistance programs to discipline. This workshop will explore these issues both for those in an “at-will” situation as well as those subject to “for cause” requirements.

NACM Green Courts Mini Guide Preview and Discussion Opportunity

Location: Hancock

1:30 – 3:00 PM

No one in modern society can escape the intense interest in conserving natural resources, reducing our “carbon footprint,” and energy efficiency. As we improve existing or design new courthouses and facilities, the environment will be a major consideration. The green movement goes beyond buildings and encompasses transportation, recycling, use of paper, and technology among a host of other factors. This workshop will provide attendees with the opportunity to preview and discuss the latest NACM publication, Achieving and Sustaining the Green Court. The guide addresses a myriad of areas, including how a green court initiative can be started and then sustained over an extended period of time to save money, resources, and most importantly, the environment.

NACM Ethnic Fairness and Diversity Initiative Discussion Opportunity

Location: Webster

1:30 – 3:00 PM

Diversity in the Courts of the United States must be prioritized today more than any other time in our history to handle problems and legal situations of a diverse citizenship. As we view the increase and influx in the variety of citizens appearing in American courts, we must understand our services will be to a broader range of individuals and citizens coming from numerous lifestyles, races, creeds, nationalities, and countries who are now a part of the United States of America’s legal fabric. Thus, a discussion on the diversity, fairness, and access in our courts is paramount to the future of our court system. We must identify, correct, and create an atmosphere that removes any type of prejudice and bias based on race, gender, disability, financial capability, and ethnic background that would deprive any person from a fair and just hearing in our courts.

Financing Courts in Lean Times: Strategies for the Present Fiscal Crisis

Location: Commonwealth A & B

1:30 – 3:00 PM

Presenting a new BJA-funded draft Budget Resource Guide, this special interactive session brings together knowledgeable experts to provide perspective on court budget strategies used during previous court budget crises and their potential application to today’s economic situation, with applicable caveats and “lessons learned.”

SATURDAY, JULY 11

8:00 am - 5:00 pm

Registration & Conference Information

Location: Grand Ballroom Foyer

8:45 am - 10:00 am

Keynote: Leadership as Positive Seduction

Location: Grand Ballroom A & B

Introduction: Jude Del Preore, NACM Vice President

Presenter: *Patrick Knight*

10:00 am - 10:15 am

BREAK

**Concurrent Workshops: Round VII
Inside, Outside, and Technology Human Sides
10:15 am – 11:45 am**

**Succession Planning Concepts and
Implementation: Lessons from Philadelphia**

(Repeats at 1:30 pm)

Presenter: *David Lawrence*

Location: Otis

**Court-Based Orientation Training, and
Development Programs: Proven Techniques and
Tips** (Repeats at 3:15 pm)

Presenter: *Kevin Bowling*

Location: Stone

**The Costs of Inefficient Jury Management:
Translating Performance Measures to Real \$\$\$**

(Repeats at 3:15 pm)

Presenters: *Tom Munsterman &
Paula Hannaford-Agor*

Location: Hancock

**Building From Disaster Recovery: Katrina and
the Gulfport Municipal Court** (Repeats at 3:15 pm)

Presenters: *John Kelly & I.S.K. Reeves*

Location: Webster

Community Connect (Repeats at 1:30 pm)

Presenter: *Mark Stodola & MaryAnne Majestic*

Location: Commonwealth C

Trends, Forecasting, and Education Planning

(Repeats at 1:30 pm)

Presenters: *Elizabeth Evans & Sally Duncan*

Location: Commonwealth A & B

11:45 am to 1:15 pm
NACM Business Meeting Lunch
and New Officer Swearing In

Location: Grand Ballroom A & B

Concurrent Workshops Round VIII:
Inside, Outside, and Technology Human Sides
1:30 pm – 3:00 pm

Keynote Follow Up – Leadership as Positive Seduction

Location: Commonwealth A & B

Presenter: *Patrick Knight*

International Framework for Court Excellence (Repeats at 3:15 pm)

Location: Stone

Presenters: *Dan Hall, Richard Van Duizend & Richard Hoffman*

Woman to Woman: Have We Made Progress?
(Does not repeat)

Location: Commonwealth C

Presenter: *Zelda DeBoyes*

Community Connect
(Repeat of 10:15 am)

Location: Hancock

Presenter: *Mark Stodola & MaryAnne Majestic*

Succession Planning Concepts and Implementation: Lessons from Philadelphia
(Repeat of 10:15 am)

Location: Otis

Presenter: *David Lawrence*

Trends, Forecasting, and Education Planning
(Repeat of 10:15 am)

Location: Webster

Presenters: *Elizabeth Evans & Sally Duncan*

3:00 pm to 3:15 pm

REFRESHMENT BREAK

**Concurrent Workshops Round IX:
Inside, Outside, and Technology Human Sides
3:15 pm – 4:45 pm**

- Victims' National Resources** (Does not Repeat) Location: Hancock
Presenters: *Trudy Gregorie*
- International Framework for Court Excellence** Location: Stone
(Repeat of 1:30 pm)
Presenters: *Dan Hall, Richard Van Duizend,
& Richard Hoffman*
- The Costs of Inefficient Jury Management:
Translating Performance Measures to Real \$\$\$** Location: Otis
(Repeat of 10:15 am)
Presenters: *Tom Munsterman &
Paula Hannaford-Agor*
- Building From Disaster Recovery:
Katrina and the Gulfport Municipal Court** Location: Webster
(Repeat of 10:15 am)
Presenters: *John Kelly & I.S.K. Reeves*
- Court -Based Orientation Training, and
Development Programs: Proven Techniques and
Tips** (Repeat of 10:15 am) Location: Commonwealth C
Presenter: *Kevin Bowling*
- 4:45 pm - 5:15 pm**
Conference Closing Plenary Location: Grand Ballroom A & B
*NACM President & President-Elect Report on Future
Conferences*
Host:

Saturday, July 11

**Keynote –
Leadership as Positive Seduction**

Location: Grand Ballroom A & B

8:45 – 10:00 AM

Do you ever wonder why people are so willing to follow one leader without question but hesitate to listen to other leaders even if they have great vision? What makes someone charismatic or dynamic? How can I approach my team members or co-workers to convince them to help me on a project? In Leadership as Positive Seduction, participants will learn how to improve their displayed attitude while understanding effective methods of approaching people, setting up your targets, and sealing the deal. Finally, participants will learn how to create a sense of ownership in their team and how to motivate them to future successes.

Succession Planning Concepts and Implementation: Lessons from Philadelphia

Location: Otis

10:15 – 11:45 AM & 1:30 – 3:00 PM

Making sure your organization is prepared to continue functioning during times of transitional leadership is one of the most important things you as a manager can do. Changes in demographics coupled with extreme financial conditions are making it increasingly difficult to prepare the next generation of court managers to assume leadership roles. This session will focus on techniques that a court might consider as it prepares itself to move successfully to the future.

Court-Based Orientation, Training, and Development Programs: Proven Techniques and Tips

Location: Stone & Commonwealth C

10:15 – 11:45 AM & 3:15 – 4:45 PM

Think back to your first day on the job ... Was it "GREAT" or was it a "DISASTER"? Once on the job, how supported did you feel in your professional development? What makes the difference between successfully bringing a new employee into the court or making someone question their sanity for accepting the job? What do you do to welcome new employees and support the development of your workforce? Join us as we explore these questions and consider best practices for employee orientation, training, and development. Let's make all of our employee programs "GREAT"!

The Costs of Inefficient Jury Management: Translating Performance Measures to Real \$\$

Location: Hancock & Otis

10:15 – 11:45 AM & 3:15 – 4:45 PM

Most courts categorize jury services as a relatively isolated trial support unit that has little impact on overall court operations. In reality, jury operations and overall court operations are highly interdependent. Ineffective caseload management undermines jury system efficiency, which in turn siphons scarce resources away from other areas of court operations. Jury experts Paula Hannaford-Agor and G. Thomas Munsterman show how performance measures can be used to calculate the real costs of poor jury management to your overall court budget and to identify techniques and practices to improve overall court efficiency.

Building from Disaster Recovery: Katrina and the Gulfport Municipal Court

Location: Webster

10:15 – 11:45 AM & 3:15 – 4:45 PM

The city of Gulfport, as a result of the unique forces of Hurricane Katrina, lost its courts and related administrative facilities. In order to respond to ongoing needs, the city acquired temporary facilities and, when those needed to be removed for construction of a new facility, they were again relocated to a surplus elementary school. Clearly, the events of Katrina significantly impacted the ability of the court's administration to respond to the needs of the public while recognizing the psychological impact to staff who had lost their work environment, who felt the impact on their culture and their community, and who, in many instances, had lost their homes. This workshop will describe these unique events and the opportunities that they provided to create a new and invigorated judicial system with the intent "to make the Gulfport Municipal Court the model for Mississippi and, if possible, the Nation."

Community Connect

Location: Commonwealth C & Hancock

10:15 – 11:45 AM & 1:30 – 3:00 PM

One of the goals of the Arizona Supreme Court's "Good to Great" strategic plan is "Improving Communication and Cooperation with the Community, other Branches of Government, and within the Judicial Branch." This is certainly easier said than done. The Tempe Municipal Court's Community Connect Program continually strives to meet this goal through the development of educational programs, providing service and resources to court customers and taking creative approaches to community involvement. This highly interactive program will give your court the tools to improve how you "connect" with your community.

Trends, Forecasting, and Education Planning

Location: Commonwealth A/B & Webster

10:15 – 11:45 AM & 1:30 – 3:00 PM

How do your education committees decide which topics to include on conference agendas? How do you use education to prepare your workforce to succeed in an ever-changing environment? Elizabeth Evans and Judge Sally Duncan will discuss how Maricopa County Superior Court uses trends analysis and forecasting when at the education planning table. In this interactive session, they will lead the group in assessing environmental trends, predicting their impact, and establishing education priorities.

Keynote Follow Up – Leadership as Positive Seduction

Location: Commonwealth A & B

1:30 – 3:00 PM

Do you ever wonder why people are so willing to follow one leader without question but hesitate to listen to other leaders even if they have great vision? What makes someone charismatic or dynamic? How can I approach my team members or co-workers to convince them to help me on a project? In Leadership as Positive Seduction, participants will learn how to improve their displayed attitude while understanding effective methods of approaching people, setting up targets, and sealing the deal. Finally, participants will learn how to create a sense of ownership in their team and how to motivate them to future successes.

International Framework for Court Excellence

Location: Stone

1:30 – 3:00 PM & 3:15 – 4:45 PM

How do you know if you work in an exceptional court? Experts from the United States, Europe, Australia, and Singapore, inspired by court quality models used in a number of international court communities, formed a consortium with the goal of identifying the steps necessary to achieve court excellence. The resulting International Framework for Court Excellence can be used by courts to assess where they are on their journey towards excellence. Dick Van Duizend will describe components of the framework including the values, areas of focus, outcome measures, and a self-assessment tool; Dan Hall will describe how courts are utilizing the framework and other potential uses while Dick Hoffman will relate a broad range of “international standards” and experience to the quality model posed in the framework.

Woman to Woman: Have We Made Progress?

Location: Commonwealth C

1:30 – 3:00 PM

Past NACM president Zelda DeBoyes will lead a discussion of the current state and future prospects of women in the court management profession. Attendees will examine issues through the lens of challenges and relationships facing women in court management. Men are also encouraged to attend to participate in what promises to be a lively discussion.

Victims’ Natural Resources

Location: Hancock

3:15 – 4:45 PM

Court management teams play a vital role in the implementation of crime victims’ rights, which can lead to direct benefits impacting court performance measures such as caseload management, evidence, sentencing, judicial ethics, and public trust and confidence. Courts can serve the needs of victims in a number of ways, even if the services or duties to deliver such services are provided by other agencies or entities within the community. This session will examine the existing “natural resources” for crime victims within communities, and the opportunities and obligations courts have to collaborate with these resources to ensure victims receive the rights and services due to them under the law. Being responsive and accountable to crime victims as customers of the courts is critical to maintaining the independence courts need to deliver fair and equal justice to the public and to exhibiting the “human side” of court management.

SUNDAY, JULY 12

9:00 am - 10:00 am

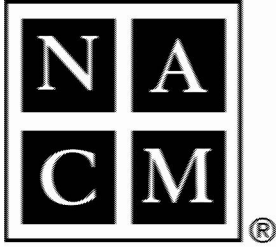
New Board Member Orientation

Location: Hancock

10:00 am - NOON

NACM Board of Directors Meeting

Location: Hancock



NACM HOSPITALITY SUITE
Location: Hospitality Suite Room 1505

Tuesday, July 7	8:00 PM – 11:00 PM
Wednesday, July 8	8:00 PM – 11:00 PM
Thursday, July 9	Closed (Dinner/Dance)
Friday, July 10	8:00 PM – 11:00 PM
Saturday, July 11	8:00 PM – 11:00 PM

CONFERENCE REGISTRATION/INFORMATION

Tuesday, July 7	1:00 PM – 8:00 PM
Wednesday, July 8	7:30 AM – 5:00 PM
Thursday, July 9	8:00 AM – 5:00 PM
Friday, July 10	8:00 AM – 5:00 PM
Saturday, July 11	8:00 AM – 5:00 PM

CONFERENCE STAFF

Linda D. Perkins
Association Manager

Valerie F. Hansford
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