



NATIONAL ASSOCIATION FOR COURT MANAGEMENT
MIDYEAR CONFERENCE AGENDA
Transformative Governance and Leadership

February 5 – 7, 2012

Hilton Minneapolis
Minneapolis, MN

SUNDAY, FEBRUARY 5

1:00 – 6:00 pm	Registration and Conference Information	Red Wing Room (3 rd Floor)
2:00 – 4:00 pm	AIA Partnership Meeting	Marquette VII (2 nd Floor)
3:00 – 5:00 pm	FACT Meeting	Marquette IX (2 nd Floor)
3:30 – 4:00 pm	Host & Reporter Orientation	Marquette VIII (2 nd Floor)
4:00 – 4:30 pm	Early Career Professional (ECP) Welcome Session	Marquette VI (2 nd Floor)
4:30 – 5:30 pm	Opening Reception Kevin J. Bowling, NACM President Sue K. Dosal, State Court Administrator of Minnesota	Ballroom Foyer DEFG (3 rd Floor)
5:30 – 9:00 pm	Super Bowl Networking Event Sponsor: New Dawn Technologies	Ballroom Salon EFG (3 rd Floor)

Transformative Governance and Leadership

SESSION DESCRIPTIONS FOR SUNDAY, FEBRUARY 5

AIA Partnership

NACM and the American Institute of Architects (AIA) formed a partnership to encourage professional collaboration regarding facility programming, planning, and design. Both organizations determined it was necessary for court leaders and architects to engage in the process from project beginning to end. NACM will host a meeting at the midyear conference and would like to extend an invitation to any interested attendee.

FACT Meeting

FACT, the Forum on the Advancement of Court Technology, conducts its Steering Committee meeting at which governance and strategic issues are considered. Members and interested parties are welcome to attend.

ECP Welcome Session

Are you an Early Career Professional (ECP)? Do you have ten or fewer years of experience in a court or as a judicial branch professional, or are you less than 40 years of age? If you answered "Yes!" then join us for this welcome session! We will discuss the conference, the organization, and networking opportunities!

MONDAY, FEBRUARY 6

7:30 am – 5:00 pm	Registration and Conference Information	Red Wing Room (3 rd Floor)
8:00 – 9:00 am	Continental Breakfast	Ballroom Salon EFG (3 rd Floor)
By Appointment	Dr. Is In	Director's Row 1 (3 rd Floor)
8:30 – 9:00 am	Welcome and Opening Kevin J. Bowling, NACM President James T. Swenson, Chief Judge, Fourth Judicial District of Minnesota	Ballroom Salon EFG (3 rd Floor)
	Conference Theme and Keynote Introduction Pamela Q. Harris, NACM President Elect	Ballroom Salon EFG (3 rd Floor)
9:00 – 10:00 am	Keynote Address: Combating Information Overload and Decision Fatigue <i>Presenter: Roger Hall</i>	Ballroom Salon EFG (3 rd Floor) <i>recording session</i>
10:00 – 10:15 am	BREAK	
10:15 – 11:45 am	CONCURRENT WORKSHOPS:	
	Keynote Follow-Up Workshop: Combating Information Overload and Decision Fatigue (repeats at 3:30 pm) <i>Presenter: Roger Hall</i>	Duluth Room (3 rd Floor) <i>recording session</i>
	Moving Beyond the Fire Drill – Hitting the “Re-set” Button on Priorities for Your Court (repeats at 3:30 pm) <i>Presenter: Robert M. Coyne</i>	Marquette III & IV (2 nd Floor)
	Combating Technology Frustrations: Tips and Tricks for Leading Change in Your Court (repeats at 3:30 pm) <i>Presenter: Marlene Martineau</i>	Rochester (3 rd Floor)
	Transformative Leadership 101 (repeats at 3:30 pm) <i>Presenter: Jude Del Preore</i> A <i>Transformative Governance and Leadership</i>	Marquette I & II (2 nd Floor) <i>recording session</i>

MONDAY, FEBRUARY 6

11:45 am – 3:30 pm	EXHIBIT SHOW	Ballroom Salon D (3 rd Floor)
11:45 am – 1:00 pm	BOX LUNCH	Ballroom Salon D (3 rd Floor)
1:15 – 2:30 pm	Shared Interest Group #1 General Jurisdiction Courts Stephanie Hess	Marquette I & II (2 nd Floor)
	Shared Interest Group #2 Limited Jurisdiction Courts Janet Cornell	Marquette III & IV (2 nd Floor)
	Shared Interest Group #3 Family/Juvenile Jurisdiction Courts Will Simmons	Rochester (3 rd Floor)
3:00 – 3:30 pm	PRIZE DRAWING (must be present to win)	Ballroom Salon D (3 rd Floor)
3:30 – 5:00 pm	CONCURRENT WORKSHOPS:	
	Keynote Follow-Up Workshop: Combating Information Overload and Decision Fatigue (repeat of 10:15 am) <i>Presenter: Roger Hall</i>	Marquette III & IV (2 nd Floor)
	Moving Beyond the Fire Drill – Hitting the “Re-set” Button on Priorities for Your Court (repeat of 10:15 am) <i>Presenter: Robert M. Coyne</i>	Duluth Room (3 rd Floor) <i>recording session</i>
	Combating Technology Frustrations: Tips and Tricks for Leading Change in Your Court (repeat of 10:15 am) <i>Presenter: Marlene Martineau</i>	Marquette I & II (2 nd Floor) <i>recording session</i>
	Transformative Leadership 101 (repeat of 10:15 am) <i>Presenter: Jude Del Preore</i>	Rochester (3 rd Floor)
7:30 – 10:00 pm	Networking Event Sponsor: West, A Thomson Reuters business	Ballroom Salon EFG (3 rd Floor)

Transformative Governance and Leadership

SESSION DESCRIPTIONS FOR MONDAY, FEBRUARY 6

Keynote Address: Combating Information Overload and Decision Fatigue

Too much information! How do we make important decisions? Most court workers spend a significant portion of their days managing information. Current research on information processing and decision making shows mental, physical, and emotional consequences for people, as well as consequences for the organization, as a result of information overload. Participants will learn about judgmental heuristics (or mental short cuts) and biases in decision making. Participants will be able to see the kinds of predictable errors they will make in decisions – and by knowing, they can combat them. In the breakout sessions, participants will learn specific tactics for handling the overload so they can make better decisions to serve their constituents, stakeholders, and coworkers while maintaining their own good mental health. Workshops will follow, enabling participants to apply principles covered during the plenary.

Keynote Follow-Up Workshop:

Combating Information Overload and Decision Fatigue

10:15 – 11:45 am and repeats 3:30 – 5:00 pm

Doctor Is In

*The National Center for State Courts' **Doctor Is In** program offers a free consultation with one or more of NCSC's court services professionals to discuss and find a solution to whatever challenge your court is facing. These one-on-one meetings with an NCSC expert allow attendees to examine a specific challenge that is being faced by their court or organization. There is no charge and no further obligation. If you are interested in making an appointment, please contact Program Coordinator Kent Kelly at 303-308-4319 or kkelly@ncsc.org.*

Moving Beyond the Fire Drill –

Hitting the “Re-set” Button on Priorities for Your Court

Tired of operating in crisis mode? Do you spend more time responding to the “fire drill” of the day than focusing on your leadership agenda? Are you being blocked from achieving all of the positive hopes and dreams you had when you moved to a management role? This workshop focuses on the critical challenges faced by court administrators and the vital role they play in setting the priorities for services delivered through our courts. Through highly interactive discussions, we will explore why crisis is a perfect environment for leaders to lead positive transformation of their court, how effective leaders transform crisis into opportunity, and strategies to define operating and service priorities that lead to decisive action and community-wide support for the unique mission of our courts as the arbiter of justice in a democratic society. Join us!

Combating Technology Frustrations: Tips and Tricks for Leading Change in Your Court

What is your first thought when someone tells you change is coming? A weather report says high of 70° today but 10-12 inches of snow is expected next week. This announcement is good for skiers, but not for beach bums. Change can be good or bad depending on your perspective. Changes in technology are no different; there will be a love/hate reaction to any announcement you make. If managed correctly, change can be inspiring. This session will teach you tips and tricks to help you manage change in your court. You will learn different change management styles and how to recognize and react to these different styles as you lead change. This session will be highly interactive, so bring your desire to learn and share.

Transformative Leadership 101

“The goal of transformational leadership is to “transform” people and organizations in a literal sense – to change them in mind and heart; enlarge vision, insight, and understanding; clarify purposes; make behavior congruent with beliefs, principles, or values; and bring about changes that are permanent, self-perpetuating, and momentum building.”

– Steven Covey, Author of 7 Habits of Highly Successful People

This workshop is designed to help participants identify their strengths in the area of transformative leadership. The works of management authors Steven Covey, James M. Kouzes, and Barry Z. Posner will be used to explain the interrelated principles of transformational leadership and encouraging the heart. Participants will work together to identify ways to take components of this course back to their home courts.

Shared Interest Group #1 - General Jurisdiction Courts

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

Shared Interest Group #2 - Limited Jurisdiction Courts

Attendees will share successes, ideas, problems, and challenges during an open conversation with limited jurisdiction court administrators and administrative staff regarding issues specific to the management of limited jurisdiction courts.

Shared Interest Group #3 - Family/Juvenile Jurisdiction Courts

The most recent addition to the shared interest groups, this group will provide an open forum for attendees to share ideas, challenges, and successes relating to the management, therapeutic approaches, programming, and other specific issues within family/juvenile jurisdiction courts.

TUESDAY, FEBRUARY 7

8:00 am – 3:30 pm	Registration and Conference Information	Red Wing Room (3 rd Floor)
8:00 – 9:00 am	Continental Breakfast	Ballroom Salon EFG (3 rd Floor)
By appointment	Dr. Is In	Director's Row 1 (3 rd Floor)
8:30 – 8:45 am	Opening and Introduction David W. Slayton, NACM Vice President	Ballroom Salon EFG (3 rd Floor)
8:45 – 10:00 am	Keynote Address: Courts Coping with the New Normal: Courts' Unique Strengths and Coping Strategies <i>Keynote Speaker: Tom Langhorne</i>	Ballroom Salon EFG (3 rd Floor) <i>recording session</i>
10:00 – 10:15 am	BREAK	
10:15 – 11:45 am	CONCURRENT WORKSHOPS:	
	Keynote Follow-Up Workshop: Courts Coping with the New Normal: Courts' Unique Strengths and Coping Strategies (repeats at 1:15 pm) <i>Presenter: Tom Langhorne</i>	Duluth Room (3 rd Floor) <i>recording session</i>
	Ethics: Applying the Codes in Times of Change (repeats at 1:15 pm) <i>Presenters: Peter Kiefer and Karl Thoennes</i>	Marquette III & IV (2 nd Floor)
	The Court Administrator and Court "Professional" (at Any Level in Courts): Your Role as Leader, Executive and Transformer (repeats at 1:15 pm) <i>Presenter: Janet Cornell</i>	Rochester (3 rd Floor)
	Energy Leadership Is Transformational Leadership (repeats at 1:15 pm) <i>Presenter: Mark Schall</i>	Marquette I & II (2 nd Floor) <i>recording session</i>
11:45 am	LUNCH (on your own)	

TUESDAY, FEBRUARY 7

1:15 – 2:45 pm

CONCURRENT WORKSHOPS:

**Keynote Follow-Up Workshop:
Courts Coping with the New Normal:
Courts' Unique Strengths and Coping
Strategies**

(repeat of 10:15 am)

Presenter: Tom Langhorne

Marquette III & IV
(2nd Floor)

**Ethics: Applying the Codes in Times
of Change**

(repeat of 10:15 am)

Presenters: Peter Kiefer and

Karl Thoennes

Duluth Room
(3rd Floor)
recording session

**The Court Administrator and Court
“Professional” (at Any Level in Courts):
Your Role as Leader, Executive and
Transformer**

(repeat of 10:15 am)

Presenter: Janet Cornell

Marquette I & II
(2nd Floor)
recording session

**Energy Leadership Is Transformational
Leadership**

(repeat of 10:15 am)

Presenter: Mark Schall

Rochester
(3rd Floor)

2:45 – 3:00 pm

REFRESHMENT BREAK

Sponsor: ACS

3:00 – 3:30 pm

**Conference Closing Plenary:
A Report on Future Conferences
and NACM Priorities**

NACM Officers

Ballroom Salon
EFG (3rd Floor)

SESSION DESCRIPTIONS FOR TUESDAY, FEBRUARY 7

Keynote Address: Courts Coping with the New Normal: Courts' Unique Strengths and Coping Strategies

Face it: courts can no longer do more with less! All court systems' efficiencies have ceilings. The truth is, we in the courts might want to focus on how to do "less with less" by prioritizing courts' core functions. Today's "new normal" also requires us to revisit, in a visceral and concrete manner, why courts are the heart and soul not only of our society and governance, but of the world. We will explore how to manage change in a changing world. We will also learn to better understand how court team members' personalities and their decision-making preferences can be misunderstood and undervalued and, therefore, erode our teams' trust. Emphasis will be placed on practical tips for enhancing court team trust, communicating honestly, and cementing courts' unique ethical priorities into our respective court cultures. Workshops will follow enabling participants to practically apply principles covered during the plenary.

Go to this Web site and take this 10-minute, self-scoring Myers-Briggs test and commit your alpha score to memory before coming to the conference. I will cover some of personality preferences' implications in either the plenary or the workshop.

<http://www.humanmetrics.com/cgi-win/jtypes2.asp>

Keynote Follow-Up Workshop: Courts Coping with the New Normal: Courts' Unique Strengths and Coping Strategies **10:15 – 11:45 am and repeats 1:15 – 2:45 pm**

Doctor Is In

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Ethics: Applying the Codes in Times of Change

Family members needing advice, arrested employees coming to work, staff posting comments on Facebook: ethics codes vary from one jurisdiction to another. In this session Peter Kiefer and Karl Thoennes will consider how the public's opinion of America's court system has changed over the years, survey ethics codes from around the country, explore why we focus on ethics in the first place, and apply the codes to specific situations. This highly interactive session usually arouses spirited debate and reveals how different courts walk down a sometimes opaque ethical path.

The Court Administrator and Court "Professional" (at Any Level in Courts): Your Role as Leader, Executive and Transformer

This session will include a review of the mini guide "The Court Administrator" and allow you to share and assess tips for success in excellence and executive leadership. Regardless of your specific position in the court, you have a role and opportunity to work for transformative change. This session will have meaning for court staff of all levels, not just the executive.

Energy Leadership Is Transformational Leadership

What will it take to shift the pressure and negativity that surrounds our organizations and the state of our communities? What will help employees to be productive, content, and have a positive view of both the organizations they work for and the people they work with? It will take a powerful leader who is skilled, highly sophisticated, and versatile, and one who understands the power of energy.

Many organizations find themselves constantly reacting to their circumstances with worry, fear, doubt, anger, and guilt. And thoughts are indeed contagious. When even a few people in an organization have negative feelings, it can spread like a virus. "Group think" sets in and their thoughts become group "fact." Once that occurs, the organization can implode energetically in a swirl of gossip, negativity, conflict, and contempt.

High-energy (anabolic) leaders have the ability to motivate and inspire themselves and others to do extraordinary things. They have the ability to make energetic shifts in all levels of the organization. The most successful organizations are those that are filled with powerful, positive anabolic leaders, and that means everyone in the organization, not just the "ones at the top." No matter how effective or ineffective you currently are in your role, you can transform yourself and others, as well as your organization, into a thriving, inspired, positive, productive, and successful entity. And thus begins your journey to become the Ideal Transformative Leader.