

Brain-Drain: Easing the Pain of Transferring Knowledge to the Next Generation of Court Workers

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Introduction

History of Concrete

Benefits to the Courts

Charles Proteus Steinmetz

Principles

Change Starts at the Top

3 R's of Old Age Education

R

R

R

Bridge over the River Kwai

Erik Erikson's Developmental Stages

Middle Adulthood

Late Adulthood

Young Adulthood

Tactics

Front End – Survey the organization

Assign a new person a mentor

Interview the Seasoned Professional

Appoint a Court Historian

Videotape the seasoned professional doing his or her job

Interviewing Tactics

The Columbo Method

Four Types of Interview Questions – just like a test in school.

1.

2.

3.

4.

Guiding Questions

1.

2.

3.

4.

5.

6.

7.

Dealing with Resistance

Rewards

Study the employee

Change starts at the top

A Personality Type that Impairs Change

Habituation as a Threat to Change

Sukey the Horse

Culture Problems that Impair Change

Korean Air Disaster

Conclusions

Library of Alexandria