



NATIONAL ASSOCIATION FOR COURT MANAGEMENT
Annual Conference
July 15 – 19, 2012
Hilton Orlando Bonnet Creek
Orlando, FL

PROMOTING IMPROVED COURT LEADERSHIP AND GOVERNANCE

AGENDA

SATURDAY, JULY 14

8:00 AM to 5:00 PM NACM Board of Directors Meeting Dade

SUNDAY, JULY 15

8:00 AM to 3:30 PM	State Association Leadership Seminar By Invitation Only	Citrus/Collier/ Columbia
9:00 AM to 4:00 PM	Joint Technology Committee Meeting	Orange
1:00 to 7:00 PM	Registration & Conference Information	Bonnet Creek North Foyer
2:00 to 3:00 PM	Early Career Professionals (ECP) Welcome Session	Palm Beach Patio

Conference attire is casual.

SUNDAY, JULY 15

3:00 to 3:30 PM	Host and Reporter Orientation	Nassau
3:30 to 5:00 PM	Bonus Session: Crisis in Court Funding – New Opinion Research <i>Presenter: Michael Bocian</i>	Palm Beach
4:00 to 5:00 PM	Michigan State University Certification Program	Bonnet Creek Ballroom Salon XII
5:15 to 6:00 PM	First-time Attendees Reception (First-time Attendees with ribbon, NACM Board, NACM Past Presidents only)	Citrus/Collier
6:00 to 7:30 PM	President’s Reception Kevin J. Bowling, NACM President	The Island

Session Descriptions for Sunday, July 15

ECP Welcome Session

Are you an Early Career Professional (ECP)? Do you have 10 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 mentor and networking opportunities! Meet board members and other Early Career Professionals like yourself. Conversation will take place on the patio and lemonade will be served. Dress casual. Wear your favorite sunglasses. Most unique shades win a prize.

Bonus Session: Crisis in Court Funding – New Opinion Research

Arrive early to get a briefing on new research from NCSC and Justice at Stake that reveals what Americans think about the crisis in court funding. Voters have serious concerns about the state of the economy, both at a macro-level and in their own lives. They are also troubled by what many see as runaway government spending and increasing deficits. It is in this bleak environment that state courts must fight a battle to restore necessary funding. To do so, advocates of increased court funding must remind people why a high-functioning court system should be a top priority.

MONDAY, JULY 16
GOVERNANCE

7:30 AM to 5:00 PM	Registration & Conference Information	Bonnet Creek North Foyer
By Appointment	Dr Is In	Brevard
8:30 to 9:00 AM	Welcome and Opening with Presentation of Colors Kevin Bowling, NACM President Chief Justice Ricky Polston, Florida Supreme Court	Bonnet Creek Ballroom Salons I-VI <i>(recording session)</i>
	NACM Award of Merit Presentation to Alan Carlson Kevin Bowling, NACM President	
	Conference Theme and Keynote Introduction Pamela Q. Harris, NACM President Elect	
9:00 to 10:00 AM	Keynote Address: Universal Principles of Good Governance <i>Presenter: Robert C. Andringa</i>	Bonnet Creek Ballroom Salons I-VI <i>(recording session)</i>
10:00 to 10:15 AM	Break	

MONDAY, JULY 16

GOVERNANCE

Concurrent Workshops: 10:15 – 11:45 AM

Keynote Follow-up	Governance Models for the Courts: The Challenge of Speaking With One Voice <i>Presenters: Robert C. Andringa and Dale Lefever</i> (Repeats at 1:45 PM)	Bonnet Creek Ballroom Salon VIII <i>(recording session)</i>
	The Governance Challenge: Court Managers as the Leaders of Organizational Change <i>Presenter: Robert M. Coyne</i> (Repeats at 1:45 PM)	Bonnet Creek Ballroom Salon VII
	Using Evidence Based Practices to Support Public Safety, Reduce Harm, and Improve the Quality of Life in Our Communities <i>Presenters: Thomas M. McCaffrey and Janice Radovick Dean</i> (Repeats at 3:30 PM)	Bonnet Creek Ballroom Salon IX
	Justice Systems In Indian Country <i>Presenter: Chief Judge Richard Blake, NAICJA</i> (Does not repeat)	Bonnet Creek Ballroom Salon XI <i>(recording session)</i>
	Project Governance: Too Much – Too Little – Too Late? <i>Presenter: Bob Roper</i> (Repeats at 3:30 PM)	Bonnet Creek Ballroom Salon X
10:15 AM to Noon	MSU: Essential Components of Courts (First of three segments) <i>Presenter: Alan Carlson</i>	Bonnet Creek Ballroom Salon XII
Noon to 1:30 PM	Business Meeting Luncheon NCSC Distinguished Service Award Presentation in Memory of Chris Crawford Mary McQueen, NCSC President Warren E. Burger Award for Excellence in Court Administration Presentation to Robert Wessels Mary McQueen, NCSC President	Bonnet Creek Ballroom Salons I-VI
1:30 to 3:15 PM	MSU: Essential Components of Courts (Second of three segments) <i>Presenter: Alan Carlson</i>	Bonnet Creek Ballroom Salon XII

MONDAY, JULY 16
GOVERNANCE

Concurrent Workshops:
1:45 – 3:15 PM

Keynote Follow-up	<p>Governance Models for the Courts: The Challenge of Speaking With One Voice <i>Presenters: Robert C. Andringa and Dale Lefever</i> (Repeat of 10:15 AM)</p> <p>A Case for Court Governance Principles <i>Presenter: Dan Becker</i> <i>Moderator: Patricia Duggan</i> <i>Panelists: Judge Grant Brantley, Russell Brown, Vicky Carlson and Paul DeLosh</i> (Repeats at 3:30 PM)</p> <p>The Governance Challenge: Court Managers as the Leaders of Organizational Change <i>Presenter: Robert M. Coyne</i> (Repeat of 10:15 AM)</p> <p>Privacy, Civil Rights, and Civil Liberties 101 <i>Presenter: Anthony Capizzi</i> (Does not repeat)</p> <p>Better Courthouses Through “Visioning” and Consensus Based Leadership <i>Presenters: Stephen Coulston, Robert Fisch, Jim Beight, and Michael LeBoeuf</i> (Does not repeat)</p>	<p>Bonnet Creek Ballroom Salon VII</p> <p>Bonnet Creek Ballroom Salon VIII <i>(recording session)</i></p> <p>Bonnet Creek Ballroom Salon IX</p> <p>Bonnet Creek Ballroom Salon XI <i>(recording session)</i></p> <p>Bonnet Creek Ballroom Salon X</p>
3:15 to 3:30 PM	Refreshment Break	

MONDAY, JULY 16
GOVERNANCE

Concurrent Workshops:
3:30 – 5:00 PM

A Case for Court Governance Principles

Presenter: Dan Becker

Moderator: Patricia Duggan

Panelists: Judge Grant Brantley, Russell Brown, Vicky Carlson and Paul DeLosh

(Repeat of 1:45 PM)

Bonnet Creek
Ballroom Salon VII

Project Governance: Too Much – Too Little – Too Late?

Presenter: Bob Roper

(Repeat of 10:15 AM)

Bonnet Creek
Ballroom Salon X

U.S. Federal Court I.T. – What’s New and Lessons Learned

Presenters: Chuck Diard, Richard Arendt, William Miguenes, Desiree Reyes, and Jorge Edward Sanz

(Does not repeat)

Bonnet Creek
Ballroom Salon IX

Using Evidence Based Practices to Support Public Safety, Reduce Harm, and Improve the Quality of Life in Our Communities

Presenters: Thomas M. McCaffrey and Janice Radovick Dean

(Repeat of 10:15 AM)

Bonnet Creek
Ballroom Salon VIII
(recording session)

The Neuroscience of Leadership and Fairness

Presenter: Kimberly Papillon

(Does not repeat)

Bonnet Creek
Ballroom Salon XI
(recording session)

MSU: Essential Components of Courts

(Final segment)

Presenter: Alan Carlson

Bonnet Creek
Ballroom Salon XII

Dinner on your own

7:30 to 10:00 PM

Networking Suite

Room 809

Session Descriptions for Monday, July 16

Keynote Address: Universal Principles of Good Governance

There are proven principles of governance to guide any organization wanting to move from good to great. But each organization is unique, so principles need to be adapted to an organization's own mission, culture and leadership. This presentation will focus on the key principles and how different organizations apply them. A follow-up workshop will explore what adaptations could make these principles useful to your court.

Doctor Is In

*The National Center for State Courts' **Doctor Is In** program offers conference attendees 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*

Keynote Follow-up: Governance Models for the Courts: The Challenge of Speaking with One Voice

Court leaders regularly address leadership and management issues to include the specific component of chief judge-court administrator relationships. The previous discussion of "Universal Principles of Good Governance," however, suggests that while these efforts continue to be important there also is a need for a collective component of leadership in the form of court governance. This session will examine the principles of good governance and discuss where and how these principles apply in the culture of the court and especially with respect to the prevailing value of judicial independence.

The Governance Challenge: Court Managers as the Leaders of Organizational Change

The challenge of governance is most often discussed in the context of the judicial role in setting policy for the court. That discussion needs to be expanded to incorporate the vital role that court managers should assume in the governance debate, the development and implementation of court policy, and how to translate policy into effective management practices for your court.

The vital link between the leadership role of court administrators and effective governance must be recognized and strengthened to ensure that policy development (governance) properly reflects – and guides – the day-to-day management challenges faced by court managers. In this interactive workshop, we will explore why court governance is integral to your leadership role, why the concept of governance is an extension of your management practice, the critical role of court managers to initiate and sustain the focus on effective governance, and strategies to assert your role as the leader for organizational change.

Session Descriptions for Monday, July 16

Using Evidence Based Practices to Support Public Safety, Reduce Harm, and Improve the Quality of Life in Our Communities

This session will provide participants an overview of the evidence based practices (EBP) utilized in the Pretrial Services and Adult Probation Departments in the Fifth Judicial District of Pennsylvania (Pittsburgh). From a practitioner's perspective, the session will focus on the evolution of risk and harm reduction practices implemented in the trial court that aids and supports informed judicial decision making in the release and supervision of criminal defendants. Additionally, preliminary effectiveness and measureable reductions in pretrial misconduct and post-conviction recidivism will be discussed.

Justice Systems In Indian Country

Judge Richard Blake, First Vice President of the National American Indian Court Judges Association, will discuss governance of selected Tribal Courts systems in the United States. He will use five Tribal Courts to help describe the court management functions that guide Tribal Courts to succession their operations.

Project Governance: Too Much – Too Little –Too Late?

The words Project Governance are often bandied around as if they were the magic solution to all problems that major information technology projects confront. However, there are challenges to ensuring that governance groups are effective and provide the right level of oversight and direction to their staff and technology vendors. This session will explore how governance groups worked in justice information sharing, public access and e-filing projects in Colorado, Illinois, and Iowa. It will also provide working examples of how effective governance and leadership contributes to successful information technology design, deployment and maintenance.

MSU: Essential Components of Courts

This Michigan State University approved Essential Components of Courts Course will be taught in two 1.75 hour and one 1.5 hour segments totaling 4.5 hours. Individuals taking this course for MSU credit MUST be present for all segments.

In the first 1.75 hour segment you will learn what constitutes the essential components of a court and the need for the alignment of essential components with the roles and purposes of the judiciary and the mission and vision of your court.

In the second 1.75 hour segment you will review the ways essential components can be organized and their business practices assessed for consistency with goals and cost effectiveness and efficiency.

In the last 1.50 hour segment you will receive an overview of ways to monitor the operations of essential components and to evaluate their effectiveness, both operationally and fiscally.

Session Descriptions for Monday, July 16

A Case for Court Governance Principles

Chief Justice Christine M. Durham of Utah and Dan Becker, State Court Administrator of Utah, authored "A Case for Governance Principles" as one of a series of papers in the Executive Session for State Court Leaders in the 21st Century held at the Harvard Kennedy School. In this session, Dan Becker will present principles that are intended to begin a dialogue about how court governance can be enhanced to meet current and future challenges. State Court Administrator Patricia Duggan will moderate the discussion of NACM participants and Dan Becker that will follow the presentation.

Privacy, Civil Rights, and Civil Liberties 101

This session will emphasize the importance of privacy protections through illustration of real-world examples of privacy and civil rights violations. A "privacy 101 overview" will educate attendees on privacy, civil rights, and civil liberties concepts, as well as the purpose and benefits of having a privacy policy and the effects of improper practices. Attendees will also gain an understanding of how information quality is a component of privacy. Current privacy resources, developed by the U.S. Department of Justice's (DOJ's) Global Justice Information Sharing Initiative (Global), will be featured. These resources were developed to guide agencies through the privacy awareness, privacy impact assessment, and privacy policy development processes, as well as implementation and training. Information on where to turn if your agency needs further assistance will also be provided.

Better Courthouses Through "Visioning" and Consensus Based Leadership

The process of creating a successful foundation for the planning and design of new, expanded or renovated court facilities is dependent on establishing proper leadership on both the owner's side and the consultant's side. For the consultant team, it means creating a structure that best responds to the needs of the courts. For the courts and owner, it means how the team should be organized to provide effective leadership and decision-making. This structure needs to be able to properly reflect and address the needs of all courthouse users inclusive of the judiciary, court support staff, the public as well as those responsible for security. Leadership begins with a process that taps into the collective knowledge and experience of the courthouse stakeholders and setting a common vision within this group is the key to success. Holding "visioning" sessions allows for input on goals, concerns, expectations and aspirations of the various stakeholders regarding issues such as space adequacy, functionality, public service delivery, economic climate and political environment. The session will include a conversation on establishing a strong project leadership structure and a short "mock visioning" exercise to demonstrate the participatory nature of the visioning process, followed by a case study of the Travis County, Texas courts Master Plan.

Session Descriptions for Monday, July 16

U.S. Federal Court I.T. – What’s New and Lessons Learned

How are the federal courts using I.T. now and what is the plan for the future? What lessons have these courts learned that other court systems need to know? In this session, experienced federal court administrators will take you on a virtual tour of federal court automation efforts, including the upcoming massive upgrade to the CM-ECF (case management-electronic filing) system. What lessons have been learned that can be applied in the highly constrained budget environments we work in today? This session is sponsored by the Federal Court Clerks Association and the National Conference of Bankruptcy Clerks, in collaboration with NACM.

The Neuroscience of Leadership and Fairness

In this highly interactive course, participants will explore emerging research in neuroscience and how it affects leadership and fairness in the courts. Brain imaging and decision-making studies will be used to explain how we react to court staff, court users, and court policies. The course will also look at how employees' views of court leaders and managers can affect performance and collaboration. The course will explore how unconscious processes and preferences affect our assessments of intelligence, veracity, threat, and competence. Participants will learn how unconscious processes can help or hurt: succession planning; approaches to team projects; implementing new practices; and innovating in the courts.

TUESDAY, JULY 17

LEADERSHIP

7:45 to 8:25 AM	A Continental Breakfast with Diamond Sponsors	Bonnet Creek Ballroom Salons I-VI
7:45 to 8:05 AM	Exhibitor Bonus Session Adobe: Improving Court Processes	
8:05 to 8:25 AM	Exhibitor Bonus Session Thomson Reuters: Increase Efficiency Without Sacrificing Quality With a Case Management System	
8:00 AM to 5:00 PM	Registration & Conference Information	Bonnet Creek North Foyer
By appointment	Dr. Is In	Brevard
8:30 to 8:45 AM	Welcome Kevin J. Bowling, NACM President	Bonnet Creek Ballroom Salons I-VI <i>(recording session)</i>
	Justice Achievement Award Presentation Stephanie Hess	
	State Justice Institute Presentation Jonathan Mattiello	
8:45 to 9:00 AM	Keynote Introduction Pamela Q. Harris, NACM President Elect	Bonnet Creek Ballroom Salons I-VI <i>(recording session)</i>
9:00 to 10:00 AM	Keynote Address: Leading Your Court to High Performance <i>Presenter: Walter E. Natemeyer</i>	Bonnet Creek Ballroom Salons I-VI <i>(recording session)</i>
10:00 to 10:15 AM	Break	

TUESDAY, JULY 17
LEADERSHIP

Concurrent Workshops:
10:15 – 11:45 AM

Keynote Follow-up	Leading Your Court to High Performance <i>Presenter: Walter E. Natemeyer</i> (Repeats at 1:00 PM)	Bonnet Creek Ballroom Salon VIII <i>(recording session)</i>
	Working Across Systems to Meet the Needs of Our Children, Youth, and Families <i>Presenter: Shay Bilchik</i> (Repeats at 1:00 PM)	Bonnet Creek Ballroom Salon XI <i>(recording session)</i>
	The Leader's Challenge: Building Resilience and Thriving in Times of Change <i>Presenter: Alanna K. Moravetz</i> (Repeats at 1:00 PM)	Bonnet Creek Ballroom Salon VII
	The Path to Excellence: Principles of Judicial Administration and High Performance Courts <i>Presenter/Moderator: Dan Hall</i> <i>Panelists: Janet Cornell and Kevin Bowling</i> (Repeats at 1:00 PM)	Bonnet Creek Ballroom Salon IX
	Partnering with the Media in High-Profile Cases: The Lessons Learned from the State vs. Casey Anthony Case PART I <i>Presenters: Karen Levey and Dave Sirak</i> (PART II to follow at 1:00 PM)	Bonnet Creek Ballroom Salon X
	MSU: Leadership (First of four segments) <i>Presenter: Jude Del Preore</i>	Bonnet Creek Ballroom Salon XII
11:45 AM to 12:15 PM	Natemeyer Book Pick-up (Ticket Required)	Bonnet Creek North Foyer
11:45 AM to 1:00 PM	Lunch on Your Own	

TUESDAY, JULY 17
LEADERSHIP

Concurrent Workshops:
1:00– 2:30 PM

Keynote Follow-up	Leading Your Court to High Performance <i>Presenter: Walter E. Natemeyer</i> (Repeat of 10:15 AM)	Bonnet Creek Ballroom Salon VII
	Working Across Systems to Meet the Needs of Our Children, Youth, and Families <i>Presenter: Shay Bilchik</i> (Repeat of 10:15 AM)	Bonnet Creek Ballroom Salon IX
	The Leader's Challenge: Building Resilience and Thriving in Times of Change <i>Presenter: Alanna K. Moravetz</i> (Repeat of 10:15 AM)	Bonnet Creek Ballroom Salon VIII <i>(recording session)</i>
	The Path to Excellence: Principles of Judicial Administration and High Performance Courts <i>Presenter/Moderator: Dan Hall</i> <i>Panelists: Janet Cornell and Kevin Bowling</i> (Repeat of 10:15 AM)	Bonnet Creek Ballroom Salon XI <i>(recording session)</i>
	From Handling Public Interest to a Sequestered Jury: The Perils and Pitfalls of a High-Profile Case PART II <i>Presenters: Karen Levey and Julio Semino</i> (Follows PART I of 10:15 AM)	Bonnet Creek Ballroom Salon X
	MSU: Leadership (Second of four segments) <i>Presenter: Jude Del Preore</i>	Bonnet Creek Ballroom Salon XII
2:30 to 2:45 PM	Refreshment Break	
2:45 to 4:15 PM	Forum on the Advancement of Court Technology (FACT) meeting <i>Marlene Martineau</i>	Bonnet Creek Ballroom Salon VII
	MSU: Leadership (Third of four segments) <i>Presenter: Jude Del Preore</i>	Bonnet Creek Ballroom Salon XII

TUESDAY, JULY 17
LEADERSHIP

Concurrent Workshops:
2:45 – 4:15 PM

Shared Interest Group #1
General Jurisdiction Courts
Stephanie Hess

Bonnet Creek
Ballroom Salon VIII

Shared Interest Group #2
Limited Jurisdiction Courts
Janet Cornell

Bonnet Creek
Ballroom Salon XI

Shared Interest Group #3
Family/Juvenile Courts
Will Simmons

Bonnet Creek
Ballroom Salon IX

Shared Interest Group #4
Federal Courts
Norman Meyer

Bonnet Creek
Ballroom Salon X

7:30 to 10:30 PM

NACM Social Event
Dinner Provided
Meet in hotel lobby at 6:45 pm to ride
NACM shuttle bus. Buses run continuously.

House of Blues

Session Descriptions for Tuesday, July 17

Exhibitor Bonus Session

Adobe: Improving Court Processes

Today's judicial system employees are under constant pressure to protect a dynamic and complex society and improve the effectiveness of their service and outcomes. Attend this session to learn how judicial systems around the world are streamlining and automating paper-based processes to devote more time to case work and less to paperwork.

Exhibitor Bonus Session

Thomson Reuters: Increase Efficiency Without Sacrificing Quality With a Case Management System

Today everyone is being asked to do more with less, and courts are no exception. We will discuss how implementing a case management system can help your court become more efficient while maintaining fair access to justice. Learn how to choose the right CMS and vendor for your court's needs.

Keynote Address: Leading Your Court to High Performance

In this presentation, Dr. Walt Natemeyer will discuss three key steps to becoming an effective leader. Also, he will explain how to become a "Situational Leader" by assessing your follower's "Readiness Level" and using the appropriate "Leadership Style." Dr. Natemeyer will also discuss problems that result from "over-leading" or micro-managing competent people, as well as problems that result from "under-leading" people who are unable or unwilling. Finally, participants will be given the opportunity to assess their own "Leadership Styles."

Keynote Follow-up will follow at 10:15 am and repeat at 1:00 pm.

Doctor Is In

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Working Across Systems to Meet the Needs of Our Children, Youth, and Families

We know that youth follow multiple pathways into the juvenile justice system. We also know that from an ecological perspective they face risks and are provided protection in multiple domains: family, peer, school, community, and self. This requires a multi-system

Session Descriptions for Tuesday, July 17

response, particularly when that pathway begins with child abuse and neglect. Mr. Bilchik's presentation will explore this pathway in terms of prevalence and covariates and will identify ways courts and their systems partners can reengineer their work to best serve these youth and prevent further system involvement.

The Leader's Challenge: Building Resilience and Thriving in Times of Change

"More than education, more than experience, more than training, a person's level of resilience will determine who succeeds and who fails." Dean Beck, HARVARD BUSINESS REVIEW, May 2002

Today's court leaders face the challenge of managing and performing in the midst of relentless change. This research-based workshop provides a set of tools that will assist you in developing your management skills for mastering resilience. The research is clear. Leaders who sustain their work and deliver positive results learn how to manage energy not time, and, in so doing, they build resilience. You will learn about the High Performance Pyramid and four principles for energy management. And, you will leave with a toolbox that you can use not only yourself but with those you manage.

The Path to Excellence: Principles of Judicial Administration and High Performance Courts

"Two roads diverged in a wood, and I, I took the one less traveled by, And that has made all the difference." –Robert Frost, The Road Not Taken

How do you move down the path toward becoming an excellent court? This session offers guideposts for the journey. First, the principles that can guide court leaders as they seek to restructure court services and secure adequate funding will be presented and discussed. Second, court administrators who are actually using the High Performance Court Framework in their courts as a "road map" will share their experience and provide practical examples on taking the next steps towards excellence.

Partnering with the Media in High-Profile Cases: The Lessons Learned from the State vs. Casey Anthony Case PART I

A high-profile case could land in your small or large court, leaving your staff scrambling to handle its impact. With today's 24-hour news cycle, every twist and turn in the trial is under scrutiny and broadcast to millions of viewers. Meticulous planning is vital to avoid publicity nightmares. Drawing from the lessons gleaned in the State vs. Casey Anthony trial, learn how to resolve issues like how to define media; where to conduct interviews; whether to allow laptops, cameras, and cell phones in the courtroom; and how to determine media seating. We will tackle these and many other issues as we explore the interdependent relationship between the courts and the media.

Session Descriptions for Tuesday, July 17

Join Karen Levey (PIO for the Ninth Judicial Circuit) and Dave Sirak (WFTV News Operations Manager and Chair of the Court's Media Committee) as they discuss the relationship between the courts and the media before, during and after the State v Casey Anthony trial, commonly referred to as the "Social Media Trial of the Century."

MSU: Leadership

This Michigan State University approved Leadership Course will be taught in four 1.5 hour segments over two days totaling 6 hours. Individuals taking this course for MSU credit MUST be present for all segments.

The first 1.5 hour segment will provide an overview of the basics of transformative leadership as described in the works of noted author Stephen M.R. Covey. The importance of credibility and trust in exercising leadership will also be explored. Participants will complete exercises to help them identify individual strategies.

The second 1.5 hour segment will utilize the works of management authors James M. Kouzes, Barry Z. Posner and John Maxwell to explore and explain the challenge all leaders face in their expanded roles. Focus will be placed on a dimension called Encouraging the Heart. Participants will work together to identify ways to take components of this dimension back to their home courts.

The third 1.5 hour segment will define the leadership partnership within the trial courts. The chief judge, and in larger jurisdictions, leadership judges of court divisions, the court administrator and, in some jurisdictions, the clerk of Court comprise the Court's executive team. The relationships and roles within this executive component are the focus of this segment of the workshop.

From Handling Public Interest to a Sequestered Jury - The Perils and Pitfalls of a High-Profile Case PART II

With the advent of social media and smart phones, information is at everyone's fingertips. Plus with the increase in reality TV programming and constant news coverage, public interest in a high profile case can be fickle and at times, volatile. Given the high stakes and these ever-changing external factors, proactive court management is vital to ensure the fair and efficient administration of justice. Drawing from their experiences in the State vs. Casey Anthony case, presenters will identify some key issues to consider when you are hit with a high-profile case, such as how to allocate limited public seating, handle sequestered juries and requests for transcripts, plan for unpredictable public sentiment, and much more.

Join Karen Levey (PIO for the Ninth Judicial Circuit) and Julio Semino (Court Support Manager for the Ninth Judicial Circuit) as they share their failures, successes, and some humorous anecdotes.

Session Descriptions for Tuesday, July 17

Forum on the Advancement of Court Technology (FACT)

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

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 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.

Shared Interest Group #4 - Federal Courts

Attendees will engage in a wide-ranging discussion about current issues, problems, successes, projects, and innovations in the U.S. federal courts. This forum will also touch on career opportunities and networking for those interested in federal court employment. Come join us!

WEDNESDAY, JULY 18

6:30 AM	Fun Run/Walk	Meet in hotel lobby
7:30 AM	Golf Tournament	Meet at Waldorf Astoria clubhouse
8:00 AM to 5:00 PM	Registration & Conference Information	Bonnet Creek North Foyer
8:30 to 10:00 AM	MSU: Leadership (Final segment) <i>Presenter: Jude Del Preore</i>	Bonnet Creek Ballroom Salon XII
By appointment	Dr. Is In	Brevard
8:30 AM to Noon	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.

8:30 to 9:30 AM	Planning Committee	Bonnet Creek Ballroom Salon VII
9:30 to 10:30 AM	Conference Development Committee & Exhibitor Subcommittee	Bonnet Creek Ballroom Salon VIII
	Ethics Committee	Bonnet Creek Ballroom Salon IX
10:30 to 11:30 AM	Membership Committee & State Association Subcommittee	Bonnet Creek Ballroom Salon XI
11:00 AM to Noon	Communications Committee	Bonnet Creek Ballroom Salon X
10:00 AM to 5:00 PM	Exhibit Show	Floridian Ballroom
10:00 AM to Noon	Court2Court	Floridian Ballroom
Noon	Box Lunch	Floridian Ballroom
1:00 to 2:00 PM	Pin Exchange	Floridian Ballroom
1:00 to 4:00 PM	Silent Auction	Outside of Floridian Ballroom
2:00 to 4:00 PM	ICM Fellows Status and Planning Meeting By Invitation Only	Taylor
2:30 to 2:45 PM	Refreshment Break	Floridian Ballroom
4:00 to 5:00 PM	Prize Drawing (must be present to win)	Floridian Ballroom

WEDNESDAY, JULY 18

Dinner on your own

Special Receptions

5:30 to 7:00 PM	National Center for State Courts ICM Fellows By Invitation Only	Taylor
6:30 to 8:30 PM	University of Denver MSJA/MSLA Alumni Dinner By Invitation Only	La Luce (in the hotel)
7:30 to 10:00 PM	Networking Suite	Room 809

Session Descriptions for Wednesday, July 18

Planning Committee

The Planning Committee is charged with reviewing and revising NACM's strategic plan. Over the past two years, the Planning Committee, through its Strategic Plan Subcommittee, undertook a complete revision of the strategic plan. Please join the Planning Committee at its meeting during the Annual Conference to review the proposed revisions to the strategic plan and offer your thoughts and comments on the future work of NACM.

Silent Auction

Come and place your bid at the NACM 3rd Annual Silent Auction located outside the Exhibitor Showroom. All proceeds benefit A Place for Children operated by Children's Home Society of Florida. Winners will be announced at 4PM in the Exhibit Hall. You do not need to be present to win.

MSU: Leadership

This Michigan State University approved Leadership Course will be taught in four 1.5 hour segments over two days totaling 6 hours. Individuals taking this course for MSU credit MUST be present for all segments.

The final 1.5 hour segment addresses the need for court leaders to do continual and skillful diagnosis within their organizations. Leaders must always have a ready answer to the "How well are we doing?" question. That answer must be based on data. The most effective leaders find ways to get feedback from the organization and its clientele on a real-time basis. This segment will assist participants to find other sources of information that include both lagging and leading indicators of court performance

THURSDAY, JULY 19
BUILDING TRUST

8:00 AM to 4:00 PM	Registration & Conference Information	Bonnet Creek North Foyer
By appointment	Dr. Is In	Brevard
8:30 to 9:00 AM	Announcements David W. Slayton, NACM Vice President	Bonnet Creek Ballroom Salons I-VI <i>(recording session)</i>
	MSU Graduate Announcement	
	Introduction of Sponsors and Keynote	
9:00 to 11:30 AM	Keynote Address: Leading at the Speed of Trust: Building Private-Public Sector Trust <i>Presenter: Stephen M.R. Covey</i> Co-sponsored by FACT and CourtView	
11:30 AM to Noon	Covey Book Pick up (Ticket Required)	Bonnet Creek West Foyer
Noon to 1:15 PM	NACM Business Meeting Luncheon and Induction of New Board JMI Ernest Friesen Award Presentation to Marcus Reinkensmeyer Duane Delaney	Bonnet Creek Ballroom Salons I-VI

THURSDAY, JULY 19
BUILDING TRUST

Concurrent Workshops:
1:30 – 3:00 PM

	Leading at the Speed of Trust in the Court <i>Presenters: Susan Love and Deb Morse</i> (Does not repeat)	Bonnet Creek Ballroom Salon VIII <i>(recording session)</i>
	Ethics: Applying the Codes in Times of Change <i>Presenters: Peter Kiefer and Karl Thoennes</i> (Does not repeat)	Bonnet Creek Ballroom Salon VII
	International Court Administration: Models and Opportunities <i>Presenter: Milt Nuzum, Norman Meyer, and Kala Finn</i> (Does not repeat)	Bonnet Creek Ballroom Salon IX
	The Technology Session to Rule Them All <i>Presenter: Marlene Martineau</i> (Does not repeat)	Bonnet Creek Ballroom Salon X
	The Court Administrator and Court “Professional” (at Any Level in Courts): Your Role as Leader, Executive, and Transformer <i>Presenter: Janet G. Cornell</i> (Does not repeat)	Bonnet Creek Ballroom Salon XII
	Video Technology and the Transformation of Tomorrow's Courthouse <i>Presenters: Jay Farbstein, Anne Wallace, Jennifer Willard, John M. Greacen, Emma Rowden, and Joseph Bocchiaro III</i> (Does not repeat)	Bonnet Creek Ballroom Salon XI <i>(recording session)</i>
3:00 to 3:15 PM	Break	
3:15 to 3:45 PM	Conference Closing Plenary NACM Officers Report on Future Conferences and NACM National Agenda	Bonnet Creek Ballroom Salons I-VI <i>(recording session)</i>

Session Descriptions for Thursday, July 19

Keynote Address: Leading at the Speed of Trust: Building Private-Public Sector Trust

Trust is hard, real, and quantifiable. It measurably affects both speed and cost. A function of character and competence, trust can be created and destroyed, effectively taught and learned. In most cases, lost trust can even be restored. This fast-paced and engaging presentation dramatically reveals trust as the hidden variable that will become your most leverage-able tool, giving you a distinct strategic advantage. By framing trust in a new light, this presentation will not only make the economic case for trust, but also show how the ability to generate trust is the critical leadership competency in court management and demonstrate how to master the skill of engendering trust – both personally and in your organization.

Doctor Is In

*The National Center for State Courts' **Doctor Is In** program offers conference attendees 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*

Leading at the Speed of Trust in the Court

Building the public's trust and confidence in the court starts from within the organization and is measured by the character and competence of each and every leader and employee. This cornerstone of trust establishes the foundation of personal credibility, honesty in relationships, team credibility, a trustworthy reputation, and distinctive contributions to society.

Over the past decade, like many other courts across the nation, the Fourth Judicial District Court, in Minneapolis, Minnesota has experienced significant budget cuts that have led to the elimination of positions through attrition, wage freezes, and the need for all employees to find ways of doing more with less. To successfully navigate this changing organizational landscape, leaders in the court have learned that trust is necessary to establish and maintain productive relationships and move teams to be more efficient, resourceful and innovative. Leaders and employees who practice and follow the 13 Behaviors of High Trust are more effective not only in their own positions, but across division lines.

*This session will address the positive impact "**Leading at the Speed of Trust**" and "**Working at the Speed of Trust**" has had on the Fourth Judicial District Court's culture, performance management practices, leadership credibility, and employee productivity. Participants will also learn how the instructors adapted the program to be in line with the organizational value of building and maintaining the public's trust and confidence in the courts. Examples of the adaptations, along with post-class exercises will be shared.*

Session Descriptions for Thursday, July 19

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.

International Court Administration: Models and Opportunities

This interactive session will discuss current models of international court management, followed by practical examples and tips about how NACM members can become involved in international court management work. Participants in this session will have an opportunity to share their experiences and learn from each other. Effective court managers are highly motivated to serve the public. A court manager who expands the scope of that service to the international community will discover richly rewarding career satisfaction and opportunities for personal growth.

The Technology Session to Rule Them All

Want to find out what technology other courts are using for a specific need? Have a technology project that is having problems and you want help fixing it? Have a technology project that was highly successful and want to brag about? Want to share technology innovations in your court that have shown amazing return on investment? This session is for you! Join us for an open forum on all things court technology. No subject is off the table. Bring your questions and comments and join the conversation. Please note that FACT private sector members are invited to attend but not interact. They will be silent observers only.

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: A Guide and Manual" 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.

Session Descriptions for Thursday, July 19

Video Technology and the Transformation of Tomorrow's Courthouse

Over the past 20+ years, video technologies have been finding greater application in court proceedings. Initially, these technologies provided only mediocre picture and sound quality, which represented part of the reason for their limited implementation. As technologies have improved, we have learned – and are learning – more about the legal, procedural, cultural, technical and spatial/architectural concomitants that must be taken into account in order to facilitate effective implementation. In the current financial climate, where there is great pressure to save money, any modification to operations which can contribute to that goal needs to be seriously considered – especially when it may also hold the promise of greater access to justice. At the same time, when many courts tend to be bound by precedent and other participants express due process concerns, there can be understandable resistance to such changes. This panel will review the complex set of variables which need to be addressed in implementing video (and other) technologies and anticipate the impact it may have on the next generation of courthouses.

FRIDAY, JULY 20

9:00 to 10:00 AM	New Board Member Orientation	Dade
10:00 AM to Noon	NACM Board of Directors Meeting	Dade

