

Accountability & Court Performance

Key concepts **Accountable Management** **Basic Analytical Skills** **Court-Centered Proficiencies**

Solving System Issues through Performance Management Developing Analytical Skills

Executive Summary

Court leaders are accountable to both the judiciary and the public for a well-run court. The Accountability & Court Performance competency links the successful accomplishment of courts' purposes and responsibilities to the collection of data through valid performance measures and the analysis and use of those data for performance management.

Learning Objectives

As a result of this education, participants will be able to:

- Identify individual learning needs and objectives related to accountability and court performance.
- Assess the current court performance and management metrics used by a court and the culture around accountability and court performance.
- Organize and present the performance measurement data in a format that maximizes the use of visuals.
- Identify relevant performance measures for a court and select data to support those measures.
- Identify, design, and apply performance measures that address the effectiveness of court programs and procedures.
- Diagnose the results of performance measurement and apply findings to improve court performance.
- Develop an effective communication strategy to the public and a court's public policy partners about the performance of the court in carrying out its constitutional duties.
- Identify educational needs based on an assessment of the local court's readiness to implement performance

Activities

There are corresponding activities for each learning objective, including:

- Moving from Court Performance Measurement to Performance Management
- Applying the Quality Cycle to Improve Performance

Curricular Resources

The full curriculum has a detailed listing of relevant resources and a bibliography.

- Visuals, Diagrams, and Sample Statistical Charts
- Historical Timeline of Court Performance Measurement
- List of the CourTools Trial Court Performance Measures
- Organizational Self-Assessment Questionnaire
- Sample Public Report
- Activities

Accountability & Court Performance Curriculum

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Section 1 | Overview

- Court leaders are accountable to both the judiciary and the public for a well-run court, so managers must be able to measure and manage performance
- Performance standards and measures have evolved in scope, sophistication, and sustainability over 50+ years, anchored in the purposes, principles, and values that are fundamental to courts

Section 2 | Summarizing Basic Analytical Skills – A Foundation for Court Leaders

- Basic analytic skills are integral to the ability of a court professional to effectively apply performance measurement principles and techniques focused on enhancing performance
- A critical step for accountability is selecting the right measurements while keeping them simple

Section 3 | Evolving into Court-Centered Proficiencies

- Understanding the fundamental principles of performance measurement and accountability and implementing them in the courts requires knowledge of both basic analytical skills and court operations

Section 4 | Solving System Issues through Performance Management

- Performance data should be integrated into operational decisions and communicated transparently to stakeholders

Section 5 | Developing Analytical Skills

- Court performance measures and management are a basis for organizational change.
- Courts should develop their capacities to use measures and manage performance effectively through appropriate educational opportunities, guided by assessments of organizational readiness to implement performance measures

General Resources:

[Accountability and Court Performance – NACM CORE® Curriculum](https://nacmnet.org/competency/accountability-and-court-performance)
nacmnet.org/competency/accountability-and-court-performance

[NACM CORE®: What Court Professionals Need to Know](https://nacmnet.org/nacm-core)
nacmnet.org/nacm-core

[The CORE® in Practice – a Guide to Strengthen Court Professionals through Application, Use, and Implementation](https://nacmnet.org/wp-content/uploads/THE-CORE-IN-PRACTICE-Guide-2023.pdf)
nacmnet.org/wp-content/uploads/THE-CORE-IN-PRACTICE-Guide-2023.pdf