



National Association *for* Court Management

EARLY CAREER PROFESSIONALS (ECP) GROUP

Wednesday, March 26, 2025 / 1:00 P.M. EASTERN

ECP Zoom Meeting

Meeting ID: 893 0699 1867

Passcode: 934740

[Find your local number](#)

2024/2025 Committee Charges

Choose a Community Service Project for the Annual Conference

Plan/Implement networking opportunity for the Annual Conference

Define/Implement ways to increase participation of ECP outside of the conferences (*Ongoing*)

AGENDA

Part 1: ECP Group Meeting (1:00-1:30 p.m. E T)

1. Welcome / Introductions
2. Shared Interest Group Project
 - April – Janet Cornell will discuss leadership strategies and transparency.
 - May – Teri Deal will discuss implementation and change management.
 - June – Creadell Webb will discuss effective tools for staff engagement and dialogue around DEI.
 - July – Cancelled for the Annual Conference
 - August - Marcus Reinkensmeyer will discuss transitioning into a new role and how to navigate that transition.
 - **Please, send along any other topic ideas!**
 - i. **Employee handbooks – general HR and onboarding – what does it mean to be a supervisor and work with HR related instances such as FMLA, timesheets, and discipline.**
 - ii. **Leadership the Ted Lasso way with TJ BeMent**
3. NACM Updates
 - Join the NACM board by either submitting a nomination for someone or a declaration for yourself [here](#).
 - Way more participates for CORE videos – you no longer have to be a NACM member, you can pay for the videos to participate.
 - [Federal Courts Roundtable Discussion](#) – March 27th at 3:00 ET.



National Association *for* Court Management

4. Community Service Project for Annual Conference
 - VOTE FOR: [Carole's House of Hope](#), [The Kim Foundation](#), [Generation Diamond](#), [CRCC \(Children's Respite Care Center\)](#), and [No More Empty Pots](#)
 - i. SurveyMonkey sent in the ECP reminder email and will be sent with the Minutes email too. Take it here:
<https://www.surveymonkey.com/r/YK2SYP7>
 - ii. Other suggestions welcome, just write it in the SurveyMonkey.
Could be local to Nebraska or anywhere.
5. Next meeting:
 - April 23, 2025



National Association *for* Court Management

Part 2: Shared Interest Group Discussion (1:30 p.m. – 2:00 p.m. EASTERN)

- Speaker Lori Cole - Court Management Specialist at the North Carolina Administrative Office of the Courts
 - Customer service – what do you expect when you are a customer?
 - If you see someone smiling that makes a big difference
 - Being interested in what you are doing makes you feel like they care
 - Why should we be concerned with customer service?
 - The court is a public service
 - We can go to a different Trader Joes, but we can't go to a different courthouse
 - But having a positive attitude when someone might be having the worst day really goes a long way
 - Overall trust and confidence can enhance with our good customer service
 - Making sure we meet people where they are at, especially if someone is in crisis
 - Who are court customers?
 - External – outside our organization
 - Internal – within the organization
 - Stakeholder – benefit or care about the product/service/output but not a direct customer
 - Who are your customers? What do they need from you?
 - Customer service should be WARM
 - Welcoming
 - Attentive
 - Responsive
 - Managed
 - Give legal information, not legal advice
 - Try to be positive in all your responses and follow up with people
 - Be trauma informed and practice self-care
 - Remain calm, be alert, and get help if needed with difficult customers