

# Court Management Unleashed: A Power-Packed One-Day Training

## **Course Description:**

The NACM CORE® is a comprehensive training program for court managers. NACM's intent in promoting these competencies goes beyond providing competencies for professionals working in court administration but to also promote excellence in the administration of justice and court management. The CORE® has been structured to provide consistent information across all competencies. This course will provide an overview of the CORE® with a focus on the Leadership, Public Trust and Confidence, and Purposes and Responsibilities of Courts, Caseflow, Accountability, and Operations Management competencies.

This course is designed to be interactive and participants are encouraged to share and discuss successes and challenges in their courts. Participants will receive the CORE® Explorer award upon completion of the structure response test as part of our CORE® Champion Program.

## **Learning Objectives:**

### *CORE® Curriculum*

- Define what is the CORE® and how it can benefit your court
- Understand the CORE® Champion Program

### *Leadership:*

- Understand the traits, habits, and models of leadership
- Understand the importance of leadership, credibility, trust, and ethical behaviors

### *Public Trust and Confidence and Purposes and Responsibilities of Courts:*

- Describe the importance of public trust and confidence to the credibility of judicial branch
- Identify the inherent connections between public trust and confidence and the principles of procedural fairness
- Demonstrate the ways that local courts assess public trust and confidence
- Describe why courts exist and the major purposes that courts carry out
- Summarize the role of courts as an independent third branch of government, an institution, and an organization; and how its role impacts and complements the other two branches of government
- Articulate the practical impact and relevance of the purposes and responsibilities of courts to their jurisdiction, day-to-day court operations, and their job

### *Caseflow Management, Accountability, and Court Performance:*

- Define caseflow management and why it is important
- Identify system wide caseflow practices and court polices and evaluate strengths, weaknesses, and areas for opportunities for improvement
- Define court accountability and why it is important
- Utilize court performance measurement tools and practices to identify, design, and address the effectiveness of caseflow plans, practices, and policies
- Lead a learning organization by changing mindsets, mentoring staff and leading change

### *Operation Management:*

- Recognize the role of operations management within the court organization
- Identify court operations services and programs
- Understand the various infrastructure and support needed in court organizations

# Court Management Unleashed: A Power-Packed One-Day Training

## DATES

### Program Agenda

7:45 a.m. – 8:00 a.m.	<b>Registration and Check-In</b>
8:00 a.m. – 8:30 a.m.	<b>Welcoming Remarks, Introduction of Presenters, &amp; Introduction of Participants</b> <i>Presenters Name</i>
8:30 a.m. – 8:45 a.m.	<b>What is NACM and What is the CORE®</b> <i>All</i>
8:45 a.m. – 10:15 a.m.	<b>Leadership</b> <i>Presenters Name</i>
10:15 a.m. to 10:30 a.m.	<b>Break</b>
10:30 a.m. - 12:00 p.m.	<b>Purposes and Responsibilities of Courts and Public Trust and Confidence</b> <i>Presenters Name</i>
12:00 p.m. - 1:00 p.m.	<b>Lunch</b>
1:00 p.m. – 2:30 p.m.	<b>Caseflow Management, Accountability and Court Performance</b> <i>Presenters Name</i>
2:30 p.m. – 2:45 p.m.	<b>Break</b>
2:45 p.m. – 4:30 p.m.	<b>Operations Management</b> <i>Presenters Name</i>
4:30 p.m. – 5:00 p.m.	<b>Wrap-Up</b> <i>Presenters Name</i>
5:00 p.m.	<b>Adjourn</b>

