



# Innovation Applied: Preparing for the Future

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# Overview

**As court leaders, you are confronted with myriad problems on a daily basis. It would be interesting to know whether:**

- **You consider technology advances to be an important aspect in the future of improved court management and leadership?**
- **The standard operational needs and business processes represent the primary focus of your concerns?**

**The following multiple choice questions may help determine some trends and fuel a discussion on where courts are heading.**





**Which of the following represents the more important aspect of leading courts in the next 10 to 20 years?**

**a. Improved technology**



**b. Increased efficiency of staff**



**c. Higher skill levels of entry-level staff**



**d. Other**



# 2

**Given the reality of shrinking court and judicial budgets, which of the following do you believe will have the least impact on courts and your ability to manage over the next 10 to 20 years?**

**a. Staff reductions**



**b. Old legacy systems**



**c. Paper-based filing systems**



**d. Technology improvements**



# 3

## What is the most effective or efficient process you use in your court to motivate your staff?

- a. Pay increases
- b. Morale boosting incentives (non-monetary)
- c. Time off
- d. Improved technology
- e. Other



# 4

## What steps do you and your managers take today to model behavior that your staff can and/or should emulate to improve efficiency?

- a. Regular team/staff meetings
- b. Providing consistent updates to policies and procedures
- c. Showing that management knows/understands processes
- d. Adjusting work hours to be more family-friendly
- e. Other



# 5

**What steps are you taking to address your aging workforce, the eventual retirement of a significant percentage of staff, and an influx of inexperienced workers?**

- a. Promotions of younger existing staff**
- b. Streamlining/simplifying current processes/procedures**
- c. Eliminating manual processes with updated technology**
- d. Engaging in full-scale business process re-engineering**
- e. Other**



# 6

**Identify the most important criteria or characteristic of a high-level manager/leader.**

- a. Proficient in technology**
- b. Ability to inspire staff**
- c. Knowledge of process and procedure**
- d. Well-rounded background**
- e. Other**





# 7

**In 2020, what do you anticipate to be the technology advancement that will most improve efficiency or sustain improvement?**

- a. Mobile apps**
- b. Electronic filing**
- c. Cloud computing**
- d. Mobile/off-site workers**
- e. Other**





## **As a court leader, what do you want to see technology companies focus on to improve services, communication, and to make your job more sustainable?**

- a. Data sharing**
- b. Cybersecurity**
- c. Improved work stations**
- d. Educating potential customers on products/solutions**
- e. Other**



# Wrap-up

## Additional Questions/Comments/Discussion



# For more information

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