The Court Administrator -- Preparing Future Skills

NACM Mid Year Conference
Savannah, GA
February 10, 2014
Presented by: Janet G. Cornell
Preparing Today for the Future

- Today – current court manager
  - Responsibilities and Traits

- Issues and challenges

- The Future
  - Functions and needs and challenges
  - New competencies
A word about...

The ‘Court Administrator’
Today
Learn from yesterday, live for today, hope for tomorrow. The important thing is not to stop questioning.

Albert Einstein

Apparently there is nothing that cannot happen today.

Mark Twain
Today’s Factors

- Technology
- ‘New Media’
- Generations
- Diversity
- Motivation and engagement
- Fiscal and budget
- Change
- ‘The Future’
What Are We? What is ‘Our’ Role?

A ‘Go For?’

Secretary & support?

Staffer?

Note taker?

Fortune teller?

Miracle worker?

Utility player?
Today’s ‘Court Manager’

- Current role(s)?
- Duties– tasks?
- Expectations on us?
Have You Had This Question?

What **DOES** a Court Administrator do?
A short summary -- quick & simple
Get the point across quickly
Pitch an idea for support
Deliver in an elevator ride
First impression counts
Meaningful, concise information
Practice the elevator speech
(‘pitch’)

![Elevator Icon]
A Review of the Current ... 

- Roles and duties
- Skills and competencies
- Descriptions
Court Manager Job Descriptions

- Manages …
- Directs …
- Supervises …
- Plans
- Organizes …
- Coordinates …
- Develops
- Interprets
- Implements …
- Establishes
- Ensures …
- Decides …

- Designs …
- Monitors …
- Presents …
- Defends …
- Administers …
- Analyzes
- Evaluates …
- Represents …
- Liaisons …
- Executes …
- Responds …
## Typical Duties—Court Administrator

<table>
<thead>
<tr>
<th>Caseflow Management</th>
<th>Intergovernmental Liaison</th>
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<tbody>
<tr>
<td>Human Resource Management</td>
<td>Community Relations and Public Information</td>
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<tr>
<td>Fiscal Administration</td>
<td>Research and Advisory Services</td>
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<tr>
<td>Technology Management</td>
<td>Emergency Preparedness and Business Continuity</td>
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<tr>
<td>Information Management</td>
<td>Succession Planning</td>
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<tr>
<td>Jury Management</td>
<td>Keeping the Record</td>
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<tr>
<td>Facility Management</td>
<td>Performance Management and Holding the Court Accountable</td>
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<td>Space Planning</td>
<td>Green or Ecologically Sensitive Practices</td>
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<tr>
<td>Security Management</td>
<td>Project Leadership and Oversight</td>
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## Professional Standards

<table>
<thead>
<tr>
<th>Administrative ability &amp; experience</th>
<th>Initiative, decisiveness, dedication to making changes</th>
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<tbody>
<tr>
<td>Business and management techniques</td>
<td>Ethical standards</td>
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<tr>
<td>Ability to plan, conduct studies and implement</td>
<td>Understanding of court role, purpose, branch of government</td>
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<tr>
<td>Good judgment, understanding, tactfulness</td>
<td>Knowledge of &amp; ability to adapt to unique court environment</td>
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<tr>
<td>Written and verbal communication</td>
<td>Follow, lead – develop &amp; implement policies</td>
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<tr>
<td>Maintaining effective working relationships</td>
<td>Respect &amp; demonstration of confidentiality, trust &amp; loyalty</td>
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<tr>
<td>Creativity, leadership, planning, organizational skills</td>
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Executive Team Concept

- Chief judge & court administrator
- Judge as chief constituency of court manager
- Together – both as leadership team
## Personal & Professional Skills

<table>
<thead>
<tr>
<th>Learning Skills</th>
<th>Interpersonal Skills</th>
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<tr>
<td>Communication Skills – speaking, writing, listening</td>
<td>Negotiation Skills</td>
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<tr>
<td>Adaptability Skills – problem solving and creativity</td>
<td>Teamwork Skills</td>
</tr>
<tr>
<td>Motivation and Goal Setting</td>
<td>Leadership Skills</td>
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<td></td>
<td>Ethical Performance Skills</td>
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<tr>
<td>Avoid impropriety and appearance of it</td>
<td>Conduct outside activities to minimize risk of conflict with official position</td>
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<td>----------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
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<tr>
<td>Perform position duties diligently</td>
<td>Refrain from inappropriate political activity</td>
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The Current Knowledge, Skills and Abilities of a Court Manager?

Consider today’s environment & expectations…

What are top 3 most important skills?

Why?
As We Consider the Future
Don’t tell me the sky’s the limit when there are footsteps on the moon

Anonymous
The Future...

Issues?
Challenges?
Opportunities?

Greatest concern?
What scares us?
Biggest unknown?
The Future of Court Administration (2011)

- Collaboration and dialogue
- Justice system & partners
- Technology
- Public expectations
- Interdependencies
- System intricacies
- Adept at change
NACM “National Agenda”

- Caseflow management improvements
- Sustaining excellent performance in difficult budget times
- Enhancing public perceptions of courts and increasing community collaboration
- Promoting court leadership and governance
- Preparing for and responding to trends
- Supporting professional court management education
Court Responses to Fiscal Crisis

Budget cuts
Special fund use
User fees
Enforcement & collections
Services cut/changed
Court closures
Function consolidation
Function restructure
Function outsource

Reorganization
Position elimination
Furloughs
Pay (freeze, reduce)
Cuts–travel, training
Efficiency measures
Manual to ‘technology’
Self help services
Reengineering
One View of the Future
From Alec Ross, Sr. Advisor–Innovation, US Sec’y. of State

- Control
- Adaptability
- Digital Natives
- Partners
- Risk & Failure
- Dare
National Center for State Courts
Focus/Research Areas
“Harvard Papers”

- Shared leadership
- Governance
- Effective communication
- Keeping the courts funded
- Strategic management
- Institutional independence
Centralize and regionalize
Automate everything
Overhaul case management practices
Move transactions to ‘on line’
Reorganize ‘back office’ functions
Redistrict/redefine jurisdiction and venue
Apply best practices
New Core Competencies

Leadership

Creating-a-Vision
Creating-a-Plan
Managing-Information
Confidence Measuring-Performance
Workflow-Management Accountability
Facilities COOP

Effective-Court-Governance
Communications-With-Public
Technology-Capacity
Budget-Resources Performance-of-Other-Essentials

Public-Trust External-Relationships Proactively-Managing
Political-Relationships Purposes-Of-Courts
Caseflow-Management

Justice-System-Relationships Talent-Development
The Future
It is not in the stars to hold our destiny, but in ourselves

William Shakespeare
Courts of 2025 – Skills Needed

National survey
Scenarios
Probability ranking
Scenarios

1. Court forms on Internet
2. Courts have Web based systems
3. Remote court interpreting
4. Digital/electronic recording systems
5. Staff distance learning for training
6. All courts paperless (paper on demand)
7. User based revenue and fees
8. Data accessibility
9. Centralized data storage
10. ADR programs the norm
11. DCM with accurate predictions
12. Court administrator knowledge base broadens

Source: The Future of the Courts, 2025
Superior Court, Arizona, Maricopa County
Peter Kiefer and Phil Knox
Discuss the individual scenario:

- List the ‘drivers’ – in support of scenario
- List the ‘counter-drivers’ – against scenario
- Tally court administrator knowledge, skills, abilities – traits – needed
- Identify a ‘reporter’
- Share with us
The Future – Knowledge, Skills, Abilities, Traits for a Court Manager?

- What are top 3?
- Why?
- What is the #1?
- Why?
Thinking About Our Future
the future court administrator?
The competencies and traits?
G R O W to Get There

G – What do you want? – the *SMART* GOAL?

R – What is current REALITY? Current situation?

O – What OPTIONS–OPPORTUNITIES are there?

W – What is WAY forward? How to get there?

From InsideOut Development
Assumptions About Future

Management
Learning
Relationship-Building
Continual-Growth
Affiliation-with-Profession
Executive-Professionalism
Forward-Looking
Broad/Deep-Experience
Self-Confidence-Understanding-Management
Increasing-Complexity
Partnerships-Interdependencies
Interpersonal-Communication-Skills
Thinking
Leveraging-of-Opportunities
Relationships-Collaboration
Comfort-with-Change
Big-Picture-Perspective
Ethics-Principles
Technology-Use
Final Thoughts?

THANK YOU!

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