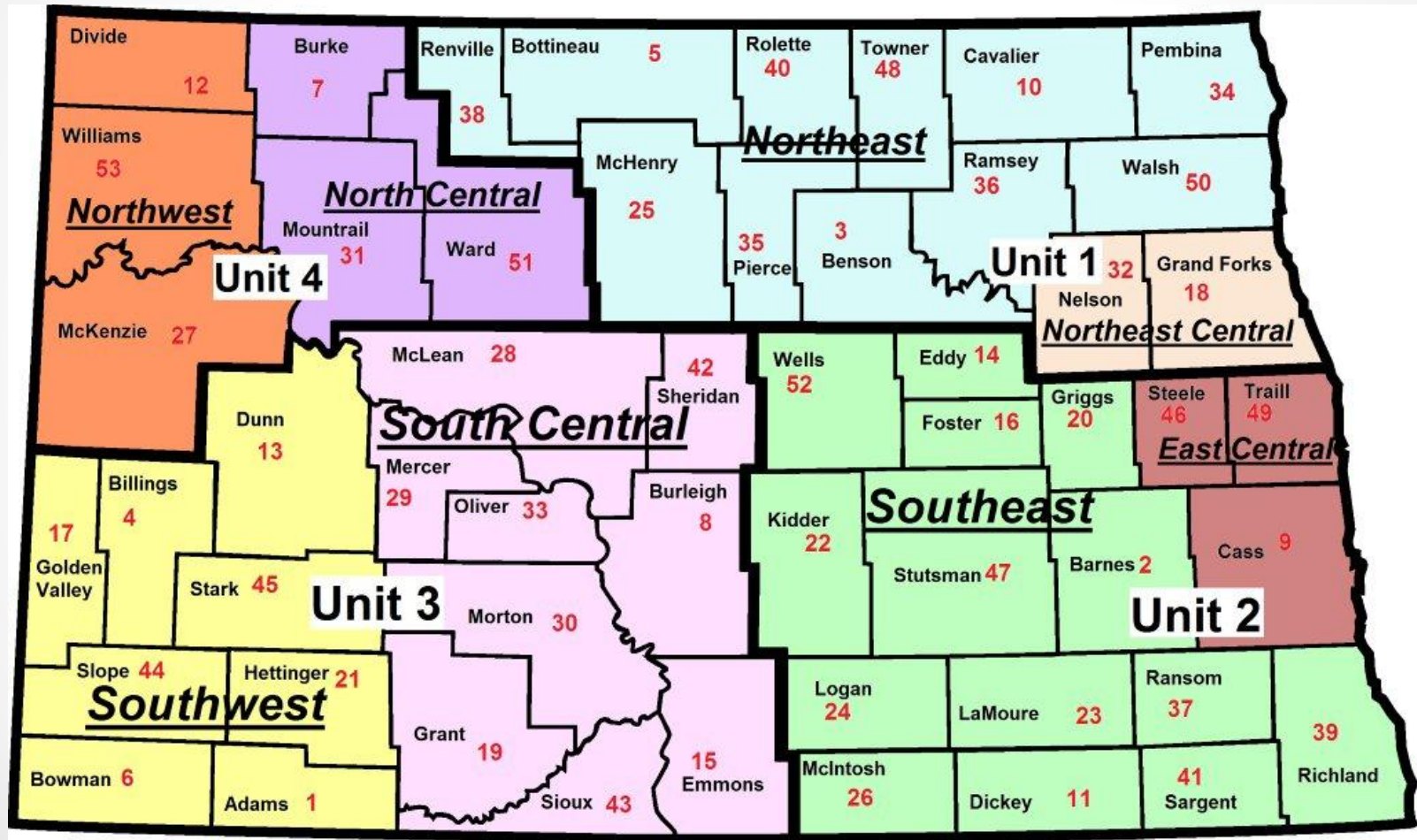


Meeting Technology Changes Head On: Advice from a Leadership Perspective

NACM Mid Year
February 16, 2016

Who Are We?



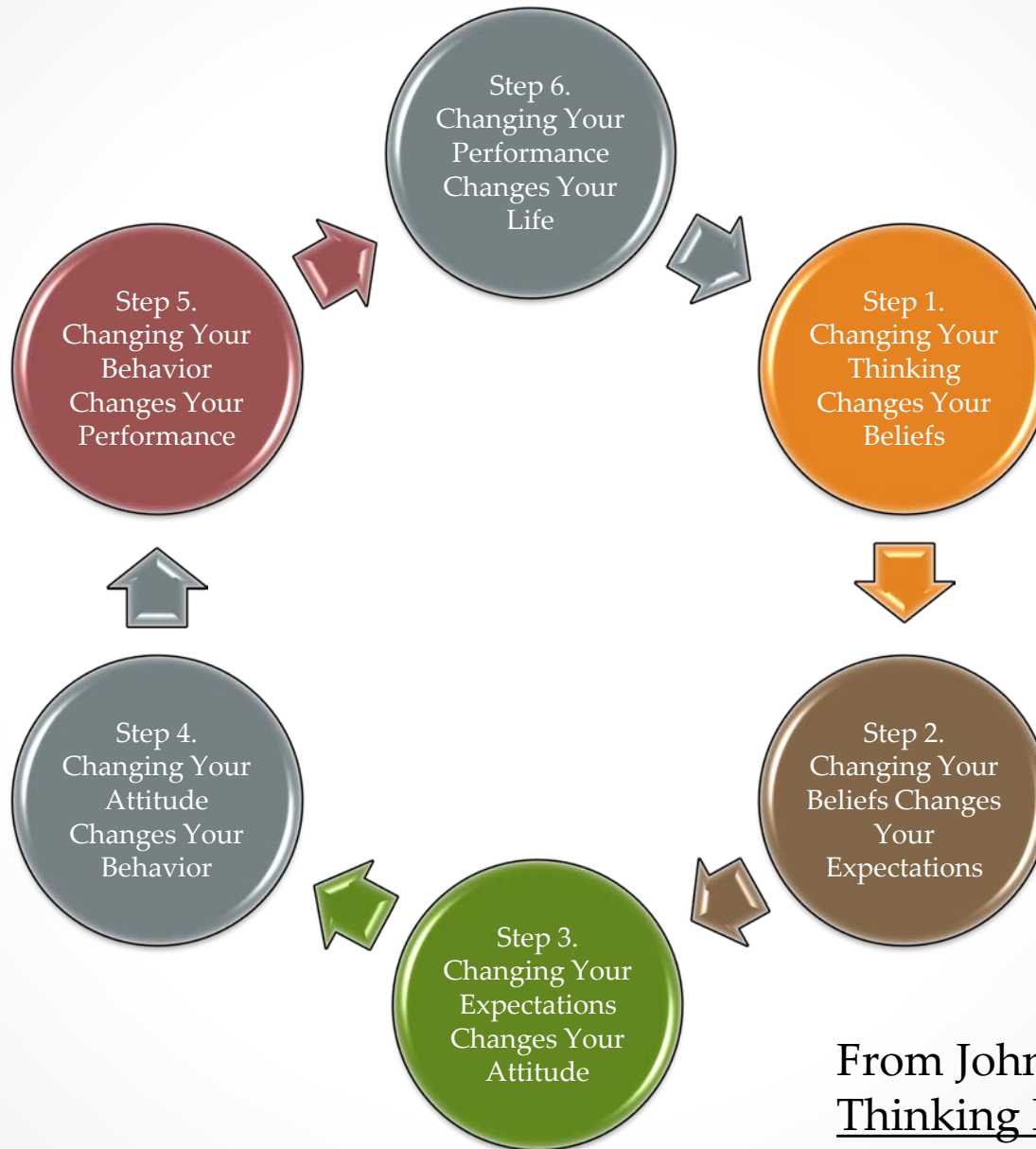
Primary Goal

Don't over-invest in
the **good**
at the expense of
the **great!**



Change

Organizations who can
adapt to change
are always
better organizations



From John Maxwell's
Thinking For A Change

What Type of Change are We Talking About?

- A new way of doing business
- Making progress
- Clerks, judges, other staff, justice partners

Dealing with Change

- Our Experiences
- Avoid Stereotyping
- Helping People Through Change

North Dakota's Journey

- Training
- Learning Styles
- Decision-Making
- Work Continues
- Practice



Until you're in it, it's hard to fully understand a new system.

What is Your Role?

- Speak Up
- Acceptance & Understanding
- Be Open-Minded
- Remain Calm



Attitude is Everything!

LIFE IS:
WHAT HAPPENS
TO ME
WHAT I MAKE
HAPPEN





Progress is often just a good idea away.

The hero is the one with ideas.

Benefits Realized

- Redesign
- Reduced Costs
- Increased Efficiency
- Information Sharing

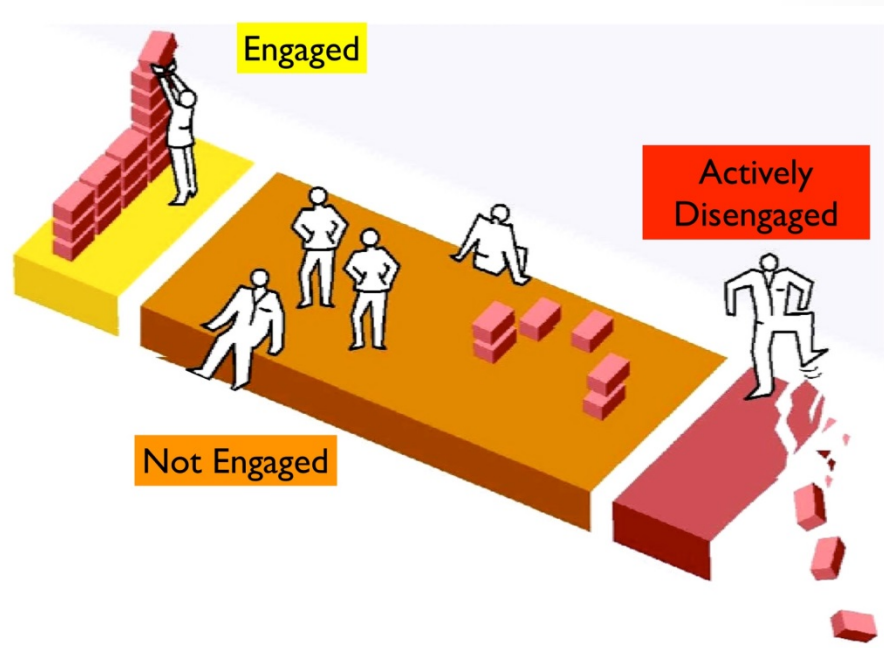


How Did Users React To Change?

- Some chose to retire
- Some were afraid of change
- Some wanted to recreate old systems & processes
- Some embraced change
 - Good change agents
 - Out of the box thinking
 - Stepped up to learn & teach others
 - Challenge of new roles & responsibilities
- New expectation to be involved in change

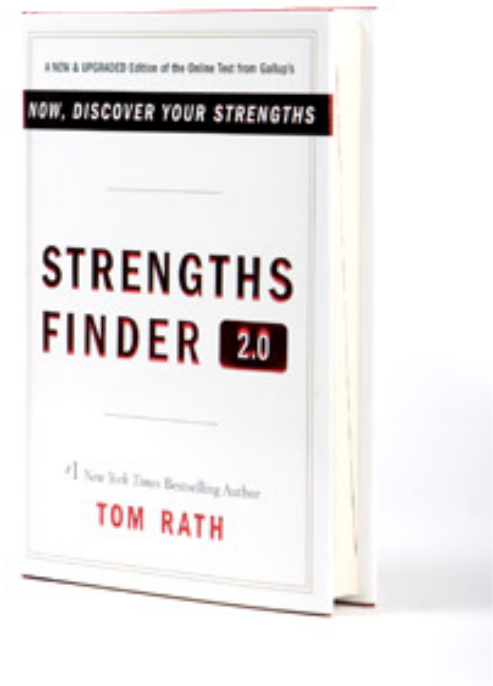
Engagement

- Why Does Engagement Matter?
 - Engaged Employees Have More Job Satisfaction
 - Engaged Employees Show Increased Productivity
- Our Experience with Engagement
 - Survey
 - Department Meetings
 - Follow-Up



Strengths

- Strengths
 - Assessment & Training
 - Culture (conversations, evaluations, etc.)
 - Increase Engagement



Questions?



Leading Through Changes

As technology progresses, new opportunities emerge and old systems become obsolete. In other words, willingness to change becomes more and more imperative.

Since costly, energy-consuming changes do not happen by themselves, you, as a leader, are responsible to identify outdated ways of doing business and to replace them with upgraded systems.

