

# LEVEL 2: COURT ADMINISTRATION AND MANAGEMENT SERIES

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## TOPICS:

### 1.Records and Information Management

Court Administrators are responsible to ensure court records whether they are in paper format only, electronic format or hybrid (combination) of the two forms are safeguarded, tracked and confidential. Courts must have system-wide, organized case and records management protocols in place to combat backlog, case postponement and unfairness to litigants.

After this session you will be able to:

- a. Identify the types of manuals you need to develop to facilitate proper records management;
- b. Differentiate case types and how to appropriately organize case files for maximum efficiency;
- c. Assess the strengths and weaknesses of electronic filing;
- d. Determine how case records can impede or improve caseflow;
- e. Give examples of storage systems that enhance security and guarantee confidentiality of records;
- f. Develop protocols to track cases; and
- g. Design a tool for case audits.

### 2.The Benefits of Court Technology

Now more than ever, we are relying on court technology to handle the day-to-day business of our courts including courtroom technology. From electronic filing and recordkeeping models to hybrid systems or to paper only systems, as our courts evolve, we must also update our policies and protocols and make sure our workforce is trained to use the systems we have in place.

After this session, you will be able to:

- a. Appraise your court’s computer and technology capacity as well as the skill level of your staff;
- b. Analyze formal and informal court management systems;
- c. Design protocols for template and form creation;
- d. Assess online meeting platforms for remote court operations;
- e. Determine if your courtroom has adequate technology to properly capture the record.
- f. Create policies and procedures that enhance and protect court data.

### 3.Effective Communication Skills

Effective leaders are masterful communicators who can inspire those they supervise to work toward common objectives; in this case, a transparent, fair and accessible justice system. Learn to be an amazing listener by minimizing interruptions and other distractions. Likewise, develop improved writing skills for clearer written communications.

After this session, you will be able to:

- a. Transform your verbal communication skills for more positive interactions with your employees, internal court customers and external court customers;
- b. Discover some writing tips to help you author concise and professional emails and reports;
- c. Determine the difference between verbal and non-verbal communication; and
- d. Improve your listening skills.

### 4.Handling Your Workforce

Observing and evaluating the workflow at your court will give you critical insight into possible staffing needs. Likewise, community surveys about customer service can also supply the data you need to determine training needs or performance checkups for staff. Recognize how planning for additional staff, regularly scheduled training opportunities and dealing with morale issues can make for a happier staff and more satisfied internal and external court customers.

After this session, you will be able to:

- a. Audit the work your staff is completing for timeliness, accuracy, and comprehensiveness;
- b. Analyze the court’s goals and future planning needs to make sure you have the proper staffing levels;
- c. Forecast how your workforce may change over time due to increasing or decreasing court business;
- d. Create a skills training plan for all staff as well as a plan for continuing education; and
- e. Discover how to handle performance issues and disciplinary matters.

### 5.The Budget Process and Financial Management

As an essential component of Court Operations, the budget process is complex and time-consuming for the Court Administrator’s Office. It involves gathering statistical information and historical data. You must create spreadsheets on prior budget expenditures and savings while analyzing the current year budget and year-to-date expenditures. Financial Management includes managing your budget, handling grants, as well as creating fiscal management protocols and procedures to support accountability.

After this session, you will be able to:

- a. Identify your current funding sources;
- b. Explain the budget and approval process;
- c. Prepare and manage a budget;
- d. Define the procurement process; and
- e. Compose fiscal management policies and procedures.