

# Minnesota Association for Court Management Summer Conference Program

## *Charting a Course For Motivational Leadership In The Courts*



### **MISSION:**

**MACM is an organization committed to the enrichment of its members through professional growth and development, opportunities, promoting advancements and innovations in court administration, and partnering with other professionals working to improve the justice system in Minnesota.**

*Breezy Point Conference Center*





# CHARTING A COURSE FOR MOTIVATIONAL LEADERSHIP IN THE COURTS

June 28-30, 2005, Breezy Point

## TUESDAY, June 28, 2005

**8:30 - 10:00 AM      EXECUTIVE BOARD MEETING**  
Governor's Room (2nd Floor)

**10:00 - 11:30AM      REGISTRATION (White Birch Room)**

**11:30 - 12:30 PM      LUNCH/OPENING REMARKS**  
Legislative Report  
White Birch Room I

**Power of Praise  
for Managers &  
Supervisors**  
**Heartland I & II**

**Investigation Training  
for Dealing With  
Employee Issues**  
**Governor's Room**

**Managing X & Y  
Generation and  
Succession Planning**  
**Pelican Room**

SESSION I 12:45-2:45			
SESSION II 3:00-5:00			

**12:45 - 5:00 PM      BREAKOUT SESSIONS**  
Choose ONE from each session - 2 Hours Each

**DINNER ON YOUR OWN**  
Marina Dining Room or Antler's Restaurant



**WEDNESDAY, June 29, 2005**

**8:00 AM BUSINESS MEETING;  
AWARDS PRESENTATION;  
BY-LAWS; FUTURE OF MACM;  
CET AWARDS  
White Birch Room I (2nd Floor)**

**9:45 AM BREAK**

**10:00 - 10:30 AM THE JUDICIAL COUNCIL: A NEW  
GOVERNANCE MODEL FOR A  
NEW JUDICIAL BRANCH  
Justice Russ Anderson  
White Birch Room I (2nd floor)**

**10:30 - 11:30 AM MOVING INTO THE FUTURE: SMALL  
GROUP DISCUSSION OF NEW  
DISTRICT AND STATE OPPORTUNITIES  
Sue Dosal, State Court Administrator  
Jeff Shorba, Deputy Court Administrator  
White Birch Room I (2nd floor)**

**11:30 - 12:30 PM BBQ LUNCH LAKESIDE**

**12:30 - 2:00 PM WHAT'S NEW AROUND MINNESOTA  
Round Table  
White Birch Room I (2nd floor)**

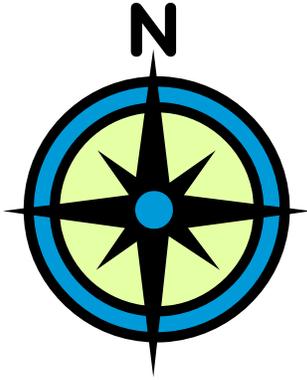
**2:00 PM BREAK**

**2:15 - 4:00 PM CAUCUS BY JOB FUNCTION  
Participants will be assigned to a room below:  
Pelican Room, Heartland I, Heartland II or  
Governor Room**

**DINNER ON YOUR OWN  
Marina Dining Room or Antler's  
Restaurant**

**9:00 PM 6 - HOLE GLOW IN THE DARK  
GOLF OUTING  
FOR THE AMATEUR GOLFER  
NO CARTS ALLOWED  
TRADITIONAL GOLF COURSE**





**THURSDAY, June 30, 2005**

<b>8:00 - 11:00 AM</b>	<b>THE SEVEN KEYS OF PERSUASION Joan Moser White Birch I BOX LUNCHESES INCLUDED</b>
<b>11:15 AM</b>	<b>CONFERENCE ENDS</b>
<b>12:00 PM</b>	<b>EXECUTIVE BOARD MEETING</b>

#### **ACCREDITATION**

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Policy of the MN Supreme Court Chief Justice Kathleen Blatz for Employee Education Policy and Standards require that all court managers shall complete 45.0 Continuing Management Education (CME) approved credit hours every three years. The MACM Conference has been submitted to the Education & Organization Development Division SCAO for 15 hours. Accreditation is pending.



*Class*

*Descriptions*



# THE POWER OF PRAISE

“Good job!” “Well done!” “Nice work!” “Thank you!” How often do you hear these words at work? How often do you say these words to your employees, co-workers, etc? These phrases are easy to say but are not used often in the workplace. Giving sincere recognition can have a huge impact with little to no financial expense. Even Mark Twain knew the importance of positive reinforcement as he said, “I can live for two months on a good compliment.”

How do you show appreciation to the people you work with so that it will gain their trust and make them feel valued? Attend this session to find out how you too can experience the power...the power of praise!

## **What you will learn:**

- What is praise
- Why is praise important
- What does praise look like
- Who should give praise
- What are the outcomes generated by giving praise
- How do you give praise effectively

## **Speaker Bio:**

Leah Erickson is the Manager of Training and Organizational Development for the 4<sup>th</sup> Judicial District Court. She joined the team in August 2004. She has also worked in Human Resources in the Financial and Manufacturing industries within the Twin Cities. Leah received a BA in Business and MA in Organizational Leadership from Bethel University in Arden Hills, MN. As a member of Twin Cities Human Resources Association (TCHRA), Society of Human Resources (SHRM), and American Society of Training and Development (ASTD -local and national chapters) Leah enjoys speaking/training at various professional and social gatherings. In her spare time she loves to golf, watch hockey, travel, shop, and socialize!

# GETTING TO THE TRUTH

## Conducting Internal Workplace Investigations

Bad News! Your employees claim they have seen suggestive and inappropriate emails on a co-worker's computer screen. You need to address this accusation-but how? You need to be fair and avoid the appearance that you might be singling one of your employees out from the others. Will the union be involved in any disciplinary actions? Where do you start?

Participants will explore ideas and methods for conducting investigations that allow the interviewer to gather important information and avoid major pitfalls.

### **What you will learn:**

- The employer's duty to investigate
- Gathering relevant information
- Importance of computer forensics data
- Developing and employing investigation ground rules
- Developing and implementing effective interview strategies
- Assessing witness creditability
- Responding to challenging questions and issues
- Documenting investigatory findings

### **Speaker Bio:**

Michelle M. Soldo is a partner of Carlson & Soldo, P.L.L.P. and a graduate of William Mitchell College of Law. Since her admission to the Bar in 1994, Ms. Soldo has practiced primarily in the areas of labor and employment law, school law and civil litigation. Ms. Soldo represents cities, counties, school districts, private sector employers and nonprofit organizations. Ms. Soldo provides these clients with daily legal advice regarding issues such as employee and student discipline, data privacy, the interpretation and application of PELRA, labor contract negotiations and administration, labor arbitration defense, obligations of governing board members, claims of harassment and discrimination, and MDHR, EEOC, OCR and DOLI compliance. Additionally, Ms. Soldo has extensive experience investigating, mediating and defending harassment and discrimination claims. She has conducted more than 200 employment investigations and developed and conducted more than 60 presentations and training seminars on labor and employment law issues for public and private employers throughout the state.

# MANAGING THE X & Y GENERATION

## Succession Planning

Good news! You just hired a 22 year old Court Clerk. A positive attitude and fresh ideas are just what the office needs. How strange, she wants a flexible schedule, a flexible dress code and to work completely independently. But, she did come up with two new technological solutions in her first week on the job. Meanwhile, your 55 year old employee is in your office. She has years of operational knowledge and does not like the new changes. Everything was working just fine! Why break what isn't broken? By the way, she thinks it is extremely inappropriate that the new employee does not punch in when she arrives and who does she think she is-making all those changes like she's an expert! Two years later, your 22 year old employee accepts another position.

It is readily apparent that there is a transformation and transition in our workforce. It is the critical challenge of the manager to implement and manage the necessary changes for the viability and well-being of the court.

### **What you will learn:**

- A better understanding of X and Y generation employees.
- The full array of critical issues for each generation
- Appropriate management strategies to reasonably accommodate and assimilate these valuable employees into our workforce.

### **Speaker Bio:**

James A. (Jim) Laumeyer, MBA, SPHR has decades of expertise as a Senior Manager in Employee and Labor Relations. He has been a college instructor in Human Resources and Labor Relations for over 25 years.

Jim has done many presentations on a state and national level, as well as authored numerous national and international publications. He is a past chair of SHRM's National Employee and Labor Relations Committee.

Jim utilizes an informal, interactive and engaging style that provides practical knowledge and identification of skills and strategies.

# MACM ROUNDTABLE SUBJECT AREAS

## DRUG COURT - ADULT

### **Dodge County**

Judge Agerter, Kristi Geimer, Law Clerk and Annette Hodge, CA

The greatest thing about drug court is noting the change of the participants from acceptance into drug court to their drug court graduation – some accomplishments being – getting their GED, enrolled in college courses, finding and keeping employment, getting reunited with family members, talking publicly about their drug addiction and what it did to their lives, talking before legislators and etc. To ensure the success of drug court, it is essential to have a strong working relationship with the criminal justice partners in your area.

### **St. Louis County**

Judge John Oswald, Gale Smithson, Court Clerk and Jen Wright, Drug Court Coordinator

Visit with members of Duluth's drug court including the judge, drug court coordinator and court clerk to learn about the planning for and implementation of the Duluth Drug Court. Stories will also be shared regarding successful outcomes of the program.

## DRUG COURT – JUVENILE

### **Ramsey County**

Mike Calvert, Ramsey County and Tama Hall, Ramsey County

Interested in implementing a juvenile drug court? This discussion will grapple with the “administrative” reality of drug courts and what a court administrator or manager needs to know to gain buy-in, implement structure and identify funding sources.

## ONE JUDGE COUNTY

3<sup>rd</sup> District Representatives: Jim Attwood, Darlene Larson and Doug Prescher

Of the eleven counties in the Third Judicial District, five have only one chambered judge. Learn how these five counties worked together to build a mutual “first call for help” system for days when the chambered judge was not available. The discussion will also focus on getting support from the judges and staff for this system and unexpected additional benefits which developed.

## MNCIS

Nancy Crandall and Sarah Thompson, MNCIS representatives

Ask questions about the MNCIS statewide rollout, how a court can prepare for MNCIS and the various resources available for further project information. Also, learn about upcoming system enhancements and modifications being planned for MNCIS, as well as integration efforts underway, which will allow us to share information electronically with other agencies and more!

## **MNJAD**

Patrick Moseley and Alfred Akiti, MNJAD representatives

MNJAD is a database system made up of a central data warehouse of court data and several tools that are provided through the MNJAD website that allow users to view defendant records, generate reports and analyze the data. The MNJAD tools can provide information that can be used to perform what-if-scenarios, increase performance, manage areas, provide daily support, check and correct errors, view historical information, view statistics and simply locate information

## **WEB PAYMENT PROJECT**

Dean Maus, Ramsey County

This project should be operational sometime this summer. It will enable people to pay traffic tickets via the Internet. Join in and learn how this project came about and the capabilities of this new technique of paying a traffic ticket.

## **DOCUMENT IMAGING/ELECTRONIC SIGNATURES**

Dean Maus, Ramsey County and Gena Jones, Hennepin County

This project is still in the planning stage. The purpose of the project is to enable Judges and Referees to sign commitment orders electronically (i.e. there would be no paper order). The project will include: a) Workflow to route the electronic order from the clerk (who prepares the order) to the referee for revisions and signature, then to the judge for counter signature, then to the filing clerk, who will then file the order and either e-mail, fax, or print and mail copies as needed; b) Secure electronic signature with ability to: authenticate the signature and provide a visual representation of the signature when viewed or printed; and c) ability to electronically store the order in our existing electronic document management system.

## **ITD SERVICE DESK**

Rick Rewerts, State Court Information Technology

The ITD Service desk was established to provide one point of contact for all court users around the state. Our goal is to provide consistent service that will allow a problem or request to be routed to the technical support person or group with the most knowledge about the issue. By using efficiencies gained from standardizing support across the districts, by using technologies such as our Magic service desk software and by building a knowledge base of issues and their resolutions, we believe that we can provide high levels of support, while demands for this support due to applications such as MNCIS are increasing.

## **COURT RECORD PROJECT**

Pamela Kilpela and Jim Anderson, Hennepin County

The goal of this project is to agree on and implement a long-term strategy to ensure there are available resources to create a record of all required court proceedings. Project members included judges, court reporters, IT staff, administrative staff, facilities staff and a teamster representative. There was agreement of all project members for the need to blend digital recording in with our current stenographic means of making a record of proceedings to secure the ability to create a record. We will share our project summaries and experiences in working toward our secured court record goal.

## **FINANCE**

Jamie Nordstrom, State Court Finance

### **Budgeting and Financial Analysis**

- Direct preparation of biennial budget and annual spending plans.
- Monitor and provide analysis for all three courts – Supreme Court, Court of Appeals, and Trial Courts

### **Accounting Operations**

- GAAP Interpreter
- Purchasing and contracting technical support
- MAPS transactional support to district finance staff
- Fixed Asset inventory management
- Coordinate branch banking and collection practices
- MNCIS financial oversight
- Banking procedure liaison with the Department of Finance
- Cash receipts and deposits
- Lawyer Trust Account Board earned interest reporting
- Judge expense reimbursement
- Expense reimbursement for Supreme Court and Court of Appeals
- Federal grants financial reporting
- Grants cash management and payments
- ITD financial support
- Internal payroll support and oversight
- Branch wide payroll and benefits liaison with the Department of Finance and Department of Employee Relations
- Lawyer Trust Account Board banking transaction

## **EDUCATION AND ORGANIZATIONAL DEVELOPMENT (EOD)**

Jill Goski and Robyn Boche, State Court EOD

Staff from the Education and Organization Development Division of SCAO will be available to answer your questions regarding training opportunities, continuing education requirements and writing employee development plans.

## **MINNESOTA DEPARTMENT OF HUMAN SERVICES (SOS SUPPORT)**

Representatives from the Mental Health policy division and State-Operated Services

The changes that are being made in the mental health system will have some significant changes to where those who are civilly committed as mentally ill will be placed/referred.

## **COURT SERVICES**

### **GAL Program**

Mark Toogood, State Court Court Services

Minnesota GAL Program, formerly a patchwork of 53 different programs and services, has reinvented itself as a statewide venture operating primarily as an independent contractor and volunteer program. The newly reinvented program has fulfilled its commitment to provide GAL's for nearly all maltreated children, not only maintaining existing coverage, but increasing it from only 60% coverage in 2000 to 97% coverage in 2004. The reinvention has enabled the creation of a statewide administrative structure to promote more consistent practice and ensure quality, while reducing the overall number of coordinators. The statewide structure provides technical assistance, training and manages statewide performance through the recently created "Galaxy" database. GAL program manager, Mark Toogood, working with the state GAL Manager's Team, has spearheaded the program reinvention.

### **Interpreter Program**

Katrin Johnson, State Court Coordinator

Minnesota Court Interpreter Program: Minnesota's increasingly diverse population requires the courts to respond to rising interpreter demands. Find out about the basics (Where do I find an interpreter? How much does the court pay? When are interpreters required?), recent trends in interpreter usage (How many languages are used in the Minnesota Courts? How much interpreting occurs in my judicial district?), requirements under the Americans With Disabilities Act (What specific accommodations do courts have to make for deaf customers?), as well as recent developments in the Minnesota Court Interpreter Program (new interpreter complaint procedure, interpreter badges, telephone interpreting, ITV interpreting, etc.).

### **Legal Research**

Chris Ruhl, State Court Court Services

This roundtable will focus on recent legal issues of interest to court administrators/managers, presented by State Court Administrator's Office legal staff.

# THE SEVEN KEYS OF PERSUASION

Good news! You've got the meeting you asked for. The committee, local judge or management, has agreed to hear your proposal. Unfortunately, people in these groups can be difficult when it comes to new ideas or budgets. How do you communicate your message so that it will gain their trust, establish agreement on issues and move them to adopt your ideas? Joan Moser, of Spoken Impact, will address the unique challenges of persuasive communications and provide tools you can use that really work. Using examples from the experts and other case studies, she will share the seven keys that will win you more approvals. Included will be group exercises so that you can practice many of the concepts presented.

## **What you will learn:**

- The difference between interests and positions and why it will change your strategy
- What two things you need to get agreement on before you make any proposal.
- The most powerful point you can make to gain trust.
- Persuasion triggers that are a short cut to getting a "yes"
- Why every communication needs to be visual
- Eight different persuasion methods and how to know when to use which one
- What you can do to close the gap between your point of view and your listener's

## **Speaker Bio:**

Joan Moser is President of a public speaking training and consulting company. She founded her company after 20 years in marketing communications and training, most recently running the marketing departments at several technology companies in the Twin Cities. Joan and her team focus on helping organizations develop persuasive and compelling presentations as well as help individual business executives develop the skills they need to be dynamic speakers. Her clients include ADC, Smead Manufacturing, Carlson Marketing Group, General Electric and US Bank, just to name a few.

Since 1981, Joan has been a member of Toastmasters International, winning numerous speech contests, and earning the ATM Gold for excellence. Joan has taught advanced speaking skills at The Management Center since 2001. She has an M.B.A. from the University of St. Thomas.

# THE SEVEN KEYS OF PERSUASION

## Testimonials

You are a dynamic presenter and instructor who not only connects with your audience, but provides them with top-notch content and ample opportunities to expand their own presentation skills. I have thoroughly enjoyed working with you and would hire you back in a minute.

**Sarah Coppok, Program Manager, The Management Center, St. Thomas University**

Spectacular program. We enjoyed your fun and engaging format. The group was buzzing with ideas. We applied the concepts we learned and we were able to close a very large contract. Your training was a great success and we're happy to be a reference.

**Mary Niemeyer, Vice President Sales, Infinity Broadcasting**

You gave a very insightful presentation to our group of CEOs and CFOs. There were numerous helpful hints for powerful, concise and meaningful pitches and PowerPoint presentations.

**Andy La Frence, Partner, KPMG**

Terrific workshop on presentations. My group found the concepts and examples very helpful. We especially liked how it was delivered; it really helped us retain the concepts.

**Mike Wieseler, Dir Systems Engineering, Xiotech**

The workshop was excellent. The examples and exercises were fun and practical. Our team has already put many of the tools into daily practice.

**Carrie Barclay, Assoc. Director, Account Development, Digital River**

My team came back bursting with new ideas and enthusiasm after attending your program. There has been a noticeable improvement in everyone's delivery and material. Without a doubt, a worthwhile investment in presentation training and coaching.

**Nancy Patton, Vice President, US Bank Retail Payment Solutions**

Your program gave our team a chance to discuss and learn what makes an effective presenter and then practice those skills. Enjoyable format with lots of examples. Spoken Impact's programs have been super.

**Stephen Dupont, Marketing Manager, Oppenheimer Wolff & Donnelly LLP**

Great program. You are a professional who keeps the program varied, fun and interactive. Everyone rated this program as well worth the time and full of ideas they can take back and use.

**Pat Brinton, Director of Training, Blue Cross Blue Shield University**