

**2012 Court Reporter Seminar**  
**DRAFT AGENDA**  
(Subject to Change)  
~ February 23-24, 2012 ~

---

**Thursday, February 23**

7:45 AM      **REGISTRATION**

8:15 AM      **WELCOME AND OPENING REMARKS**

*Hon. Roger S. Burdick, Chief Justice, Idaho Supreme Court*

8:30 AM      **Opening Session ~ Understanding Vicarious Trauma, Anita Engstrom Jones LCPC, LMFT, NCC-MAC, Family Court Services Coordinator, Fifth Judicial District**

Vicarious Trauma is what happens to your neurological (or cognitive), physical, psychological, emotional and spiritual health when you listen to traumatic stories day after day or respond to traumatic situations *while having to control your reaction*. A transformation occurs to your inner-self as well as your perception of the world around you, that can cause serious impairment—depression, anxiety, addiction. Vicarious Trauma can be seen within an organization with specific symptoms. Steps for prevention and treatment will be discussed.

10:00 AM      Break

10:15 AM      **Human Resources Update – Andrea Patterson, Human Resources Manager**

Andrea will provide an employee benefits overview and give participants an opportunity to ask questions about what resources and benefits are available to them. Preparation of transcripts will also be discussed, including what constitutes hours worked. Any remaining questions regarding the FLSA will also be addressed.

10:45 AM      **Updates from the Supreme Court and Court of Appeals Clerk's Office – Steve Kenyon, Clerk of the Court**

Steve will present a statistical analysis of appellate transcripts and resulting trends. Participants will receive an update on future plans of the Supreme Court and Court of Appeals Clerk's Office. Time will be reserved for Q & A.

11:45 AM      **LUNCH SERVED**

12:45 PM      **Employee Satisfaction Survey Results and Feedback – Andrea Patterson, Human Resources Manager**

In 2009, the Idaho Supreme Court adopted nine court performance measures designed to help state courts assess their effectiveness in achieving intended goals and outcomes. They provide a means of establishing benchmarks in a variety of areas and monitoring performance over time. Court Employee Satisfaction is one of the nine measures. The employee satisfaction survey was designed to assess the quality of the work environment within the Judiciary. The survey was administered for the first time in 2010. Andrea will summarize the report and recommendations and update court reporters on the work of the Employee Satisfaction Implementation Committee.

1:15 PM      **Google Searches – Terry Canavan, Commack Librarian, Long Island Business Institute**

This session will present power-searching techniques for Google, and familiarize the participant with some of Google's other tools and applications.

2:30 PM      Break

2:30 PM **Facilitated Dialogue Regarding Record-Making Operations – Hon. Linda Copple Trout, Senior Justice**  
The Administrative Conference has asked for recommendations regarding the following policy areas related to making the record: (1) current management and supervision of court reporters; (2) transcript fees and whether a uniform fee scale should be developed; (3) identifying statutes and Court rules that may be in need of modernization; (4) district coordination of court reporter services through the trial court administrator; and (5) using Stenobank as a method of backing up transcripts, dictionaries, and steno notes. During this session, court reporters will be invited to provide input regarding each of these areas.

4:00 PM **ADJOURN FOR THE DAY**

**Friday, February 24**

8:30 AM **Carpal Tunnel: Prevention, Treatment, and Rehabilitation – Eric Burbank, Certified Hand Therapist, St. Alphonsus**

10:00 AM Break

10:15 AM **Idaho Knowledge Management System (IKMS) Demonstration – Steve Caylor, IKMS Coordinator**  
Participants will learn about the Idaho Knowledge Management System and its possible utility for court reporters. Steve will demonstrate how to access IKMS and how to access cases, rules, and statutes in the West e-libraries. These resources can be used to check citations or spellings, or to verify quotes.

10:45 PM **Tips and Tricks from the Trenches – Panel Discussion**  
A panel of experienced Idaho court reporters will share their tips and tricks for staying organized, working more effectively, and staying on top of an increasing workload—all while keeping up with technology and other advances in the profession.

12:00 PM **SEMINAR ADJOURNS**

(Lunch Served for those attending the following optional session.)

1:00 – 2:30 PM

**Case Catalyst Update – Patrick Dinsmore, District Sales Manager, Stenograph**  
Participants will view a demonstration of the following CaseCatalyst features: Seating Chart, EZ Speakers, Artificial Intelligence, Brief It, Include Files, Search File Contents, Number Conversion, Fill-In fields, and more. If time permits, a demonstration will also be provided for Real Time hookups and CaseViewNet, which sends a real time file to attorneys and judges via WiFi.

Note: A minimum of 10 participants must register for this session to take place.