

Idaho Institute for Court Management (IICM) October 20 – 23, 2014 Riverside Hotel, Boise	
Monday, Oct 20	Pre-Institute Workshops
Monday, Oct 20	
8:45 – 9:00	Open, Welcome <i>Lunch will be served to all participants today</i>
9:00 – 4:00	Managers session: Performance Conversations Use proven tools and techniques for effective performance management to create high performing court teams. Use strategies for having conversations that are specific and address difficult workplace behaviors
9:00 – 4:00	CAO Workshop – Building Online Customer Self-Help Tools Build the story board that will be the infrastructure for a new self-help video for self-represented litigants.
9:00 – 4:00	Jury Management Workshop Address current and emerging issues for the effective management of juries. Have the opportunities to hear how others are handling these challenging issues and how these solutions might be implemented in your courts.
October 21-23	Idaho Institute for Court Management
Tuesday, Oct 21	
8:30 – 8:45 am	Welcome & Opening Remarks
8:45 – 10:15 Plenary	Keynote – Leading Leaders: Influencing from the Middle of the Organization Learn the building blocks of effective court leadership and why leading in the court environment create a unique challenge. Develop effective strategies and practice for influencing and garnering your personal power to make a positive impact in your court.
10:30 – 12:00 Plenary	The Electronic Court Revolution – The Courts of the Future are Here Today Learn how to prepare ourselves and our courts to move forward in an adaptive resilient way towards electronic court records and communication. Our future involves continuous change and there are strategies we can use to embrace the future.
1:00 – 2:30 pm Breakout	Update – Appeals to the Idaho Supreme Court Receive feedback and answers from questions you may submit before the conference regarding the appeals process. Participants will also receive an update of cases that have gone to the Court of Appeals and the resolution of the legal issues involved in these cases.

1:00 – 2:30 pm Breakout	Working in an Electronic Universe – Getting Ready for the Changes to Come Learn from court leaders who have already integrated Odyssey throughout their states. Participants will discuss the importance of quality in court records and how to use electronic records to achieve excellence as a high performance court.
1:00 – 2:30 pm Breakout	Safety Awareness On and Off the Job Increase their personal safety on and off the job. Learn what to do in the event of an emergency in the court room or court house and how to increase your personal safety and protect against identity theft.
1:00 – 2:30 pm Breakout	What Do I Do? Handling Difficult and Sometimes Sensitive Work Place Challenges (Repeat Session) Session Description: What do you do when you find yourself in an uncomfortable situation and feel are being treated unfairly or possibly outside of established court policy and practice? In this session participants will review human resource statutes, cases, and varying court employee supervision models across the state.
2:45 – 4:15 pm Breakout	Transition to Odyssey – Pilot Court Update Session Description: session is specifically for Twin Falls and Ada County court personnel (although anyone may sit in) as the Odyssey Project team moves through configuration and testing. Court personnel in the pilot courts will receive a project status update and a high-level overview fostering an open forum for discussion and questions about the transition to Odyssey.
2:45 – 4:15 pm Breakout	Providing Court Services for Customers with Mental Health or Learning Difficulties Session Description: with busy court offices and busy court calendars how do we best serve citizens with mental health or learning difficulties? Learn what behaviors or signs a person might exhibit if they are having difficulty understanding the court process and identify effective strategies we can use to best serve their needs and give them the information they need.
2:45 – 4:15 pm Breakout	What Do I Do? Handling Difficult and Sometimes Sensitive Work Place Challenges (Repeat Session)
2:45 – 4:15 pm Breakout	Legal Advice vs Legal Information Session Description: Our job is to provide excellent service to our court customers. But how do we determine where the line is between providing court customer's legal information and legal advice? In this session participant's will discuss the difference between legal information and advice and court clerks' specific roles and responsibilities court clerks.
Wednesday, October 22	
8:30 – 10:00 Plenary	Succession Planning: Is your Court Ready for the Next Decade of Changing Leadership?

	<p>Session Description: How do court personnel progress into management and more importantly into successful leaders? How can you begin to intentionally plan for your own professional development and the development of your courts future? Take steps today to help your court fill the pipeline and become ready with the skills to lead the courts of the future.</p>
10:15 – 12:00 Plenary	<p>Building Strong Relationships – Ethics and Protocol for All – or – the Art of Professional Engagement</p> <p>Session Description: As court employees, building strong relationships both inside and outside the court environment is vital. This session will provide strategies for how one can build these strong relationships and discuss appropriate boundaries, ethics, and professional standards within our courts and with other justice and community stakeholders.</p>
1:00 – 2:30 Breakout	Legal Advice vs Legal Information (Repeat Session)
1:00 – 2:30 Breakout	Transition to Odyssey – Pilot Court Update (Repeat Session)
1:00 – 2:30 Breakout	<p>Effective Resources Management - Rules , Clerks Manual, Online Resources, and Uniform Business Practices Update</p> <p>Session Description: Receive basic legal information regarding Rules 32, 37 and 38 from Legal Counsel Michael Henderson. Participants will get an update on the work of the Uniform business practices committee and see a live demonstration of online resources available to all court personnel.</p>
1:00 – 2:30 Breakout	<p>Idaho Department of Transportation</p> <p>Updates from IDOT</p>
2:45 – 4:15 Breakout	<p>Child Protection Updates</p> <p>Session Description: Learn about child unique ID data entry requirements and receive an update on Child Protection with questions and answer time.</p>
2:45 – 4:15 Breakout	<p>Effective Presentations</p> <p>Session Description: Are you ever called upon to make a presentation at a staff meeting or to other court community stakeholders? In this session learn how to make a lasting impact while getting your message across to large and small audiences.</p>
2:45 – 4:15 Breakout	<p>Guardianship & Conservatorship</p> <p>Session Description: Review the conservatorship monitoring process, new reporting forms, and instructions for the SharePoint site used to upload financial documents. Receive an update on the guardianship monitoring pilot project</p>
Thursday, October 23, 2014	
8:30 – 10:00 Plenary	<p>Language Access</p> <p>Session description: Learn about the latest required changes and best practice in language access in the courts. Identify language resources becoming available in Idaho.</p>
10:15 – 12:00 Plenary	<p>Build a Winning Game Plan for Success– Against All Odds</p> <p>Session Description: What does it take to set goals and stay on track until the end?</p>

	Professional bicycle racer and two-time Olympic gold medalist and the winner of the women's individual time trial in 2008 and 2012, Kristin Armstrong shares her story of success and outlines for us how individuals and teams can create a winning strategy and accomplishing your goals.
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