

Spring 2018

	Individual drug court team	Statewide program
Preventive mechanisms	<ul style="list-style-type: none"> • Hold monthly or quarterly policy meetings (1) • Establish team norms (4) • Track relevant team data and set aside time for review and discussion biannually (5) • Develop agreed-upon criteria and tools for decisionmaking on admissions, sanctions, and termination (6) • Gather more information about team interaction with participants (7) 	<ul style="list-style-type: none"> • Offer training on giving and receiving feedback (2) • Conduct survey of team dynamics (2) • Reserve time at trainings for cross-county sharing (3) • Create and distribute contact list (3) • Provide guidance and/or training to teams on developing team norms that align with team members' roles (4) • Offer training on data reporting (5) • Integrate "staff-splitting" into trainings (7)
Live interventions	<ul style="list-style-type: none"> • Coordinate with Alex and/or Heather to implement the Difficult Conversation Checklist (2) • For substantive guidance, consult decisionmaking tools (6) and utilize knowledge of other counties' practices as appropriate (3) • Call on and enforce team norms (4) • Address staff-splitting concerns in court sessions (7) 	<ul style="list-style-type: none"> • Provide guidance to individual team members experiencing high-intensity conflict, such as using the Difficult Conversations Checklist (2) • Intervene on a case-by-case basis to provide support and/or mediation (2)

This chart was adapted from one developed by Bill Ury, Cathy Costantino, and Christina Sickles Merchant to illustrate a "spectrum of ADR options in different systems." Cathy A. Costantino & Christina Sickles Merchant, *Designing Conflict Management Systems: A Guide to Creating Productive and Healthy Organizations* 127 (1996).



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Recommendations:

1. Establish regular policy meetings
2. Improve feedback systems
3. Create space for sharing across drug courts at trainings
4. Establish team norms according to role definitions in MOU
5. Use data to better evaluate team performance
6. Implement more detailed decisionmaking tools
7. Clarify staff-splitting resolution process

