



MID-ATLANTIC ASSOCIATION FOR COURT MANAGEMENT

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MID-YEAR AGENDA
DOVER DOWNS HOTEL, DE
JUNE 13, 2018

WEDNESDAY, JUNE 13, 2018

8:00 – 9:30 am	Ballroom Foyer	Conference Registration
8:00 – 9:30 am	Ballroom B	Continental Breakfast
9:15 – 9:20 am	Ballroom C	Welcome <i>Don Heagy, MAACM President</i>
9:20 – 9:35 am	Ballroom C	Attendify Demonstration
9:35 – 10:30 am	Ballroom C	Keynote Presentation: <i>Presenter: Michael Roosevelt</i>

Over the last decade, research in social psychology and brain science has enabled scientists to better understand how humans make decisions and what influences or shapes decision-making. This highly interactive session explores what has been learned from implicit bias research and how it can be used to help court leaders discuss biases and how they contribute to systemic and persistent racial and ethnic disparities.

10:30 – 10:45 am		Break
10:45 – 11:45 am		Concurrent Workshops
	Ballroom C	Plenary Follow-up <i>Presenter: Michael Roosevelt</i>

To follow-up the plenary session, this workshop will discuss typical problems and challenges when dealing with difficult subjects, such as overcoming resistance and learner engagement. Moreover, we'll explore interactive games and promising and new approaches to race, gender and sexual orientation.

Chesapeake Bay	Moral Character in the Workplace: Identifying the Ethical Employee <i>Presenter: Taya Cohen</i>
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What personality characteristics should you look for to determine who is likely to be a good employee? If you wanted to predict, workplace deviance, organizational citizenship, and effective leadership, what questions would you ask? In this seminar, I will discuss recent organizational psychology research about moral character in the workplace, which provides insight into these questions. Following the

research presentation, we will have small group discussions about how your hiring process could identify individuals at risk for unethical behavior.

Delaware Bay **Managing Team Dynamics**
Presenter: Frank Carr

A real team effort can be both a highly productive and richly rewarding experience. This program explores the dynamics of group behavior through four different stages of team development. It will examine the key characteristics of high-performing, well-balanced teams and focus on the different roles that contribute to overall team effectiveness. Gain insight and understanding of team dynamics and interpersonal communications through revealing self -assessment group exercises.

11:45 – 12:45 pm **Ballroom B** **Lunch**

12:45 – 1:45 pm **Concurrent Workshops**

Silver Lake **Implicit Bias: The Impact on Serving our Court Users**
Presenters: David Beverly and Jennifer Shultis

Implicit bias refers to the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner. These biases, which encompass both favorable and unfavorable assessments, are involuntarily and without an individual's awareness or intentional control. Residing deep in the subconscious, these biases are different from known biases that individuals may choose to conceal for the purposes of social and/or political correctness. Rather, implicit biases are not accessible through introspection.

In this 60 minute session, we will explore the characteristics of implicit bias and address the effects implicit bias has during our interactions with court users. We will explore how to assist our teams in how to work through these biases for a better personal and customer experience.

Chesapeake Bay **Moral Character in the Workplace:
Identifying the Ethical Employee**
Presenter: Taya Cohen

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Delaware Bay **One Woman's Journey: An Exploration of LGBTQ
Competence With A Transgender Attorney**
Presenter: Robyn Gigl

Robyn Gigl, an attorney and transgender advocate, discusses her personal journey as a transgender woman, including life before, during, and after her gender confirmation. Her story puts a human face on a largely misunderstood segment of society, while at the same time providing a backdrop for teaching cultural competence on LGBTQ issues. Distinctions between sexual orientation and gender identity will be explored, as well as discussing appropriate and inappropriate terminology, use of names and pronouns. The gender affirmation process and workplace related issues will also be discussed. Questions are encouraged throughout.

1:45 – 2:00 pm **Break**

2:00 – 3:00 pm **Concurrent Workshops (REPEAT)**

Silver Lake

Managing Team Dynamics

Presenter: Frank Carr

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Chesapeake Bay

One Woman's Journey: An Exploration of LGBTQ Competence With A Transgender Attorney

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Delaware Bay

Employee Engagement

Presenters: Roger Roof and Raschelle Demshock

Have you ever experienced work-life in an office where everyone seemed to be pulling in a different direction? Have you ever wanted to have the tools to have all of your staff working together and more importantly, getting along (pause here for the GASPS!)? In this presentation we will be discussing ways to get everyone working towards the same goal and your responsibility in ensuring this happens. The end result of truly engaged employees will be the greatest success you have ever seen!

3:00 – 3:10 pm

Break

3:10 – 3:30 pm

Ballroom C

Wrap Up