Education Session Descriptions

Adobe Acrobat Pro DC: Learning the Tools

Adobe Acrobat is a vital part to all court users' daily work. However, because most users do not realize how intuitive and powerful this application can be, they do not utilize Adobe Acrobat Pro to its fullest potential. This course attempts to remedy that shortfall by equipping user with the knowledge necessary to learn how to use the tools. The course goes over the components of Adobe such as the Quick Tool, customization options for Quick Tool and the navigation panes, and general tidbits. It also covers the Tools Tab, how to search for tools as well as gives demonstrations on when and how these various tools can be used to complete work more efficiently. The goal is to provide end users with the necessary knowledge to become a power user of Adobe Acrobat Pro DC.

> **Category:** Technical
> **Facilitator(s):** Beverly B. Grainger, I.T. Training Specialist

ADR Case Management

The ADR Case Management application is a court developed CM/ECF module designed to aid in the tracking and management of cases involved in an alternative dispute resolution (ADR) process. The module provides a means to maintain case specific data, panel attorney information and reports, as well as a suite of reports to track referrals, case management milestones and dispositions for the different forms of ADR. In addition, for chambers use, the judge's private notes regarding settlement conference negotiations is captured. This CM/ECF add-on has eliminated the need for separate stand-alone databases, has streamlined the management of this caseload, has reduced data entry, and offers numerous efficiencies. The ADR Case Management application functions in both current gen and NextGen CM/ECF environments. It was developed by Kelly Van Dyke of the Western District of Michigan, with programming assistance from Bob Janzen, District of Utah.

> **Category:** Technical
> **Facilitator(s):** Kelly R. Van Dyke, CM/ECF Administrator

Building a SharePoint Workflow

Creating easy to use SharePoint workflows in SharePoint Designer 2013 that will help your court unit, save you time, and spare you from writing and answering multiple emails over and over. I will demonstrate two different workflows and then we will build an easy workflow during the the course of the training. All of the workflows do not require any programming knowledge or abilities.

> **Category:** Technical
> **Facilitator(s):** Robert Wolkey, Automation Specialist

Can You Hear Me Now?

The goal of this program is help employees improve their ability to communicate with one another to keep the business of the courts running smoothly and efficiently. We will discuss the different communication styles that we all have, take a short assessment to determine each person's communication style, and discuss how to best communicate with people who have a different style than your own. We will discuss the skills we all need to be effective communicators including being concise, correct, considerate, complete, and clear in your messages. One of the most important things about being an effective communicator is the ability to listen. So we will focus on active listening and discuss tips to be a better listener. Finally we will discuss the appropriate communication method to use in different situations.

> **Category:** Professional/Personal Development
> **Facilitator(s):** Kelly Clark, Training Coordinator

Dealing with Disruptive Participants

All trainers have to manage difficult participants at one time or another. Whether the difficult participant is a talker or know-it-all, a fighter or arguer, the trainer needs to know what to do and what not to do when handling the behavior, and how to avoid taking the behavior personally. In this session, we'll learn how to address disruptive behavior before it gets out of control. This session will help you expand your knowledge and skills in facilitation, presentation, and fostering a positive learning climate.

> **Category:** Professional/Personal Development
> **Facilitator(s):** Hanna Umanskiy, Education Specialist, FJC

Difficult Conversations: How to Make These Conversations Less Stressful and More Productive(OPEN TO CLERKS AND CHIEF DEPUTIES ONLY)

Executives must navigate through a wide range of critical and difficult conversations, internally and externally. This session is designed to assist judiciary executives in managing difficult conversations more productively, using a framework and approach from the Harvard Negotiation Project. Participants will gain a better understanding of the underlying structure of difficult conversations; acquire strategies to improve how they can handle challenging conversations; and have the opportunity to use the approach in discussions around a sampling of difficult organizational and managerial scenarios and situations.

> **Category:** Professional/Personal Development
> **Facilitator(s):** Garbo Cheung-Jasik Senior Education Specialist, FJC

Emotional Intelligence

Emotional intelligence is the ability to recognize, assess, and manage our emotions and those of others. In this session, we'll explore how our emotional intelligence can help us motivate ourselves, build strong relationships, and enhance our productivity at work. This session will help participants expand their knowledge and skills in communication, collaboration, and flexibility.

> **Category:** Professional/Personal Development
> **Facilitator(s):** Joy Richardson, Assistant Division Director for Management
> and Professional Development Education, Federal Judicial Center

Ethics and Leadership in Public Administration

This workshop provides material which focuses on the importance of ethical leadership within an organization. By providing examples of what strong ethics look like in the workplace, participants are given a reference point on how to promote and develop their own ethical decision making skills. This interactive workshop incorporates discussion questions as well as small group break out sessions. The course can be condensed to 90 minutes.

> **Category:** Professional/Personal Development
> **Facilitator(s):** Lisa Tidwell, Courtroom Services Supervisor
> Steve Burch, Divisional Manager

Facilitating 101 (Maximum 25 Participants)

Are you ever called upon to facilitate a group discussion? Do you know the difference between presenting and facilitating? If you do not often (or never) have the opportunity to facilitate and want to practice or you do facilitate all the time and want to receive additional, supportive feedback from colleagues on your style, this is the session for you! In this session, we will distinguish facilitating from presenting and identify facilitating best practices. The emphasis for this session is for participants to get up and practice and receive (and provide) peer feedback on strengths and suggestions for areas in which to become even better. In order to allow everyone an opportunity to practice, we will cap this session at 25 participants. This session will help you expand your knowledge and skills in facilitation, presentation, and fostering a positive learning climate.

> **Category:** Professional/Personal Development
> **Facilitator(s):** Stephanie Hemmert, Senior Education Attorney, FJC

Factors Impacting a Financially Successful Retirement

John Durham, Senior Field Trainer with Federal Benefits Educators will present a 90 minute overview of the factors that impact preparing for and living a financially successful retirement as a federal retiree. This session will provide a brief overview of retirement benefits for FERS employees as well as important economic and risk considerations for federal retirees. John will also briefly highlight retirement training offerings available nationally to court personnel or individual agencies through Federal Benefits Educators LLC.

> **Category:** Financial
> **Facilitator(s):** John Durham, Field Trainer with Federal Benefits Educators

Get Your OWN Ladder

Do you want to climb the career ladder but do not know where to start or how to reach the first rung? Do you feel like you are trapped in a position where you will never have the opportunity to gain the "supervisory experience" most management positions require? If so, then this program is just what you need. We will show you how to Get Your OWN Ladder, with some assembly required! This program will encourage professionals to become actively engaged in developing their own career ladder when there is not an obvious one available. Participants will learn creative ways to gain leadership and supervisory experience, even in the smallest of divisional offices. We also welcome others that have built their own ladder to participate. We encourage you to share your knowledge and offer to be a mentor to someone striving for similar success.

> **Category:** Professional/Personal Development
> **Facilitator(s):** Tania Lock, Deputy Clerk
> Laura Bax, Chief of Operations

Getting the most from the Training Division Web

This session will explore how best to utilize the Training Division web site to schedule training, find training resources, and identify new resource offerings. We will also briefly discuss upcoming new course offerings.

> **Category:** Plenary
> **Facilitator(s):** John L. Leonard, Chief-Training Division, AO-DTS-SDSO

How Did You Do That? Tips and Tricks You Didn't Know You Could Do in PowerPoint

Did you know that you can recover your unsaved presentation with one mouse click? Or, how about removing unwanted background and editing images without using Photoshop at all? Or zooming in a part of the complex slide during the presentation, highlighting important words or even using a laser pointer? All of that with a simple mouse click? PowerPoint is a more complex (and useful) tool than most people think of it. During this session, we'll go over PowerPoint tips and tricks that will save your time, will make your presentation look more professional, and will make your work with PowerPoint more productive. This session will help you expand your knowledge and skills in communication and presentations.

> **Category:** Technical
> **Facilitator(s):** Hanna Umanskiy, Education Specialist, FJC

How Rude: Etiquette & Manners for the Workplace

Don't you just love the smell of your co-worker's tuna sandwich emanating from the cubicle next you? Isn't it just plain rude when someone enters the room and does not speak? Let's not about forget about the anonymous person who leaves their dirty dishes in the community kitchen sink. Did you know there is a difference between etiquette and manners? Did you know that the lack of etiquette or use of good manners is a reason for office conflict? Nine out of 10 employees say they have experienced or witnessed incivility in the workplace which ultimately causes stress. The lack of etiquette and the use of good manners can cause conflict, unintended misunderstandings, strained communication, tension and stress. Oftentimes, we take for granted the true value of etiquette, manners or even common courtesies in the workplace and in our personal lives. While you might not always use the correct fork, learning and reacquainting ourselves with the use of etiquette and good manners, improve communication, relationships, how others perceive you, and ultimately create a more pleasant and productive work environment.

> **Category:** Professional/Personal Development
> **Facilitator(s):** Julie Owens, Case Manager Generalist

Introduction to SharePoint

A short walk through of the basics of SharePoint. A brief explanation of the most commonly used menus, ribbons and commands. Then I will show you how to create a page, a document library, and a list. Then populate the web page with the document library and list.

> **Category:** Technical
> **Facilitator(s):** Robert Wolkey, Automation Specialist

JEDS - Judiciary Excess Disposal System

The Judiciary Excess Disposal System (JEDS) automates the process of disposing excess equipment without using GSAXcess. This is an automated program that is integrated with the Judiciary Inventory Control System (JICS). This system is available to all Judiciary users and simplifies/streamlines the Judiciary's property disposal process.

> **Category:** Technical
> **Facilitator(s):** Maurice Christopher, Systems Supervisor

JICS - Judiciary Inventory Control System

This is an automated inventory program that is tied to the JIFMS accounting system. The program has been designed to provide any court unit with an easy to use, customizable, automated tool for maintaining accountable inventory items while incurring very little overhead costs. Some of the features include different user account levels such as Custodial Officer, Disposal Officer and Unit Executive, an indirect link to the JIFMS database for automatically importing items, and a bar-coded label system for use with a handheld scanning device. Internal controls will be strengthened by the nightly import of purchasing data. The purchasing information will be automatically uploaded to the inventory program keeping a more accurate account of the court assets.

> **Category:** Technical
> **Facilitator(s):** Maurice Christopher, Systems Supervisor

Learning Center Overview

This session will provide an overview of TXWD implantation and how this court utilizes the features in this LMS to administer and track training for managers and employees. Topics to include will be identifying and working with course offerings (internal and external), manually adding training credits to your training transcript, dropping a course, and working with Development/Learning Plans.

> **Category:** Technical
> **Facilitator(s):** Louis X. Fuentes, Training Specialist

Learning from Mistakes: How We Can Learn from the Mistakes of Great Leaders

Waterloo. Bay of Pigs. Lincoln's revolving generals. The Edsel. New Coke. History is replete with the monumental errors of great leaders and companies. Every leader of historical note has bungled something important in their career. Great leaders examine what went wrong and take efforts to prevent those errors, and ones like them, from happening again. This session will look at key leaders and their mistakes, examine the errors that were made, and discuss lessons that we can take from their experience to avoid or mitigate our own mistakes. This session will help you expand your knowledge and skills in decision-quality, flexibility, and problem-solving.

> **Category:** Professional/Personal Development
> **Facilitator(s):** Richard Marshall, Senior Education Specialist, FJC

LinkedIn for Recruiting and More

An overview of LinkedIn and how judiciary organizations can get started for recruiting and establishing an online presence overall. Best practices and additional guidance will be provided.

> **Category:** Technical
> **Facilitator(s):** Ty Manuel, IT Specialist
> Laura Simon, Program Manager, Recruitment/Court Initiatives

Manage Change, don't let it manage you!

Are you involved with any of the current changes? Are you feeling overwhelmed with changes? It is clear that in our world, culture, and system, this is a time full of changes. Changes in technology, strategies, processes, priorities, and personnel. Also, the pace of change is accelerating every day. This session is going to look at your response to change, how to move through the process of change and come out on the other side feeling stronger and more in control. You'll walk away with tips and tools that will make future changes easier for you. This session will help you develop flexibility and problem solving skills.

> **Category:** Professional/Personal Development
> **Facilitator(s):** Phyllis Drum, Senior Education Specialist, FJC.

MSU: Court and Community Communication

This course helps students gain an understanding of the complexities of establishing effective public information and community outreach programs, and provides a framework for making key decisions in court community communications. Students will be introduced to key components in developing effective court communications and will become associated with the knowledge, skills and abilities to effectuate these competencies. Students will receive credit for five contact hours for this course.

>**Category**: MSU Credit
>**Facilitator(S):** Michael Palus, Jury Supervisor

MSU: Visioning and Strategic Planning

This course conveys the basics of visioning and strategic planning. It introduces students to the steps involved in strategic planning and how to initiate, manage, and evaluate such a process. The contents of this course can be applied in a court or auxiliary court organization operation. Students will receive credit for **five contact hours** for this course.

>**Category:** MSU Credit
>**Facilitator(S):** Kate Toth, Courtroom Deputy

NextGen CM/ECF Update

NextGen CM/ECF update on implementation, software improvements, and new modules.

>**Category:** Technical
>**Facilitator(s):** Nick Gomez, NextGen Implementation Manager
>   Diane McDonald, Secretary to Senior District Judge

NextGen is Ready, Are You?

From internal users to external users, you will need to have a plan in place. This session will provide an overview on preparing users for the changes in NextGen.

>**Category:** Technical
>**Facilitator(s):** Jane Bauer, Operations Manager
>   Kathi Torres, Courtroom Deputy

Personal and Physcial Safety for Court Staff

This program is intended to educate Court Staff to possible dangers working in a Federal Courthouse and the steps they can take to ensure their safety. It will also document the events leading up to the attempted homicide of a U.S. District Judge and the security measures taken to ensure his and his family's safety and the investigation that lead to the arrest and conviction of the subject.

>**Category:** Professional/Personal Development
>**Facilitator(s):** Thomas Figmik, Chief Deputy United States Marshal

Professional Video and Courts: Tell Your Story

Courts need to reach today's public through effective video. Juror orientation films with a modern, engaging message. Court history films that tell your court's unique story. Public education about the federal judiciary's independent, non-political role. What does it take to produce a professional, broadcast quality video? What is involved in the production process and what is a reasonable production budget for professional production services? Why courts need to up their game and manage their message.

      Category: Technical
      Facilitator(s): Gary H. Wente, CEO, CourtMedia, LLC, Chicago; Former Circuit Executive, First Circuit, Boston; Deputy Circuit Executive, Tenth Circuit, Denver; Operations Manager, Attorney, U.S. Court of Appeals for the Seventh Circuit, Chicago.

QuEST (Quality Electronic System Tracking)

Demo QuEST (Quality Electronic System Tracking) which is a customizable, web-based data quality and reporting system that can be used by courts of any size. Staff perform a first level review of selected docket entries made by court staff and attorneys, and submit findings that will be reviewed by a Data Quality Analyst (DQA) on a second level check. Through QuEST, the DQA has the ability to review random samples of entries submitted by first level data quality and allows findings to be documented. QuEST provides access to reports that will evaluate the performance for data quality, tack performance over time and identify areas of additional training both for staff and attorneys. Provide written data quality standards which is a document that contains standards for maintaining quality docket sheets. It spells out expectations for data quality by outlining policy regarding correct docket entries and requirements. The Performance Standards contain the desired level of accuracy, and QuEST is used to report those accuracy levels. By having this as a tool to measure and track the work of our deputy clerks, our accuracy levels have continued to increase from quarter to quarter. We are now able to evaluate performance for data quality, identify areas of training, and ensure the accuracy of our dockets.

      Category: Technical
      Facilitator(s): Sandy Opacich, Clerk of Court
                Stacy Peters, Operations Manager
                Christina Eckert, Data Quality Analyst
                Heidi Sultzbaugh, Data Quality Analyst

Resolving Conflict

Is conflict negative or positive? It depends on how we handle it. In this interactive session, we'll discuss some ways to resolve conflict to achieve positive results and maintain relationships. You'll have the opportunity to assess your conflict style, how you typically deal with conflict. This session will help you expand your knowledge and skills in communication,collaboration, and problem solving.

      Category: Professional/Personal Development
      Facilitator(s): Joy Richardson, Assistant Division Director for Management and Professional Development Education, Federal Judicial Center.

Respect in the Workplace

This session will review strategies to develop and maintain an organizational culture that fosters respect in the workplace. The session will cover topics such as respectful workplace communication, and dealing with workplace bullying. This session will help you expand your knowledge and skills in collaboration and communication.

      Category: Professional/Personal Development
      Facilitator(s): Beth Johnson, Education Specialist, FJC

Retirement & Withdrawal Considerations for the TSP

You have spent a career saving, investing and securing money in the TSP. Now what? - This workshop takes an in-depth look at the pros and cons of the withdrawal options available, including the new options that will be availalbe as part of the TSP Modernization Act. Retirement & withdrawal considerations takes a look at different retirement income strategies to consider in making your money last throughout retirement.

> **Category:** Financial
> **Facilitator(s):** James De La Torre, CRPC

Setting Up a Home Office for Telework Purposes

This workshop will assist in identifying what is critical to setting up a home office for use during telework. Participants will determine what items are critical versus optional in order to telework efficiently. Participants will also determine what items, if any, will be supplied by the department, as well as take inventory of the items the employee possesses and what the employee still needs. Here are a few questions that will be answered during this workshop: How should I arrange my office space? How do I set up my laptop or Surface, printer and monitors? How do I switch between both?

> **Category:** Technical
> **Facilitator(s):** Sandra Rideaux-Miller, Training Specialist

Space and Facilities Discussion Panel

This session will consist of a discussion of a variety of space and facilities issues, including: efforts being made through the Service Validation Initiative to address court concerns; best practices for facilities project management; how to use the escalation protocol when problems cannot be resolved; the post project "PULSE" survey and its importance; and "what's new" in the world of space and facilities.

> **Category:** Professional Development
> **Facilitator(s):** Karen Mitchell, Clerk, U.S. District Court, Northern District of Texas
> Ellen Beears, Project Executive

Special Orders Don't Upset Us:
Customer Service Lessons from Restaurants to Retail

Stuck on hold. Waiting in endless lines. Wrong order at the drive-thru. Damaged garments. We've all experienced our share of bad customer service. But we've also had great experiences, from the perfect sales person to the thorough mechanic to the attentive server. We can learn a lot on how we treat "customers" in the court from the customer service exemplars in the business world. This session will examine ten lessons that can be learned from the private sector when it comes to providing customer service for our internal and external customers. This session will help you expand your knowledge and skills in customer service, collaboration, and communication.

> **Category:** Professional/Personal Development
> **Facilitator(s):** Richard Marshall, Senior Education Specialist, FJC

Strategies for Working Effectively in the Multigenerational Workplace

Multiple generations in today's workplace can be challenging. Generational differences (real or perceived) can affect productivity, communications and teamwork. This 90 minute sessionwill look at the multiple generations in today's workplace and the strategies that can be employed to lessen the chance for misunderstandings. This session will help you expand your knowledge and skills in communication, collaboration, and flexibility.

> **Category:** Professional/Personal Development

Facilitator(s): Phyllis Drum, Senior Education Specialist, FJC
Beth Johnson, EducationSpecialist, FJC

Succession Planning and Employee Development

The goal of this session is to provide a framework for a succession development, training and/or mentoring plan for other courts to use. It will include both the process of putting the parts together to form a cohesive program and highlights from the participants and committee members. This course will include the prerequisites and application process, a curriculum, and a job shadowing/mentoring agreement and learning plan used by the Clerk's Office of the New Jersey District Court.

Category: Professional/Personal Development
Facilitator(s): Joy Richardson, FJC, Asst Division Director
Theresa Burnett, Chief Deputy
Melissa Rhoads, Deputy-in-Charge
Alain Senatus, Training Specialist

Supervision to Aid Re-Entry (STAR) Program

The Reentry Court Volunteer Tutoring program for the U.S. Court of Appeals for the Third Circuit is designed to assist Reentry Court participants who are in the Eastern District of Pennsylvania's Supervision to Aid Re-entry (STAR) program achieve their educational goals concerning preparatory classes for GED testing, college entrance examinations, or job placement testing. The mission of the volunteer tutoring program is to provide educational guidance and support to ex-offenders who are in the STAR program by assisting them with exploring educational options that will best fit their needs as they successfully reenter the community.

Category: Plenary
Facilitator(s): Honorable Theodore A. McKee, Third Circuit Court of Appeals
Honorable Luis Felipe Restrepo, Third Circuit Court of Appeals
Chiquita M. Dyer, Legal Assistant, Third Circuit Court of Appeals
Holly Frey, Esq., Staff Attorney, Third Circuit Court of Appeals
Christina M. Koperna, Data Quality Analyst, Third Circuit Court of Appeals

Surviving Market Swings

This workshop focuses on helping investors utilize fundamental investment tactics to deal with uncertain markets. Market cycles are a normal aspect of investing. Investors are searching for guidance and strategies that will help them deal with frequent shifts in their portfolios and avoid making mistakes. This timely seminar focuses on helping investors strengthen and diversify their portfolios, keep expectations in check, and utilize fundamental investment tactics to enhance their potential for success. The seminar covers recent events on Wall Street, challenges facing the economy, and the unpredictability of financial markets.

Category: Finacial
Facilitator(s): James De La Torre, CRPC

The Importance of Timing

At FCCA, we often use the opportunity to discuss the latest ideas recently offered, especially in books recently published. This session will provide space to talk about the research-based concepts of the importance of timing in Dan Pink's latest book, "When," including from looking at our best productivity throughout the day to looking at timing of big events in our life. This session will help you expand your knowledge and skills in flexibility, problem solving, and self-development.

Category: Professional/Personal Development
Facilitator(s): Stephanie Hemmert, Senior Education Attorney, FJC

Training Future Courtroom Deputies

ILND designed and implemented a training program to prepare candidates for the challenging position of being a courtroom deputy. The program consists of both subject matter experts and mentors teaching eight modules of the most important duties of a courtroom deputy. This class will discuss the selection process of the subject matter experts, mentors and trainees, what the modules are and how they are taught.

Category: Professional/Personal Development
Facilitator(s): Nicole Fratto - Courtroom Deputy Paula Rogers - Training Specialist

Unify: Alpha and Beta Test Site Panel Discussion

Several of the Unify Alpha and Beta Test Sites will participation in a panel discussion about their experience with the Unify Project. What went well? What are some of their lessons learned? What advice do they have for other court units?

Category: Plenary
Facilitator(s): Connie Porzucek Deputy Chief, Software Deployment and Support Office

What's Your Problem? Techniques to Transform Obstacles into Opportunities

This session is designed to help participants look at problems from different perspectives to come up with new solutions. A problem-solving approach will be introduced that can be used by individuals, teams or other groups, and can be applied immediately. Participants are encouraged to come to the session with a work related problem that hasn't yet been solved in their court. This session will help participants expand their problem-solving, flexibility, and collaboration skills.

Category: Professional/Personal Development
Facilitator(s): Garbo Cheung-Jasik Senior Education Specialist, FJC

Who's Got Game?

This workshop will challenge employees to enhance their leadership skills. If employees are serious about obtaining and/or maintaining leadership roles, it is imperative that they continue to develop in their position. In order to accomplish this, they must set goals, create a plan of action, conquer the fear of doing something different, and have the courage to move out of their comfort zone.

Category: Professional/Personal Development
Facilitator(s): Jo-Ann Williams, Admin. Asst. Supervisor

Working with Microsoft OneNote

By the end of this class you will be able to: locate and launch Microsoft OneNote; identify the various notebook elements (i.e., notebook pane, sections, pages, sub-pages, etc.); create a OneNote notebook; inserting items into a OneNote notebook (i.e., file printouts, screen clippings, links, and audio/video recordings; send information to a OneNote notebook; discuss the concepts of notebook sharing; identify different uses for Microsoft OneNote.

Category: Technical
Facilitator(s): Louis X. Fuentes, Training Specialist