Training in a Busy Courthouse

John Powell
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What does Training Mean?

• To Train: 1. To coach in or accustom to a mode of behavior or performance, 2. To make proficient with special instruction and practice.

• To Learn: 1. To gain knowledge, comprehension, or mastery of through study or experience.

• To Teach: 1. To impart knowledge or skill to: instruct. 2. To provide knowledge of; to instruct. 3. To cause to learn by example or experience.
Why do we train?

Need → “More with Less” → Problem Solving → Professionalism
Core Skills

Excellence in court performance starts with a court leader who fosters a culture that embraces education, training, and development and who actively leads judicial branch education.
Training Intensity
Critical Training
Confidence
The Reality

Staffing
Time
Trainers
Resources
Time is a resource....
Survival

New Employee  OJT  Performance
Training Pathway

- New Employee
- Apprentice
- Assessment
- Master
- Trainer
Training Assessment

Assess
• Employee
• Supervisor

Needs-
Individual
• Review or retrain
• New skills

Needs-
Organization
• Refresher
• Cross Training
Focus

Technical  Process  General Knowledge
Training Management

**Management**
- Training Assessment
- Training Schedule

**Supervisor**
- Training Plan
- Train the Trainer
Training Management Tools

• Training Meetings
• Central Document for Training Assessments
• Task lists or subjects for training
• Lesson plans
• Spreadsheets
• One Note
• Sharepoint
• Staff Training Plans
Execution
“Getting it done”

- Staff Training
- Time
- Team Training
- Individual Training
- Self Training
- Assessment
Momentum

Assess  Train
Review  Coach
Layers

- Individual
- Teams
- Court
Who Trains?

- Administrator
- Manager
- Supervisor
- Lead Worker
- Peer Trainer
Training Effectiveness

- Lecture
- Learn by Doing
- Train to the Task
The Training Setting

Lecture → Lab → Individual
Stating the Objective

• Simple sentence with clear objective.
• At the end of this training, the student will demonstrate, perform or understand the subject of the training.
• “At the end of this training, each participant will understand the benefits and basic structure of training management in a court environment.”
Pieces of the Pie

Objective -> References

Review/Evaluation -> Forum

Forum -> Trainer

Trainer -> Objective
Trainers

Technical Skills

People Skills
Foundations

Coaching

Training
Evaluation

Assess    Train    Evaluate
To certify or not to certify
Schools

Dedicated Programs
Time and resources
Plus or minus- Benefits gained
Make Training Rewarding

• Staff always say they want more training
• But they also will avoid training when afforded the opportunity
• Provide incentives for staff to attend training
• But more importantly—change the culture so that staff want to learn
Training Program
Culture

Time
- Train

Time
- Productivity
Thank you

“Training staff is hard; but anything worth doing is hard.”

John Powell
Trial Court Administrator
13th/26th Judicial District
Oregon Judicial Department
John.Powell@ojd.state.or.us