NO JUDGE LEFT BEHIND: TECHNOLOGY EDUCATION FOR JUDICIAL OFFICERS
Taming the Dinosaur
Los Angeles County

- 4,751 square miles
- 10,000,000+ citizens
- 58% speak a language other than English at home
- 12 districts
- 39 courthouses
- 573 Judicial Officers
- 4,353 Employees
573 Judicial Officers

39 Courthouses

9 Disciplines

Appellate  Civil  Criminal  Family Law  Juvenile Dependency  Juvenile Delinquency  Mental Health  Probate  Traffic
WHO WE ARE: BACKGROUND

LOVE TECH
WHO WE ARE: BACKGROUND

WE LOVE TEACHING
THERE IS NOTHING WE CAN'T DO IF WE WORK HARD, NEVER SLEEP, AND SHIRK ALL OTHER RESPONSIBILITIES IN OUR LIVES.

LESLEY KNOPE QUOTES
If I had an hour to solve a problem I’d spend 55 minutes thinking about the problem and 5 minutes thinking about solutions.

-Albert Einstein
Patience & Positivity
Clear
Concise
Continuous
COMMUNICATION
If you’re going to use it, you should help build it.
Shout out to L.A!
Speak Their Language
Know Your Audience… or You’ll Have No Audience
KNOW YOUR AUDIENCE: WHAT IS DIFFERENT ABOUT TRAINING JUDGES?
KNOW YOUR AUDIENCE: FEELINGS
Visual 60.9%
Learn what they see

Auditory 10.3%
Learn what they hear

Hands-on 39.5%
Learn what they do

Other 3.9%
ALL POSSIBLE KNOWLEDGE

WHAT YOU DON’T KNOW

NOT KNOWING WHAT YOU DON’T KNOW

KNOWING WHAT YOU DON’T KNOW

KNOWING
Wave 1: Webinar
Wave 2: Sandbox & Videos
Wave 3: Classroom
Wave 4: Post Go-Live 1x1 Coaching
Wave 5: Post Go-Live “Doctor Is In”
“Time isn’t the main thing. It’s the only thing.”

- Miles Davis
The details… Yeah, that part!
PREPARATION IS KEY: EXPECT THE UNEXPECTED
IF YOU CAN'T EXPLAIN IT SIMPLY, YOU DON'T UNDERSTAND IT WELL ENOUGH.
NO JUDGE LEFT BEHIND: ALPHABET SOUP
ONGOING TRAINING

LEARNING NEVER ENDS
One bite at a time...
When you know better you do better.

Maya Angelou
IMPORTANCE OF GOOD SUPPORT
WHAT WE LEARNED:

IMPROVING AS YOU GO

CONTINUOUS IMPROVEMENT
WHAT WE LEARNED: IMPROVING AS YOU GO
WHAT WE LEARNED:

WHAT TO DO WHEN IT ALL GOES WRONG.
WHAT WE LEARNED:

WHAT WE DID RIGHT
WHAT WE LEARNED:

WHAT WE DID RIGHT – PATIENCE & POSITIVITY
YOU get chocolate!

and YOU get chocolate!

and YOU get chocolate!

EVERYONE GETS CHOCOLATE!
“You’ve got to start with the customer experience and work back toward the technology, not the other way around.”

- Steve Jobs
THANK YOU AND GOOD NIGHT!