

**Local Court Training Program:  
Center for Judicial Education & Research (CJER)  
Judicial Council of California**

The Judicial Council's Center for Judicial Education and Research (CJER) developed the local court training program to enable trial and appellate courts to host, upon request, leadership and staff development education courses locally. In the current public health crises, these courses can now be offered to courts remotely.

Participants will be expected to dedicate their time to the course, without interruption, just as they do when they attend an in-person class, and so they will need permission from their supervisors to attend, and coverage while they are in remote training. Participants will need to participate vocally and freely without disturbing other employees. Courts will need to provide a quiet, uninterrupted space for participants, and computers with a camera, microphone and speakers. Mobile devices are not recommended. Depending on the course, they may be able to participate in groups in one room or they may need to do so individually, with one computer per participant.

The courses listed below are in the areas of leadership, staff development, and computer skills. Courts should review the courses listed and contact CJER to discuss the court's needs and proposed dates. Courts will typically arrange for an appropriate room and equipment for the participants, handle participant attendance and registration for the course and other logistics. CJER will provide all course materials and faculty.

**Requesting a Course**

Please fill out the *Course Request Form* and send it to [Mary Ann Koory](#), Education Supervisor at CJER. The application must be signed by the clerk/executive officer or court executive officer. Please submit one application for each course.

The minimum class size is 15, unless otherwise noted in the course description. Courts can invite participants from other courts to join this remote version of the court, although there are limits to class size, to maintain the effectiveness of the interactive design.

Applications will be processed on a first-come, first-served basis. The number of courses that can be supported will depend on the availability of faculty.

**Choosing a Course**

Please review the course descriptions to determine the course that best meets the needs of your court. If you would like to discuss the content of a course, adapting a course to meet a specific need, or would like help in choosing the best course to meet the court's needs, please contact Mary Ann Koory at 415-865-7525, [maryann.koory@jud.ca.gov](mailto:maryann.koory@jud.ca.gov).

# Leadership and Staff Development Courses

## **Achieving Excellence in Customer Service**

**Target audience:** All court employees

**Duration:** 2 – 4 hours

This highly interactive course will address obstacles to effective customer service, uncover critical needs of court customers, and give participants an opportunity to practice specific skills and strategies to improve their overall customer service.

**Also see this video:** [Advanced Customer Service](#).

## **Advanced Core 40 for Supervisors**

**Target audience:** Court supervisors and managers with a minimum of 1 year of experience

**Duration:** 14 - 16 hours – (2 ½ days)

This course builds upon the skills learned in Core 40 and emphasizes skills for more experienced supervisors. Topics include overcoming obstacles when implementing change, self-awareness, effective coaching behaviors, and managing conflict.

## **Business Process Reengineering**

**Target audience:** Court teams

**Duration:** 6 hours

Designed by trial court leaders, this workshop will provide teams with instruction in business process reengineering methodology. Courts should identify specific business processes they would like to change and commit to having teams of at least 2 individuals who will work together during the course to apply the methodology.

**Also see this video:** [Getting Lean and Green: An Introduction to Business Processing Reengineering](#)

## **Coaching: Building Positive Relationships**

**Target audience:** Court supervisors, managers, and leads/seniors

**Duration:** 3 hours

This course explores one of the key competencies of coaching and will provide participants with techniques to develop specific skills that build effective workplace relationships. Topics include: self-managing techniques, emotional intelligence, relationship toxins and possible antidotes.

**Also see this video:** [Coaching: Building Positive Relationships](#).

## **Communicating Effectively**

**Target audience:** All court employees

**Duration:** 3 – 6 hours

This course will provide an opportunity for participants to practice identifying obstacles to effective communication and learn specific skills and strategies that are crucial to building relationships, managing conflict, and providing effective feedback. *This course is ideal for teams to take together and begin practicing the skills.*

### **Communicating Effectively for supervisors and managers**

**Target audience:** Court supervisors and managers

**Duration:** 3 – 6 hours

This course will provide an opportunity for participants to identify obstacles to effective communication and learn specific skills and strategies that are crucial to building relationships, managing conflict, providing effective feedback, and increasing engagement, especially during transitions.

**Also see these videos:** [The Art of Interpersonal Communication](#) and [Coaching: The Importance of Communicating Effectively](#).

### **Core 40: Basic Training for Supervisors**

**Target audience:** Court supervisors and managers with a minimum of 3 months experience

**Duration:** 22 hours (4 days)

This course provides valuable and practical information which managers and supervisors can use to improve the overall performance of their staff. Topics include: the role of the supervisor, leadership behaviors and techniques, group development, employment law, and performance management.

### **Core Leadership and Training Skills**

**Target audience:** Court leads, seniors, and assistant supervisors.

**Duration:** 16 hours (2 1/2 days)

This course provides an opportunity for court employees in a lead role to build and improve their leadership and training skills. Topics include: strategies for leading former peers, group development, delivering feedback, adult learning principles, and training techniques.

### **Creating High Performing Teams**

**Target audience:** All court employees

**Duration:** 3 – 6 hours

This course will address important strengths of high performing teams, increase awareness of team toxins, discuss skills and strategies, and give participants an opportunity to develop team agreements. *This course is ideal for members of teams to attend together.*

### **Developing Your Emotional Intelligence**

**Target audience:** All court employees

**Duration:** 3 – 6 hours

This course focuses on a key competency that we all need to be successful: Emotional Intelligence. Whether we are navigating tough transitions, building relationships, learning new skills, or leading others, our level of emotional intelligence will influence how successful we are. Participants will become familiar with their level of emotional intelligence, increase awareness of their impact on the workplace, and identify techniques to improve their skills.

**Also see this video:** [The Art of Emotional Intelligence](#).

## **Developing Your Training Skills**

**Target Audience:** Court employees, like leads and seniors, or managers and supervisors, who find frequently train others.

**Duration:** 6 hours (1 day)

This course introduces participants to the principles of adult learning and provides a structured approach to developing training sessions. It also provides an opportunity to practice skills for effectively planning and delivering training for individuals or larger groups.

**Also see this video:** [Becoming an Effective One-on-One Trainer](#) and the [Faculty and Training Coordinator resource page](#) on *CJER Online*.

## **Faculty Development Fundamentals**

**Target audience:** Court employees who are interested in course design, and teaching

**Duration:** 16 – 22 hours (3 – 4 days)

This course introduces participant to the skills needed to design, develop, and deliver learner centered training. Topics include: adult learning principles, developing learning objectives, planning, course design and development concepts, how to create effective visual aids, and techniques to implement effective training courses. *Participants will practice skills by teaching a short segment.*

**Also see these videos:** [Becoming an Effective One-on-One Trainer](#) and [Presentation Skills](#), and the [Faculty and Training Coordinator resource page](#) on *CJER Online*.

## **Insights and Strategies for Managing Stress**

**Target audience:** All court employees

**Duration:** 3 – 6 hours

There are unique stressors facing employees who work in the courts. This course will address the different types and sources of stress, provide an opportunity for self-assessment and self-reflection, and give participants practice with different strategies to manage stress in healthy and effective ways.

**Also see this video:** [Managing Stress](#) and this online course: [A Relaxing Guide to Stress Management](#).

## **Introduction to Coaching Employees**

**Target audience:** Court supervisors, managers, and leads/seniors

**Duration:** 3 hours

This course introduces three key competencies of coaching and will provide participants with techniques to develop, encourage, motivate, and improve the performance of co-workers and/or employees.

**Also see this video:** [An Introduction to Coaching Employees](#).

## **Managing Conflict**

**Target audience:** All court employees

**Duration:** 4 – 6 hours

This course is designed to increase awareness of how we view and respond to conflict and provides individuals with skills and strategies for improving their competence with conflict management.

### **Managing Conflict for supervisors and managers**

**Target audience:** All court employees

**Duration:** 4 – 6 hours

This course is designed to increase awareness of how we view and respond to conflict and provides supervisors and managers with skills and strategies for improving their competence with conflict management, including mediating conflict between individuals.

**Also see this video:** [Managing Conflict](#).

### **Managing Time for Effective Performance**

**Target audience:** All court employees

**Duration:** 2 – 4 hours

This course provides an opportunity for participants to explore underlying impediments that are keeping them from managing their time effectively and will provide key strategies for effective performance.

**Also see this online course:** [Time Management at Work](#).

### **Organizational and Planning Skills for Projects**

**Target Audience:** Court employees who manage time-bound projects

**Duration:** 3 hours

This course provides an introduction to skills that will help participants plan and organize projects. These skills include creating work breakdown structures, preparing status updates, using advanced features in Outlook and more.

### **Preparing for Leadership**

**Target audience:** Court employees who are *not* currently in a leadership role, but are interested in developing their leadership skills.

**Duration:** 6 hours

This course will help court employees recognize some of the core competencies needed to explore lead/senior/supervisory opportunities in the courts. Topics include: leadership roles, leadership challenges, self-awareness, and developing excellent communication skills.

### **Providing Effective Feedback**

**Target audience:** All court employees

**Duration:** 3 hours

This course will focus on the importance of providing effective feedback and recognizing the impact it can have on productivity and morale. Topics include: the impact of receiving effective feedback, recognizing the characteristics of motivational and developmental feedback, and the methods of delivering both types.

### **Respect and Understanding in the Workplace**

**Target Audience:** All court employees

**Duration:** 2 hours

This course explores how to increase understanding among court employees with different backgrounds and communication styles. It also provides an opportunity for participants to reflect on ways to strengthen interpersonal relationships at work.

# Computer Skills Courses

We also offer courses focused on building skills for the Microsoft Office products listed below and will work with the court to determine the appropriate skill level and time needed for courses requested.

**Excel**

**Outlook**

**PowerPoint**

**Word**

*All computer skills courses require that each participant have access to a computer.*

# COURSE REQUEST FORM

Please provide the following information and send the completed form by e-mail or fax to: Mary Ann Koory, Education Supervisor ■ [MaryAnn.Koory@jud.ca.gov](mailto:MaryAnn.Koory@jud.ca.gov) 415-865-7525.

We will attempt to fulfill all requests; however, please be aware that we have limited faculty resources and may not be able to offer the course on your proposed dates.

*The minimum number of participants is 15 for most courses.*

Today's Date:
Court:
Contact:
Title:
Phone:
E-mail:
<b>Course Information (one application for each course)</b>
Course Title:
Proposed Date(s) & Time:
Location:
Est. number of participants: (15 minimum)
Other considerations:

## Approval of Clerk/Executive Officer or Court Executive Officer

The court's clerk/executive officer or court executive officer must approve any request for resources for a local court employee education course before the request can be made.

I support the provision of resources for local education in my court. We will provide follow-up information about the course as requested by the Judicial Council's Center for Judicial Education and Research.

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Clerk/Executive Officer or Court Executive Officer (sign)      DATE

PRINT NAME \_\_\_\_\_