

Selected Courses for 2017 FCCA Conference

(Revised May 30, 2017)

Anatomy of Ransomware

The objectives of the presentation are:

- Current state of Ransomware
- Understanding the mechanisms behind Ransomware
- Simple steps that can help improve the security posture of courts
- Best practices for users to prevent becoming a victim

Facilitators: Todd Steiner and Brett Moseley

Chambers Secrets

Everything you wanted to know but were afraid to ask about what really happens in a judge's chamber. Judges, Judicial Assistants and law clerks have unique roles in the judiciary. Many court employees never have direct contact with chambers' staff and are intrigued by the inner working of a judge's chamber. This presentation will highlight the culture within a judge's chamber, inside the courtroom and how to be most effective when working with judges.

Facilitator: Stephanie Lawley

CiteLink and PageID

CiteLink is a feature coming in CM/ECF NextGen that presents legal citations in court documents as hyperlinks to the court user. PageID is a sequential pagination of the entire district court record, uniquely identifying each page, and is the means to reference a page in the record. Kelly Van Dyke, Michigan Western District CM/ECF Administrator, collaborated with the developer of CiteLink, Kenneth Russo, Technology Division Chief for the Fifth Circuit Court of Appeals, to expand the CiteLink function to include PageID references as a hyperlink for the court user. More information on the collaboration is available in this *Court Connections* article: <http://jnet.ao.dcn/court-services/court-connections/courts-collaboration-results-enhancement-new-nextgen-feature>

Facilitators: Kelly Van Dyke and Kenneth Russo

Common Sense Investing

The index mutual funds and the unique characteristics they offer compared to other investments. Many 401(k) pension plans, including the TSP, use index funds as their primary investment selections. This course will help investors understand how they work and differ from other investments, which is critical to your retirement portfolio.

Facilitator: Jim De La Torre

Continuous Evaluation -- Not Your Father's Performance Review

This presentation focuses on the benefits and challenges of continuous evaluation. Giving and receiving feedback, confronting issues and recognizing positive results are all highlighted. A general perspective on evaluation and performance reviews is also included. This presentation is approximately one to one and a half hours.

Facilitator: Lou Gil

Death by PowerPoint: A Letter to Presentation Killers

Have you ever experienced a Death by PowerPoint? Or, maybe even caused it (unintentionally, of course) once or twice in your lifetime? If the answer is yes, this presentation is for you. The presentation will give people with little or no graphic design background the skills they need to create visually appealing and professional slides. We will discuss main strategies for effective presentation design, and will go over specific tips on graphic images, fonts, and background selection. You will learn how to turn a confusing, text-heavy PowerPoint presentations into audience-oriented slides with clear message and effective visuals.

Facilitator: Hanna Umanskiy

Don't Get Knocked off Your Square: How to Deal with Challenging (aka Difficult) People

Have you ever dealt with someone who “took you there”? Did you get “knocked off your square?” No matter how hard we try, challenging aka difficult people cannot be changed, avoided or wished away. Dealing with difficult people can affect your confidence, working and personal relationships. “Difficult” implies that it is impossible while “challenging” implies a possibility exists. By learning about the different types of difficult people, their motivations and what makes you and them tick, you will maintain your sanity and freedom and the next time you interact with a challenging person, it will be possible to stay on your square.

Facilitator: Julie Owens

GSA/Judiciary Service Validation Initiative: What is it; what did it accomplish; and where can I find out more about it?

The Judiciary pays over \$1 billion a year in rent to the General Services Administration (GSA) for the more than 800 facilities it occupies across the country. In order to contain space rental costs, in 2013 the Judicial Conference of the United States set a three percent reduction target for the courts to be achieved by Fiscal Year 2018. The Judiciary/GSA Service Validation Initiative (Service Validation Initiative) was designed to work in tandem with these policies to ensure that the services provided by GSA to the Judiciary are reliable, transparent, fair, and accurate. GSA has recognized the importance of ensuring that all its customers, in particular, the Third Branch, receive excellent and consistent service without regional disparity.

The Service Validation Initiative is an unprecedented collaborative partnership between the Judiciary and GSA to identify systemic problems, investigate achievable solutions, and make recommendations for lasting change. This partnership, unique across the federal government, marks a fundamental change in the relationship between the Judiciary and GSA from the highest to the lowest levels to jointly resolve issues and improve service on behalf of the American taxpayer. This discussion will focus on the wide array of deliverables produced by this initiative as well as the resources available to assist Court personnel in better understanding and implementing the changes brought about by this partnership.

Facilitator: Cliff Harlan

Health Care Considerations After Retirement

This program encompasses the fundamentals of long-term planning, an understanding of the Federal Employee Health Benefits (FEHB) program and an exploration of health care issues in retirement.

Facilitator: Jim De La Torre

How to Make Money in the TSP

This presentation talks about your TSP and how it is critical to your retirement. It looks at the different investment options and drills down into the inner workings of each fund to examine how they work and how investments are made. This helps participants determine the best times to buy, sell, or in the alternative, take no action. Other topics discussed include the Roth option, withdrawals, loans, and inter-fund transfers.

Facilitator: Jim De La Torre

I.T. Security and Cyber Training

A brief overview of IT trends, security risks, social media, and more.

Facilitators: Marlin Jackson, Troy Baas, and William Isbell

Introduction to NextGen CM/ECF

The new modules in NextGen CM/ECF provide improved technology and new functionality to improve efficiency amongst judges, chambers' staff, clerk's office staff, and public users. Chambers document management and hearing preparation are enhanced through the new NextGen module Judge Review Packets. A new Workspace module includes options that will enable clerk's office staff to organize their CM/ECF desktop for more personal efficiency. Through the new Central Sign On module, attorneys will need only one password and log-in to access PACER and e-filing in multiple courts. Introduction to NextGen CM/ECF provides a high level overview of the new modules and outlines the NextGen CM/ECF implementation process.

Facilitators: Margaret McCaleb, Kyle Crockett, Katherine Zogas and Leigh Kinzer

Is the Judiciary Ready for Agile?

Is the Judiciary Ready for Agile? Through an Agile adoption user story with the Oklahoma Northern Bankruptcy Court, this workshop will provide a high-level executive overview of how Agile can help deliver greater business value through effective Agile Project Management of IT/Operations and help your court staff "Get to Done". In addition, you will learn how Agile can be applied across district lines and within various functional areas of the court to drive operational excellence. This presentation will also provide you with some tips for strategic success with agile adoption.

Facilitators: April Wiggs and Andrea Redmon

JICS Disposal System - Alternative to GSAXcess

The JICS Disposal System automates the process of disposing excess equipment without using GSAXcess. This automated program is integrated with the Judiciary Inventory Control System (JICS) and is available to all court units in the Judiciary. The JICS Disposal System is fully compliant with the disposal steps outlined in the Guide, Volume 16, Chapter 5 (Personal Property). This system will simplify and streamline the Judiciary's property disposal process. From the standpoint of personnel time, this program will help to eliminate the need rekeying information into and using GSAXcess. Court units will see substantial reductions in time spent on disposal projects. The simplified, user friendly interface is easy to learn and will be instantly familiar to all JICS users. Entering disposal data into the JICS Disposal System is much faster than entering data into GSAXcess and presents a seamless process for the JICS user. A JICS user will simply run a report that creates an excel spreadsheet and then will upload that excel spreadsheet to the JICS disposal System.

Facilitator: Maurice Christopher

Leadership and Self-Deception

By the end of this session, participants will accomplish the following.

- Discuss the “self-deceptive” mode in which some leaders can sometimes find themselves.
- Apply the model to a real-life scenario.
- Identify what it means to be “in the box.”
- Reflect on having observed this type of behavior and possibly in personally ever having slipped “in the box.”
- Identify strategies for getting over and out of the self-deceptive and destructive mode.
- Write a personal action plan for going forward.

Facilitator: Stephanie Hemmert

Managing Multi-Generations

This workshop is geared more directly to staff who are in a supervisory position. The concepts will be directly related to how to manage staff who have a varied inter-generational dynamics with emphasis on Millennials. What's the best way to manage a Millennial vs. a Baby Boomer? What ways work to motivate a Generation X employee vs. a Millennial? These and more topics will be discussed to give you a better understanding of how the inter-generational dynamics of your team can best be managed.

Facilitator: Tanya Bankston

Managing Your Former Peers

Making the leap from peer to boss is never easy, for all parties involved. In addition to dramatic change, new managers frequently struggle to balance their former coworker relationships with their new management responsibilities. This session is designed to help participants make a successful transition from “coworker” to “manager” or “supervisor,” as well as help their peers understand the new dynamics of their relationship. The course will examine the issues, problems, and yes, opportunities inherent in promotion from within situations.

Facilitator: Richard Marshall

Minding the Gaps: Dealing with Different Generations at Work

For the first time in history, four different generations are in the workplace. Thus, it's not a question of “Will you have a multigenerational workplace?” it's a question of “Are you ready?” The ability to recognize and bridge generational gaps can create a powerful effect on overall morale and efficiency in a court. This presentation highlights the characteristics, core values, and assets/liabilities of Matures (the Greatest Generation), Baby Boomers, Gen-Xers and Millennials.

Facilitator: Lou Gil

Negotiation and Mediation Skills for the Federal Courts

Negotiation Skills provides court staff with the knowledge and skills to resolve work-related conflict effectively.

This 90-minute session will help participants achieve the following objectives:

- Use diagnostic tools to analyze conflict situations more effectively. These tools include the ability to understand the dynamics of a conflict and the ability to distinguish the “positions” of the parties in a conflict from their “interests.”
- Describe the advantages and limitations of four models of negotiation, including hard positional bargaining, “chicken,” favors and ledgers, and principled negotiation.
- Elaborate seven characteristics of principled negotiation, including:
 - focusing on the interests
 - protecting the relationship
 - using good communications skills
 - relying on “legitimacy”
 - considering a variety of options
 - considering the best alternative to a negotiated agreement (BATNA)
 - making wise commitments
- Assess their own strengths and areas for improvement as negotiators.
- Use a seven-step planning process to prepare for their next negotiation.

Facilitator: Michael Eric Siegel

Pro Se Case Management

The Pro Se Case Management application, called PLU, was developed by Bob Janzen, District of Utah Systems Manager, to aid in the tracking and management of pro se cases. Kelly Van Dyke, Michigan Western District CM/ECF Administrator, collaborated with Bob to significantly expand this court-developed CM/ECF module.

Facilitator: Kelly Van Dyke, Bob Janzen and Laurie Corcoran

Quality Control System - QCS

The process of QC is essential to the courts’ operations. This application will aid in the performance of quality control of CM/ECF entries, is designed to make the process easier and provides different options to allow for that process.

Facilitator: Jay McConathy

Retirement Income

Focuses on the tax implications of distribution methods, social security, purchasing power, bonds, mutual funds, and annuities. Retirement Income presents strategies to show participants how to make the most of their savings and investments during retirement. Important issues are covered, such as retirement plan distributions, split annuity strategies, and other income producing vehicles.

Facilitator: Jim De La Torre

Retirement Planning: Projections vs Reality

Focuses on the difference between retirement income and the challenges you will face in retirement. Some of those challenges will be identified, which can help employees develop realistic retirement goals to overcome them in order to achieve a comfortable retirement.

Facilitator: Jim De La Torre

Safeguarding Assets: Fundamentals of Internal Control in the Judiciary

One of the goals of the judiciary is to ensure the integrity of funds, information, operations and programs through strengthened internal controls and audit programs. Meeting internal control requirements continues to be a challenge for courts, with some courts receiving findings related to the requirement to perform an annual self-assessment of internal control. The Judicial Conference Committee on Audits and Administrative Office Accountability is supporting an outreach program to raise awareness about internal control requirements, and to inform court stakeholders about the resources that are available to assist courts in meeting them.

Facilitator: Robin Trevillian

Securing Our Digital Environment

This presentation is meant to inform the viewer about the importance of IT security without overwhelming them with complex explanations and technical details. There are a lot of jargon terms, tedious procedures, and overwhelming information that can make a person feel security exhausted. This presentation aims to give simple, yet concrete reasons to take small, but effective steps to protect court IT operations. The topics covered will include the importance of passwords, two-factor authentication, and basic, but effective, computer defense. It will also cover small steps that can be done to protect mobile devices and why it is important to make all security steps a good habit.

Facilitator: Thaddeus Krawczyk, Jr.

Security Scorecard for IT Professionals

This presentation offers an explanation of the IT security scorecard as part of the mandatory annual self-assessment for all court units. The scorecard is a measurement tool for use by individual courts and is designed to measure a court's current security posture as well as incremental improvement over time. The scorecard takes into account common vulnerabilities identified through seven years of court-unit assessments, but also goes a step further to include additional security items that are fundamentally important to an effective local IT security program.

Facilitator: Don Vincent

Strength-Based Leadership

Built on the foundation of the pioneering work of the Gallup Poll, Strength-based leadership helps managers, supervisors, and leaders develop a new orientation toward the management of employees. Instead of focusing obsessively on trying to fix employee weakness, the Gallup Poll research suggests a more productive path: focus on their strengths for maximum performance. The instructors will elaborate on the Gallup Poll reach and illustrate how federal courts have implemented a "strength-based" approach in their management and leadership approaches. Participants will be encouraged to complete the "Strength Finder" survey which helps individuals discover their own signature strengths.

Facilitator: Michael Eric Siegel

The Art of Questioning

Are you a doer? A problem-solver? Are you always ready to jump in and help? Sometimes we need to STOP and ask questions before we put our energy, dedication and expertise into play.

This interactive workshop explores the art of questioning using the "humble inquiry" – "The fine art of drawing someone out, of asking questions to which you don't know the answer, of building a relationship based on curiosity and interest in the other person." (Edgar Schein) Through a series of collaborative exercises, we will discuss how a simple question, rather than a statement, can change the course of a program, project or event for everyone involved.

Facilitator: Jennifer Richter

The Cognitive Importance of Creativity at Work

Creativity is fundamental to the development of our cognitive skills, and vital drivers of productivity, exploration and success in the workplace. This workshop explores the cognitive impact creativity can have on our work, the myths that tend to keep us from engaging in it, and the benefits we can get from it. This workshop will also provide you with tips and tools you can immediately implement back in your court unit to encourage creativity.

Facilitator: Jennifer Richter

The Power of Empathy

What is empathy? How can you practice it? How does it relate to workplace situations? In this session, we'll explore these questions, share examples of how some organizations are using "emotionally intelligent signage" and brainstorm ways in which this could apply in the courts.

Facilitator: Stephanie Hemmert

The Structure and Management of Court ADR Programs

The FJC has been conducting a study of ADR in the district courts. The Center selected eight courts that vary in the types of ADR offered and the way in which their ADR process is administered. The Center collected data from the docket sheets of a sample of cases, interviewed judges and court staff, held focus groups with lawyers and mediators in each district, and sent questionnaires to lawyers who had participated in ADR proceedings. Drawing on the study's voluminous data and the experience of those who manage their court's ADR process, this presentation will describe how ADR is used in these district courts, with particular attention to the different ways the courts have chosen to manage their ADR procedures, the role of the clerk's office, and the effects of their procedures. The types of courts featured will range from courts with centralized management of the ADR process to those where the ADR process is managed by each individual judge with little centralized management.

Facilitator: Donna Stienstra

Too Much of a Good Thing? How "Positive" Behaviors Can Become Bad Habits

This session will examine some of the behaviors exhibited by successful professionals, and how those behaviors may hold them back in their career. Using a best-selling book by executive coaching guru Marshall Goldsmith as a starting point, we will discuss these behaviors in the context of the court community, and how court employees can identify which behaviors they may unknowingly be exhibiting. We will also discuss ways to eliminate these behaviors, or lessen their impact, and engage in some interactive exercises meant to improve our ability to self-assess our actions.

Facilitator: Richard Marshall

MSU Courses

Leadership

This is an introductory course on the nature and need for leadership in today's court. It focuses on the five leadership competencies developed by the National Association for Court Management (NACM). These competencies describe what court executives should know and be able to do in order to become effective leaders. They are observable, learnable practices. The intent is to provide an overview and definition of this discipline such that the student will have a solid foundation upon which to build further study. Students can expect an elaboration of each competency and a link to the general literature on leadership. The course treats mainly the "why" and "what" of leadership, but does not explore the specifics of "how." Nonetheless, students should be able to apply these basic ideas to their own attempts at organizational leadership.

Facilitators: Dr. Maureen Conner and Joe Haas

Education, Training and Development

This course will ground students in the fundamental principles of how adults learn best, and why this is critically important to judicial branch work. The contents of this course can be applied in any environment. In this course, students will identify their individual learning styles and ways to extend learning experiences for more meaningful and transformational learning to take place.

For this year's conference the MSU Education, Training and Development course will be delivered as a faculty development program. There are three purposes to be achieved by this program. The first purpose is one of outreach—encouraging individuals who have not previously taught for either FCCA or MSU to do so and become more actively involved in both organizations. The second purpose is to advance the quality of instruction among both new and previous instructors resulting in higher levels of satisfaction among the participants. The third purpose is to increase the subject-matter relevance, and thus the value of learning, leading to greater transfer of knowledge and skill to the workplace.

Facilitator: Dr. Maureen Conner