

Federal Judicial Center

Programs & Services for Federal Court Personnel Available from the Court Education Division

*Packaged Programs
Technical Assistance for
Locally Developed Programs
National & Regional Programs
Automated Network Services*

This booklet describes the programs and services available to federal court personnel in 1995 from the Court Education Division of the Federal Judicial Center.

packaged programs

Most of the programs described in this booklet are curriculum packaged programs: cost-effective instructional programs that were developed by the Center or purchased from a commercial vendor and tailored for federal court personnel to implement in their courts. The programs, which are available to courts upon request, typically include lesson plans for the trainer, overhead transparencies, and participant materials. Some also include a videotape.

Most packaged programs are delivered by Center-trained court personnel who serve as instructors in the courts. Some provide court staff with a Center-produced guide for developing a program that meets their court's specific training needs. Two programs are "traveling" seminars, wherein the Center provides a facilitator who travels to the court to deliver the training.

Funding. The Center will provide limited funding for travel for facilitators and participants from outlying court units, and for rental of audiovisual equipment and meeting rooms, if required.

Requesting a program. After each program's description, we indicate if the program is available now or give its anticipated release date. A request for a program must be submitted by the court's training specialist or a designated coordinator at least forty-five days before the proposed implementation date. Some programs require substantial planning and commitment by the court. For additional information about a particular program and application materials, contact the Center staff member listed after the description.

programs for all personnel

Achieving Balance is a modular, commercially produced program that has been tailored for use by court personnel. The objective of the program is to help court staff balance their focus and energy between home and the workplace. The program includes modules on managing stress, planning and organizing activities, enhancing interpersonal communications, and building support systems.

program length: 3-6 hours
class size: 10-25 participants
available now
contact: Larry Meyer, (202) 273-4104

HIV Training for Federal Court Managers, Supervisors, and General Staff is a guide designed to help a court training specialist or other designated training officer put together an effective HIV training program using local resources. The guide includes program outlines, content outlines, and training activities; masters for overhead transparencies and handouts; a list of print and video resources; and a list of organizations that can provide further guidance and referrals to experienced trainers. The guide provides advice on how to find a local training consultant and how to work with the consultant to tailor the training to the needs of the court.

available now
contact: Larry Meyer, (202) 273-4104

Managing Disagreements Constructively teaches court staff how to anticipate and prevent destructive conflict, how to manage disagreements before they get out of control, and how to encourage the expression of differences when confronting them would be beneficial. Many of the structured learning exercises have been designed to reflect disagreements that might arise in a court-related work environment. The trainer's guide, participant guide, and video can be used in workshops as well as for self-study. The program can be taught by any court employee with experience in facilitating group discussion in a workshop setting.

program length: 1-3 hours
class size: 25 participants
release date: October 1995
contact: Larry Meyer, (202) 273-4104

Presentation Skills is designed for court staff who make professional presentations on a regular basis. Participants make four short videotaped presentations that reflect the techniques they learn during the program: effective delivery, organizing and planning presentations to inform and persuade, using visual aids, and conducting question-and-answer sessions.

program length: 1 1/2 days
class size: limited to 7 participants
available now
contact: Larry Meyer, (202) 273-4104

Put It in Writing, a video-based, commercially produced program, teaches participants how to write more clearly and more easily. Course topics include clarity, organization, and techniques for outsmarting deadlines and refining the final product.

program length: 5-18 hours
class size: up to 10 participants
available now
contact: Angela Long, (202) 273-4104

Structured On-the-Job Training is a workshop that provides court personnel with the requisite skills for training employees. This highly interactive workshop covers such topics as the adult learner and learning styles, conducting task analysis, developing performance objectives, writing interactive lesson plans, constructing job aids, and delivering training in the workplace. By the end of the workshop, participants will have written a lesson plan for use in their courts.

program length: 3 days
class size: 10-24 participants
available now
contact: Brenda Goodall, (202) 273-4104

Team Effectiveness is a commercially produced, modular program that teaches participants the skills required to participate in a team environment where everyone shares responsibility for performance.

program length: 6 four-hour modules
class size: 15 participants
available now
contact: Kerri Reid, (202) 273-4103

Team Leadership is a seven-module commercial program that provides techniques to assist team leaders in building trust and inspiring teamwork, facilitating and supporting team decisions, expanding team capabilities, and foreseeing and influencing change.

program length: 7 four-hour sessions
class size: 15 participants
available now
contact: Kerri Reid, (202) 273-4103

Working, a commercially produced, fourteen-unit program, helps nonsupervisory personnel improve their workplace skills. Units focus on interpersonal communication, listening, problem solving, teamwork, leadership, and creative thinking.

program length: 2 hours per unit
class size: 12-15 participants
available now
contact: Kerri Reid, (202) 273-4103

*programs for
deputy clerks*

Computer-Assisted Instructional (CAI) Programs on the Federal Rules are designed to help deputy clerks learn more about the federal rules and how they apply to their work. Each interactive program contains a compilation of the relevant rules and several mechanisms to access them, a collection of quizzes and court-based scenarios that test the user's knowledge and skill in applying the rules, general information about the rule-making process, a glossary of terms, and a bibliography. Users will find the programs useful as both learning and reference tools. The programs are stored on CD-ROMs in both IBM and Macintosh formats. They will be updated periodically to include modifications to the rules and new program components.

- **CAI Program on the Federal Rules of Bankruptcy Procedure** contains a compilation of the Federal Rules of Bankruptcy Procedure, as well as the relevant Federal Rules of Civil Procedure and the Bankruptcy Code. Users will learn about key events during the course of Chapter 7, 11, 12, and 13 cases, such as adversary and involuntary proceedings. The CAI Bankruptcy Rules CD-ROM will be automatically distributed to senior court administrators in the winter of 1995.

program length: approximately 3 hours
release date: winter 1995
contact: Bob Fagan, (202) 273-4122

- **CAI Program on the Federal Rules of Civil Procedure** contains a compilation of the Federal Rules of Civil Procedure and the 1993 amendments and supporting advisory committee notes. The CAI Civil Rules CD-ROM was distributed to senior court administrators in appellate, district, and bankruptcy courts in October 1994.

program length: approximately 3 hours
available now
contact: Bob Fagan, (202) 273-4122

Customer Service is designed specifically for intake deputies. Participants learn how to distinguish between giving legal advice and providing procedural information. They also learn how to enhance their communication skills and develop a strategy for managing irate customers.

program length: 1 day
class size: 10-25 participants
available now
contact: Larry Meyer, (202) 273-4104

Deputy Clerks—Making a Difference is designed to provide deputy clerks with an appreciation of the people and processes at work in administering the caseload in their court. The program features two modules. The first depicts a hypothetical case as it progresses from initial filing to case closing. Officials from the court participate in a dramatization and answer questions from participants. The second module identifies typical reactions deputy clerks have to changes in their roles and responsibilities and describes strategies for adapting to these changes.

program length: 1 1/2 days
class size: 15–40 participants
release date: June 1995
contact: Kelly Langdon, (202) 273-4122

Putting Effective Learning Skills to Work is a traveling seminar designed to assist nonsupervisory deputy clerks in developing critical thinking skills that will lead to increased job competence and satisfaction. It is a multi-module program that is customized for the court unit. The modules are Identifying and Clarifying Values and Setting Goals, Building Learning Confidence, Reading and Writing Critically, Problem Solving, Decision Making, and Learning Collaboratively. The program also offers strategies for lateral career growth appropriate for courts with limited opportunities for upward mobility.

program length: 1–3 days
class size: 15–25 participants
available now
contact: Claudine Weatherford, (202) 273-4122

program for **judicial staff**

Maintaining Your Competitive Edge is a modular program that provides information and teaches skills to assist judges' secretaries and judicial assistants in keeping current in their field. Training focuses on the following areas: office management skills and techniques; interpersonal communication; chambers' staff personnel management (policies and procedures, benefits, retention issues); ethics issues in the judiciary; and writing and legal research.

program length: 4 hours–2 days
class size: 10–50 participants
release date: fall 1995
contact: Susan Thurman Slade, (202) 273-4122

programs for
probation & pretrial services personnel

Effective Practices Guides were introduced by the Center in 1995. Their purpose is twofold: to serve as a training tool and to assist probation and pretrial services officers in sharing valuable information and experiences with their colleagues.

- **Effective Practices: Enhanced Supervision** is a compilation of 125 practices that individual chief probation officers and line staff have found to be effective in the supervision of offenders. The practices presented in this guide were written by probation staff and selected for publication by their peers at a Center symposium. All practices were required to meet pre-established criteria: practicality, cost-effectiveness, reliance on current resources, and nation-wide applicability. Copies of the guide have been distributed to all districts. A limited number of additional copies are available upon request.

available now

contact: Kate Lynott, (202) 273-4115

- **Effective Practices: Pretrial Services Communications** addresses chief pretrial services officers' responsibilities when communicating with judges. Based on a review of officers' responses to a national survey, officers at a Center symposium developed the guide, which includes a list of responsibilities; synopses of seventeen effective practices and procedures; and information concerning practice usage, such as the number of districts with similar practices and specific examples of implementation.

available now

contact: Bob Luke, (202) 273-4115

Financial Investigation Strategies enables officers to make realistic financial sanction recommendations by helping them to determine offenders' cash flow and ability to pay. Four half-day modules cover methods for collecting, verifying, and analyzing offenders' financial information. The package includes lesson plans, overhead transparencies, and a self-training manual which also serves as a desk reference. Selected officers, after completing the self-training manual, deliver the training in their districts.

program length: 2 days

class size: varies

available now

contact: Bob Luke, (202) 273-4115

First-Line Safety is designed for clerical personnel and others who have office contacts with offenders, defendants, and the public. Participants learn how to recognize potential threats in the office and appropriate crisis-intervention responses. Training in effective safety practices is also provided. The program includes a video containing several scenarios designed for small-group discussion.

program length: 1 1/2 days
class size: 20-25 participants
release date: July 1995
contact: Mark Maggio, (202) 273-4115

HIV Training for U.S. Probation and Pretrial Services Officers is a guide designed to help a court training specialist or other designated staff member develop an effective training program for officers who work with HIV-positive offenders. The guide includes program outlines, content outlines, and training activities; masters for overhead transparencies and handouts; a list of print and video resources; and a list of organizations that can provide further guidance and referrals to experienced trainers. The guide provides advice on how to find a local training consultant and how to work with the consultant to tailor the training to the needs of the court. Issues addressed include confidentiality; record keeping; HIV transmission, testing, and prevention; and behavior change.

available now
contact: Larry Meyer, (202) 273-4104

In-District Training of New Officers Guide provides a checklist of suggested training activities for officers during their first year on the job. It is designed to complement the training provided at the Center's national orientation seminar. The checklist consists of six major topics: an overview of the judiciary and the criminal justice system, personnel issues, administrative issues, pretrial services, presentence investigation reports, and supervision of the offender. The guide is available through the electronic bulletin board (see Automated Network Services).

available now
contact: Kate Lynott, (202) 273-4115

A Manager's Guide to Self-Assessment of Enhanced Supervision provides teams of officers and managers with a method for collecting and analyzing data on the entire district's Enhanced Supervision performance. It also offers suggestions on how to use the results of the assessment to develop plans and policies that can address the needs of the district. The guide incorporates many of the objectives and methods used by the Administrative Office of the U.S. Courts' "peer review teams."

available now
contact: Bob Luke, (202) 273-4115

Officer Safety—Strategies for Survival addresses methods for enhancing officer safety in the office and in the field. It also covers risk assessment, the roles of contact-and-cover officers during field encounters, the use of force, crisis intervention, and victim impact following crisis situations. A video features interviews with officers who discuss critical incidents they have experienced.

program length: 2 days
class size: 30–35 participants
available now
contact: Mark Maggio, (202) 273-4115

Pretrial Services Skills Training for Combined Districts is designed for districts in which probation officers are also assigned pretrial services duties. A team of trainers assists these officers in identifying the fundamental differences between pretrial services functions and probation functions, and in clarifying their roles and responsibilities. Officers learn how to “work smarter” and to recognize and avoid areas in which they tend to blend the two roles. The training also provides technical assistance to the chief probation officer in evaluating the district’s pretrial policies, procedures, and services.

program length: 1 1/2 days
class size: 8–25 participants
available now
contact: Kate Lynott, (202) 273-4115

Search and Seizure Training Reference Guide is designed to complement the Judicial Conference Committee on Criminal Law’s model search and seizure guidelines for probation officers. The guide provides search and seizure training tips and highlights practical issues for districts to consider when implementing a search and seizure policy. The guide will be automatically distributed to chief probation officers. Additional copies will be provided on request.

release date: May 1995
contact: Mark Maggio, (202) 273-4115

Supervising Substance Abusers includes modules on interviewing, assessing, testing, and supervising substance-abusing offenders, as well as understanding treatment modalities and using referral strategies. A self-study training guide, lesson plans, participant materials, and overhead transparencies are provided. Districts select the topics, learning activities, and materials that best address their needs. Selected officers from the participating district, after completing the self-study training guide, deliver the training through one-on-one consultations, staff meetings, or workshops. The program is appropriate for all officers and selected support staff.

available now
contact: Bob Luke, (202) 273-4115

Testifying Skills helps officers (1) explore the responsibilities of the judge, attorneys, and officers during various court hearings; (2) develop their skills in preparing testimony; and (3) anticipate and counter efforts by attorneys to shake their confidence and undermine their credibility during testimony. The program features videotapes and role playing.

program length: 1 day
class size: 12–30 participants
available now
contact: Larry Meyer, (202) 273-4104

Understanding the Changing Role of Probation and Pretrial Services Clerks is designed to provide clerks with an appreciation of the people and processes at work in administering criminal justice in their courts. The program features two modules. The first depicts a hypothetical case as it progresses from arrest to pretrial interview, arraignment, sentencing, and the initial supervision interview. The second module identifies typical reactions clerks have to changes in their roles and responsibilities and describes strategies for adapting to these changes. The Center provides two experienced clerks to present both modules.

program length: 1 1/2 days
class size: 15–40 participants
available now
contact: Bob Luke, (202) 273-4115

Working with Mentally Disordered Offenders trains officers who are not mental health specialists to identify and supervise offenders with mental health disorders. The officers also learn when to request mental health treatment conditions, how to deal with resistance to treatment, and how to respond to crisis situations.

program length: 2 days
class size: 12–30 participants
available now
contact: Larry Meyer, (202) 273-4104

programs for
all supervisors & managers

Applied Supervision is a forty-hour, self-study course developed by an agency of the Office of Personnel Management. The program contains a text, supplementary readings, and audiocassettes. Topics include the supervisor's role; planning, organizing, and using resources; personnel management practices; and career development.

program length: 40 hours; must be completed in 6 months
available now
contact: LaWand Kerns, (202) 273-4110

Diversity in the Courts: A Guide for Assessment and Training is designed to help courts develop diversity training programs for general staff, supervisors, and managers. The guide provides suggestions on managing a diverse work force, enhancing productivity, and fostering employees' understanding of one another. It includes instructions on how to assess the need for diversity training, develop a curriculum, locate and work with consultants, and build support for the program. An annotated list of readings and training videotapes is also provided.

available now
contact: Denise Glover, (202) 273-4122

Exit Interviews are an inexpensive management tool for improving working conditions and employee relations in organizations. This program provides a training manual to assist managers in implementing exit interview programs in their courts. Two questionnaires contain questions that should be asked of departing employees, such as those concerning their perceptions of the organization's strengths and areas needing improvement. Managers can use the information obtained from exit interviews to strengthen the organization and increase efficiency.

program length: 1/2 day
available now
contact: Kelly Langdon, (202) 273-4122

Facilitating Successful Meetings is a commercially produced program designed to help participants plan and conduct meetings. It addresses developing and adhering to an agenda, using effective strategies for handling disruptive behavior, encouraging diverse points of view, and ensuring that appropriate follow-up steps are taken.

program length: 2 days
class size: up to 12 participants
available now
contact: Kerri Reid, (202) 273-4103

FrontLine Leadership is a twenty-seven-unit commercial training package that assists supervisors and mid-level managers in enhancing their leadership skills through effective interpersonal communications. The units focus on core interpersonal skills, managing individual performance, developing team performance, making an impact on the organization, managing change and innovation, problem solving for individuals and teams, and developing leaders.

program length: 3 hours per unit; participants must complete a minimum of 12 units

class size: 12-15 participants

available now

contact: Kerri Reid, (202) 273-4103

Managing Employee Relations is a curriculum package for court managers, supervisors, and personnel specialists. Program units are two to six hours in length. Each unit can serve as a stand-alone training session, or units can be grouped together for a larger program. The program is delivered by a court manager or training specialist who has attended a Center trainer's program. Instruction focuses on the issues of personnel management, analyzing and solving employee relations problems, conducting disciplinary investigations and preparing proper documentation, and developing staff policies and procedures.

program length: 3 days

class size: 10-25 participants

available now

contact: Larry Meyer, (202) 273-4104

Negotiation Skills is a traveling seminar designed to teach mid-level and senior court managers the principles of effective negotiations. This fast-paced, highly interactive seminar provides participants with a method for assessing their performance as negotiators and an opportunity to practice their skills in negotiating exercises, one of which is videotaped and critiqued.

program length: 2 days

class size: 10-25 participants

available now

contact: Michael Siegel, (202) 273-4100

New Supervisors, Team Leaders, and Work Leaders: Up and Running is a packaged program that will assist court staff who have been assigned supervisory responsibilities within the last three years. The program features sessions on making the transition to the new role, acquiring job knowledge, communicating, and managing the performance of others.

program length: 2 days

class size: 25-30 participants

release date: December 1995

contact: Kerri Reid, (202) 273-4103

Supportive Leadership is a half-day refresher course for supervisors and mid-level managers who attended the *FrontLine Leadership* program in previous years. The course is designed to reinforce the *FrontLine Leadership* skills and foster support for the participants' employees who are currently attending the *FrontLine Leadership* program.

program length: 3 hours
class size: up to 30 participants
available now
contact: Kerri Reid, (202) 273-4103

program for
mid-level court managers

The Adaptive Manager teaches experienced supervisors and managers to use four developmental strategies for supporting improved performance and career growth. The strategies are orienting new employees, counseling employees who do not meet expectations, coaching competent employees to help them reach their full potential, and developing career paths for staff who consistently exceed expectations.

program length: 2 days
class size: 10–21 participants
available now
contact: Brenda Goodall, (202) 273-4104

programs for
senior court managers

Managing the Technical Professional is designed for teams of court managers and systems managers who supervise technical professionals. Participants learn techniques for recruiting, interviewing, orienting, and supervising technical professionals. Motivation, evaluation, professional development, and performance improvement are also addressed.

program length: 2 days
class size: 25–30 participants
available now
contact: Michael Siegel or Kerri Reid, (202) 273-4100

Maximizing Productivity helps court executives increase their staff's productivity and work satisfaction through the implementation of one of the following management strategies: (1) team-based management, (2) total quality service, or (3) process improvement. Participants attend a Center orientation session to learn about these strategies and develop implementation plans for their court units. Center-trained court managers with experience in the three strategies are available to conduct training in the participants' districts and provide assistance throughout implementation. Print materials are provided to give further guidance on implementation issues and training resources available from the Center.

program length: orientation workshop: 4 days

class size: 15–30 participants

available now

contact: David Hendrickson, (202) 273-4104

technical assistance for locally developed programs

The Center encourages courts to designate in-court training specialists to develop education and training opportunities that meet the unique needs of their courts. The Center provides the training specialists with continuing education; technical assistance in such areas as development of multi-year training plans, assessment of training needs, and program planning; a handbook of programs and services available through the Center; and a training newsletter.

contact: Jim Buchanan or Angela Long, (202) 273-4104

national & regional programs

Some training needs are best met by providing an opportunity for participants to interact with their peers from other localities. The Center conducts the following national and regional programs:

- orientation programs for probation and pretrial services officers and for newly appointed court training specialists;
- continuing education seminars for clerks of court and their staff and for probation and pretrial services personnel;
- special focus workshops, such as management training and team development for all federal judicial staff, juror utilization and strategic planning programs for judges and senior court executives, and diversity training for judges and senior court administrators;
- programs designed to address a specific need, such as the multi-phase leadership development programs for probation and pretrial services officers and court managers;
- management “institutes”—week-long programs that focus on self-assessment, managerial power, and negotiation skills—for senior and mid-level court managers; and
- on-line seminars that bring geographically separated court employees together in an electronic classroom through the use of personal computers equipped with modems.

Participation in national and regional programs is by Center invitation only.

new seminars, workshops, & programs

Appellate Clerks and Chief Deputies is a workshop designed to explore operational management and leadership issues in the federal courts of appeals.

Ensuring Effective Case-Flow Management is a regional workshop for teams of clerks of court and case managers that focuses on the essential elements of effective and efficient civil case-flow management.

Evaluating the Effects of ADR is a seminar on research and evaluation methods courts can use to evaluate the effectiveness of the case management and alternative dispute resolution procedures they adopt. The workshop will teach practical skills—such as designing questionnaires, selecting a representative sample of cases, and analyzing data. These skills will help court staff measure whether a new program or case management procedure is providing the anticipated benefits.

Federal Court Manager Leadership Program is a two-year, self-directed developmental program designed to prepare court managers for positions of increasing leadership responsibility. Participants study court operations, analyze recurring court management problems, enhance their leadership skills, and focus on areas for further professional development. Applicants for the program must serve in a position of JSP 12 or above and have a minimum of five years' experience in the federal courts.

Managing the Human Impacts of Downsizing is a pilot program designed to help senior court staff manage the effects of downsizing. The program addresses planning for and communicating downsizing strategies, initiating interventions to assist court management teams and staff in coping with loss of staff in the workplace, and increasing support for and collaboration with other courts facing downsizing. The Administrative Office of the U.S. Courts is a cosponsor of the pilot program.

automated network services

The Center has electronic bulletin boards located on the Federal Judiciary Office Automation Users' Group National Bulletin Board System (Main BBS), which was established by the Administrative Office of the U.S. Courts.

In-Court Programs Conference enables court training specialists to access monthly updates on the Center's Media Library purchases, descriptions of current Center offerings and training programs developed in other districts, bibliographies of training resources, and a directory of court trainers. Court training specialists can send messages, post inquiries, and ask for help from the Center and each other. An automated Training Activity Report form is also available on the conference to assist courts in submitting their biannual reports to the Center.

In-District Training of New Officers Guide, described earlier, is available through the Probation and Pretrial Services Conference.

Other bulletin boards are designed to allow the exchange of ideas and information among various groups, such as trainees at national or regional seminars or facilitators of packaged training programs.

BBS Phone No.: (202) 273-2696

The Federal Judicial Center

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