

# FJTN Bulletin

WITH PROGRAMS FOR FEBRUARY AND MARCH 2002



#### Reception problems?

Call Convergent Media Systems (CMS) at 888-236-9044

#### Questions about downlink installations?

Call Steve Eiserman at 202-502-2749

#### Check the courts' intranet on the DCN for the most up-to-date program listings and answers to Frequently Asked Questions.

Go to <http://jnet.fjtn.dcn>  
 Note: If this address does not work, use <http://156.132.47.230/docs/EDUPROG/eduprogs.htm>

## FJTN Bulletin no longer mailed; available on the DCN

In an effort to reduce paper mailings, the *FJTN Bulletin* will be available online only. The courts will be notified, via E-mails sent to court unit executives and court training specialists, when the *Bulletin* has been posted on the Web site at <http://jnet.fjtn.dcn>.

We encourage courts to tape broadcasts for future

use and for distribution to in-district sites without downlinks. Videotapes of most FJC broadcasts are also available upon request, via fax, from the FJC's Information Services Office at 202-502-4077, after the broadcast. To request videotapes of AO broadcasts, please call Maurice White at 202-502-1660.

## Just added—New AO program for March

### **Alice Paul: "We Were Arrested of Course"**

March 19, 12:30 p.m.

March 26, 12:30 p.m.; 3:30 p.m.

March 29, 1:30 p.m.

*Designed primarily for:* All judiciary employees.

*Length:* 30 mins.

*Description:* This program tells the story of a demure young Quaker woman, Alice Paul, who inspired thousands of women to march out of their kitchens and into the streets to demand suffrage for women in 1917 through 1919. She and others were confined to vermin-infested prisons, fed wormy soup and bread, and

handcuffed to cell doors, but did not give up on their quest for a constitutional amendment that would guarantee women the right to vote.

For more information, call Joan Countryman in the AO Employee Relations Office at 202-502-1388.

## Coming in April

### **Negotiations and Effective Court Administration**

April 4 and 11

For more information, call Michael Siegel at the FJC at 202-502-4107.

### **Special Needs Offenders: Cyber Crime, Part Two**

April 25

For more information, contact Mark Sherman at the FJC at 202-502-4119 or [msherman@fjc.gov](mailto:msherman@fjc.gov).

## Coming in May

### **New edition of Court to Court**

May 2

For more information, call Zaneta Burkett or Judy Roberts at the FJC at 202-502-4125 or 4120.

### **Getting Organized (PBS)**

May 9

For more information, call Michael Siegel at the FJC at 202-502-4107.

### **Part Two of the FJC's Safety Series**

May 23

For more information, call Bill Thimmesch at the FJC at 202-502-4138.

# February 2002

*all times are Eastern Time*

Updated March 12, 2002

## 4

- 8:30 Judiciary TMC Contract
- 9:00 Rights and Benefits When You Enter Active-Duty Military
- 10:30 CM/ECF: A View from the Bench
- 11:00 Facilitation Meth. to Improve Business/IT Decision Making
- 12:00 Civil Justice Reform Act
- 1:00 Remote Super. Technologies
- 2:00 Introducing PACTS/ECM
- 3:00 OOPS! Developing Dynamic Web Sites Using Objects
- 4:00 Social Security Benefits for Employees Under FERS
- 4:30 Tech Talk

## 11

- 8:30 Federal Probation Officer's Role: Submissions to the National DNA Database
- 9:30 Judicial Assists./Judicial Secs.' Resource Program: A Guide for Working in Chambers
- 10:30 Officer Safety: Pepper Spray
- 11:30 Magistrate Judge Monthly Reporting
- 12:30 Managing Leave in a Family-Friendly Workplace
- 1:30 District Review Team Orient.
- 2:30 Rights and Benefits When You Enter Active-Duty Military
- 4:00 IT Talk (Jan. 2002)
- 4:30 Tech Talk

## 18

PRESIDENTS' DAY

- 8:30 IT Focus (Feb. 2002)
- 9:00 Judicial Assists./Judicial Secs.' Resource Program: A Guide for Working in Chambers
- 10:00 Rights and Benefits When You Enter Active-Duty Military
- 11:30 Personnel Security
- 12:30 Thurgood Marshall: Justice for All
- 1:30 Federal Probation Officer's Role: Submissions to the National DNA Database
- 2:30 Officer Safety: Pepper Spray
- 3:30 Mag. Judge Monthly Reporting
- 4:30 Tech Talk

## 5

- 8:30 Tech Talk
- 9:00 Personnel Security
- 10:00 Rights and Benefits When You Enter Active-Duty Military
- 11:30 Thurgood Marshall: Justice for All
- 12:30 IT Talk (Jan. 2002)
- 1:00 Judicial Assists./Judicial Secs.' Resource Program: A Guide for Working in Chambers
- 2:00 Facilitation Meth. to Improve Business/IT Decision Making
- 3:00 Thurgood Marshall: Justice for All
- 4:00 Realtime Writing Overview for Court Reporters

## 12

- 8:30 Tech Talk
- 9:00 Civil Justice Reform Act
- 10:00 Federal Probation Officer's Role: Submissions to the National DNA Database
- 11:00 Hear, Hear! It's An Administrative Hearing: An Employment Dispute Resolution Guide for Judges
- 1:00 IT Focus (Feb. 2002) **LIVE**
- 2:00 Facilitation Meth. to Improve Business/IT Decision Making
- 3:00 Architectures for Collaborative Computing
- 4:00 Understanding My Soc. Sec. Benefits with a CSRS Annuity
- 4:30 CM/ECF: View from the Bench

## 19

- 8:30 Tech Talk
- 9:00 Organizing Your Information: Understanding Relational Databases
- 10:00 IT Focus (Feb. 2002)
- 10:30 Managing Leave in a Family-Friendly Workplace
- 11:30 Three-Tier Architecture—Comp. of Modern Web Site
- 12:30 Civil Justice Reform Act
- 1:30 Financial Plan. Series (Part 1)
- 2:00 Financial Plan. Series (Part 2)
- 2:30 Financial Plan. Series (Part 3)
- 3:00 Financial Plan. Series (Part 4)
- 4:00 Thurgood Marshall: Justice for All

## 26

- 8:30 Tech Talk
- 9:00 Civil Justice Reform Act
- 10:00 Implementing a Web/Database Link
- 11:00 Personnel Security
- 12:00 IT Focus (Feb. 2002)
- 1:00 Remote Supervision Technologies
- 3:00 The Law Clerk Appointment Process
- 4:30 CM/ECF: A View from the Bench

## 6

- 9:00 Court to Court (Feb. 2002)
- 10:00 Court to Court (Feb. 2002)
- 11:00 Terrorism and the Law: The U.S.A. Patriot Act and Military Commissions
- 1:00 Court to Court (Feb. 2002)
- 2:00 Court to Court (Feb. 2002)
- 3:00 Terrorism and the Law: The U.S.A. Patriot Act and Military Commissions

## 13

- 8:30 Terrorism and the Law: The U.S.A. Patriot Act and Military Commissions
- 10:30 Terrorism and the Law: The U.S.A. Patriot Act and Military Commissions
- 12:30 Terrorism and the Law: The U.S.A. Patriot Act and Military Commissions
- 2:30 Terrorism and the Law: The U.S.A. Patriot Act and Military Commissions
- 4:30 Amistad: The Federal Courts and the Challenge to Slavery

## 20

- 8:30 Bankruptcy Law Update (Feb. 2002)
- 9:30 Bankruptcy Law Update (Feb. 2002)
- 10:30 Bankruptcy Law Update (Feb. 2002)
- 11:30 Bankruptcy Law Update (Feb. 2002)
- 12:30 Bankruptcy Law Update (Feb. 2002)
- 1:30 Bankruptcy Law Update (Feb. 2002)
- 2:30 Bankruptcy Law Update (Feb. 2002)
- 3:30 Bankruptcy Law Update (Feb. 2002)
- 4:30 Amistad: The Federal Courts and the Challenge to Slavery

## 27

- 8:30 Amistad: The Federal Courts and the Challenge to Slavery
- 9:00 Social Security: Process and Problems
- 11:00 Social Security: Process and Problems
- 1:00 Social Security: Process and Problems
- 3:00 Social Security: Process and Problems

## 7

Amistad: The Federal Courts and the Challenge to Slavery (broadcast every half hour from 8:30 a.m. to 4:30 p.m.)

## 14

- 8:30 CM/ECF: The *Court to Court* Collection
- 9:30 Safety Series: Personal Mindset
- 11:00 Amistad: The Federal Courts and the Challenge to Slavery
- 11:30 Amistad: The Federal Courts and the Challenge to Slavery
- 12:00 CM/ECF: The *Court to Court* Collection
- 1:00 Communications Between Judges, Settlement Judges, and Mediators: What's OK, What's Off Limits? **LIVE**
- 3:00 Substance Abuse: The Officer and the Treatment Process

## 21

- 8:30 Court to Court (Feb. 2002)
- 9:30 Court to Court (Feb. 2002)
- 10:30 Managerial Decision Making: Lessons from the Cuban Missile Crisis
- 12:00 Amistad: The Federal Courts and the Challenge to Slavery
- 12:30 Amistad: The Federal Courts and the Challenge to Slavery
- 1:00 Amistad: The Federal Courts and the Challenge to Slavery
- 1:30 Amistad: The Federal Courts and the Challenge to Slavery
- 2:00 Leading in Times of Crisis **LIVE**
- 3:30 Amistad: The Federal Courts and the Challenge to Slavery
- 4:00 Court to Court (Feb. 2002)

## 28

- 8:30 Court to Court (Feb. 2002)
- 9:30 Amistad: The Federal Courts and the Challenge to Slavery
- 10:00 CM/ECF: The *Court to Court* Collection
- 11:00 Court to Court (Feb. 2002)
- 12:00 Court to Court (Feb. 2002)
- 1:00 Substance Abuse: What's Different About Women? **LIVE**
- 3:00 CM/ECF: The *Court to Court* Collection
- 4:00 Sentencing and Guidelines: Criminal History Issues

## 1

- 8:30 Introducing PACTS/ECM
- 9:30 Managing Leave in a Family-Friendly Workplace
- 10:30 Personnel Security
- 11:30 District Review Team Orient.
- 12:30 Mag. Judge Monthly Reporting
- 1:30 Thurgood Marshall: Justice for All
- 2:30 Employee Assistance Program
- 3:30 Adobe Acrobat
- 4:30 Judiciary TMC Contract

## 8

- 8:30 Amistad: The Federal Courts and the Challenge to Slavery
- 9:00 Improving the CJA Voucher Payment Process: A District Clerk's Office Perspective
- 10:00 Amistad: The Federal Courts and the Challenge to Slavery
- 10:30 Appellate Case Opening
- 12:00 Amistad: The Federal Courts and the Challenge to Slavery
- 12:30 Court Forum: Managing Performance Problems
- 2:00 Sentencing and Guidelines: 2001 Amendments
- 4:00 Amistad: The Federal Courts and the Challenge to Slavery
- 4:30 Amistad: The Federal Courts and the Challenge to Slavery

## 15

- 8:30 Implementing a Web/Database Link
- 9:30 Acrobat Forms, Security, and Web Capture
- 10:30 Realtime Writing Overview for Court Reporters
- 11:30 Officer Safety: Pepper Spray
- 12:30 Judicial Assists./Judicial Secs.' Resource Program: A Guide for Working in Chambers
- 1:30 CM/ECF: View from the Bench
- 2:00 Thurgood Marshall: Justice for All
- 3:00 Travel Tools Available to Court Personnel
- 4:00 The Law Clerk Appt. Process

## 22

- 8:30 Amistad: The Federal Courts and the Challenge to Slavery
- 9:00 Terrorism and the Law: The U.S.A. Patriot Act and Military Commissions
- 11:00 Bankruptcy Law Update (Feb. 2002)
- 12:00 Bankruptcy Law Update (Feb. 2002)
- 1:00 Bankruptcy Law Update (Feb. 2002)
- 2:00 Bankruptcy Law Update (Feb. 2002)
- 3:00 Terrorism and the Law: The U.S.A. Patriot Act and Military Commissions

# March 2002

Updated March 12, 2002

*all times are Eastern Time*

## 4

- 8:30 Magistrate Judge Monthly Reporting
- 9:30 CM/ECF: A View from the Bench
- 10:00 Rights and Benefits When You Enter Active-Duty Military
- 11:30 Realtime Writing Overview for Court Reporters
- 12:30 Personnel Security
- 1:30 Facilitation Meth. to Improve Business/IT Decision Making
- 2:30 Travel Tools Available to Court Personnel
- 3:30 Federal Probation Officer's Role: Submissions to the National DNA Database
- 4:30 Tech Talk

## 11

- 8:30 Rights and Benefits When You Enter Active-Duty Military
- 10:00 District Review Team Orient.
- 11:00 Civil Justice Reform Act
- 12:00 Managing Leave in a Family-Friendly Workplace
- 1:00 Travel Tools Available to Court Personnel
- 2:30 Magistrate Judge Monthly Reporting
- 3:30 Three-Tier Architecture—Comp. of Modern Web Site
- 4:30 Tech Talk

## 18

- 8:30 WordPerfect File Mgmt.
- 10:30 CM/ECF: A View from the Bench
- 11:00 Acrobat Forms, Security, and Web Capture
- 12:00 Civil Justice Reform Act
- 1:00 District Review Team Orient.
- 2:00 Financial Plan. Series (Part 1)
- 2:30 Financial Plan. Series (Part 2)
- 3:00 Financial Plan. Series (Part 3)
- 3:30 Financial Plan. Series (Part 4)
- 4:30 Judiciary TMC Contract

## 25

- 8:30 Overview of Judiciary Comp.
- 9:30 Three-Tier Architecture—Comp. of Modern Web Site
- 10:30 Remote Super. Technologies
- 11:30 Managing Leave in a Family-Friendly Workplace
- 12:30 Officer Safety: Pepper Spray
- 1:30 Judicial Assists./Judicial Secs.' Resource Program: A Guide for Working in Chambers
- 2:30 Employee Assistance Program
- 3:30 Organ. Your Info.: Understanding Relational Databases
- 4:30 Tech Talk

## 5

- 8:30 Tech Talk
- 9:00 Employee Assistance Program
- 10:00 OOPS! Developing Dynamic Web Sites Using Objects
- 11:00 Hear, Hear! It's An Administrative Hearing: An Employment Dispute Resolution Guide for Judges
- 12:00 CM/ECF: View from the Bench
- 1:00 Remote Supervision Technologies
- 2:30 Personnel Security
- 3:30 Federal Probation Officer's Role: Submissions to the National DNA Database
- 4:30 Social Security Benefits for Employees Under FERS

## 12

- 8:30 Tech Talk
- 9:00 Implementing a Web/Database Link
- 10:00 The Law Clerk Appt. Process
- 11:00 Realtime Writing Overview for Court Reporters
- 12:00 Facilitation Meth. to Improve Business/IT Decision Making
- 1:00 Judicial Assists./Judicial Secs.' Resource Program: A Guide for Working in Chambers
- 2:30 Organizing Your Information: Understanding Relational Databases
- 3:30 Adobe Acrobat
- 4:30 Understanding My Soc. Sec. Benefits with a CSRS Annuity

## 19

- 8:30 Tech Talk
- 9:00 Overview of Judiciary Comp.
- 10:00 Rights and Benefits When You Enter Active-Duty Military
- 11:30 Judicial Assists./Judicial Secs.' Resource Program: A Guide for Working in Chambers
- 12:30 Alice Paul
- 1:00 IT Talk (March 2002) **LIVE**
- 2:30 Officer Safety: Pepper Spray
- 3:30 Mag. Judge Monthly Reporting
- 4:30 Judiciary TMC Contract

## 26

- 8:30 Tech Talk
- 9:00 Personnel Security
- 10:00 Rights and Benefits When You Enter Active-Duty Military
- 11:30 Facilitation Meth. to Improve Business/IT Decision Making
- 12:30 Alice Paul
- 1:00 HR Flexibilities: Understanding their Importance
- 3:00 IT Talk (March 2002)
- 3:30 Alice Paul
- 4:00 Overview of Judiciary Compensation

## 6

- 9:00 Terrorism and the Law: The U.S.A. Patriot Act and Military Commissions
- 11:00 Social Security: Process and Problems
- 1:00 Bankruptcy Law Update (Feb. 2002)
- 2:00 Bankruptcy Law Update (Feb. 2002)
- 3:00 Bankruptcy Law Update (Feb. 2002)
- 4:00 Bankruptcy Law Update (Feb. 2002)

## 13

- 9:00 Terrorism and the Law: The U.S.A. Patriot Act and Military Commissions
- 11:00 Social Security: Process and Problems
- 1:00 Bankruptcy Law Update (Feb. 2002)
- 2:00 Bankruptcy Law Update (Feb. 2002)
- 3:00 Bankruptcy Law Update (Feb. 2002)
- 4:00 Bankruptcy Law Update (Feb. 2002)

## 20

- 8:30 Bankruptcy Law Update (Feb. 2002)
- 9:30 Bankruptcy Law Update (Feb. 2002)
- 10:30 Bankruptcy Law Update (Feb. 2002)
- 11:30 Bankruptcy Law Update (Feb. 2002)
- 12:30 Terrorism and the Law: The U.S.A. Patriot Act and Military Commissions
- 2:30 Social Security: Process and Problems

## 27

- 9:00 Social Security: Process and Problems
- 11:00 Terrorism and the Law: The U.S.A. Patriot Act and Military Commissions
- 1:00 Bankruptcy Law Update (Feb. 2002)
- 2:00 Bankruptcy Law Update (Feb. 2002)
- 3:00 Bankruptcy Law Update (Feb. 2002)
- 4:00 Bankruptcy Law Update (Feb. 2002)

## 7

- 8:30 CM/ECF: The *Court to Court* Collection
- 9:30 Federal Probation and Pretrial Services Officers: Who • What • Why
- 10:00 Leading Through Lessons of Experience **LIVE**
- 12:00 Public Info and Outreach: Role of District Clerk of Court
- 2:00 Leading Through Lessons of Experience **LIVE**
- 4:00 Court to Court (Feb. 2002)

## 14

- 8:30 Court Forum: Managing Performance Problems
- 10:00 Court to Court (Feb. 2002)
- 11:00 CM/ECF: The *Court to Court* Collection
- 12:00 Public Info and Outreach: Role of District Clerk of Court
- 2:00 Court to Court (Feb. 2002)
- 3:00 Special Needs Offenders: Women Offenders and Their Children

## 21

- 8:30 Court to Court (Feb. 2002)
- 9:30 Sentencing and Guidelines: 2001 Amendments
- 11:30 Safety Series: Personal Mindset
- 1:00 Improving the CJA Voucher Payment Process: A District Clerk's Office Perspective
- 2:00 Court to Court (Feb. 2002)
- 3:00 Public Info and Outreach: Role of District Clerk of Court

## 28

- 8:30 Court to Court (Feb. 2002)
- 9:30 Court to Court (Feb. 2002)
- 10:30 Safety Series: Personal Mindset
- 12:00 Improving the CJA Voucher Payment Process: A District Clerk's Office Perspective
- 1:00 Managing Staff Conflict **LIVE**
- 3:00 Special Needs Offenders: Women Offenders and Their Children

## 1

- 8:30 Organ. Your Info.: Understanding Relational Databases
- 9:30 Judicial Assists./Judicial Secs.' Resource Program: A Guide for Working in Chambers
- 10:30 Civil Justice Reform Act
- 11:30 Federal Probation Officer's Role: Submissions to the National DNA Database
- 12:30 Officer Safety: Pepper Spray
- 1:30 Introducing PACTS/ECM
- 2:30 Managing Leave in a Family-Friendly Workplace
- 3:30 Implement. Web/Database Link
- 4:30 CM/ECF: View from the Bench

## 8

- 8:30 Bankruptcy Law Update (Feb. 2002)
- 9:30 Bankruptcy Law Update (Feb. 2002)
- 10:30 Bankruptcy Law Update (Feb. 2002)
- 11:30 Bankruptcy Law Update (Feb. 2002)
- 12:30 Social Security: Process and Problems
- 2:30 Terrorism and the Law: The U.S.A. Patriot Act and Military Commissions

## 15

- 8:30 Federal Probation Officer's Role: Submissions to the National DNA Database
- 9:30 WordPerfect 8/9 Macro Basics (Part 1)
- 11:30 Personnel Security
- 12:30 CM/ECF: A View from the Bench
- 1:00 Introducing PACTS/ECM
- 2:00 WordPerfect 8/9 Macro Basics (Part 2)
- 4:00 District Review Team Orient.

## 22

- 8:30 Substance Abuse: The Officer and the Treatment Process
- 10:30 Court Forum: Managing Performance Problems
- 12:00 Managerial Decision Making: Lessons from the Cuban Missile Crisis
- 1:30 Managing Generation X
- 3:00 Improving the CJA Voucher Payment Process: A District Clerk's Office Perspective
- 4:00 CM/ECF: The *Court to Court* Collection

## 29

- 8:30 OOPS! Developing Dynamic Web Sites Using Objects
- 9:30 Judicial Assists./Judicial Secs.' Resource Program: A Guide for Working in Chambers
- 10:30 Working Knowledge
- 11:30 Overview of Judiciary Comp.
- 12:30 Update: Modern Web Programming Languages
- 1:30 Alice Paul
- 2:00 Civil Justice Reform Act
- 3:00 Federal Probation Officer's Role: Submissions to the National DNA Database
- 4:00 Architectures for Collaborative Computing

**Acrobat Forms, Security, and Web Capture**

Feb. 15, 9:30 a.m.

March 18, 11:00 a.m.

*Designed primarily for:* Court personnel using Adobe Acrobat (version 4.0 is required for this class; PCs should be available for students during the broadcast).

*Prerequisites:* Understanding of common Windows 95 elements and hierarchical directory structures on hard drive; ability to perform basic Acrobat functions.

*Length:* 1 hr.

*Description:* This program focuses on using text fields, combo boxes, and radio buttons to create or convert forms for electronic distribution. Users learn how to create and save a leave request form with security options to prevent changes, and use Web Capture to save Web pages as PDF documents.

The outline and learning exercises can be downloaded from the Technology Training and Support Division's J-Net homepage at <http://156.132.84.151/training.htm>; click on "Office Automation, etc." then select this program title. For more information, call John Leonard in the AO Technology Training and Support Division at 210-301-6308.

**Adobe Acrobat**

Feb. 1, 3:30 p.m.

March 12, 3:30 p.m.

*Designed primarily for:* All judiciary computer users.

*Length:* 1 hr.

*Description:* Learn to publish any document in Portable Document Format (PDF) and preserve the exact look and content of the original for others who view your work on Microsoft Windows, Mac OS, and Unix platforms. PDF documents can easily be distributed electronically by E-mail, the Internet/Intranet, or a file system. You will also learn how to set preferences, navigate in the application, add interactive elements, insert and extract pages, edit and annotate documents, and place security locks on sensitive files.

This program focuses on the uses of Adobe Acrobat with CM/ECF. The complete Adobe Acrobat application, version 4.0, is required. (The free Adobe Acrobat Reader is not the complete version of Acrobat.) The program outline and companion learning exercises can be downloaded from the Technology Training and Support Division's J-Net homepage at <http://156.132.84.151/training.htm>; click on "Office Automation, etc." then select this program title. We recommend that students not use PCs during the broadcast.

For more information, call John Leonard in the AO Technology Training and Support Division at 210-301-6308.

**New from the FJC****Amistad: The Federal Courts and the Challenge to Slavery**

Feb. 7, 8:30, 9:00, 9:30, 10:00, 10:30, 11:00, 11:30 a.m.; 12:00, 12:30, 1:00, 1:30, 2:00, 2:30, 3:00, 3:30, 4:00, 4:30 p.m.

Feb. 8, 8:30, 10:00 a.m.; 12:00, 4:00, 4:30 p.m.

Feb. 13, 4:30 p.m.

Feb. 14, 11:00, 11:30 a.m.

Feb. 20, 4:30 p.m.

Feb. 21, 12:00, 12:30, 1:00, 1:30, 3:30 p.m.

Feb. 22, 8:30 a.m.

Feb. 27, 8:30 a.m.

Feb. 28, 9:30 a.m.

*Designed primarily for:* Judges, court employees, and the broader community of which the courts are a part.

*Length:* 30 mins.

*Description:* In 1839 the federal courts became the stage for a drama involving enslaved Africans who led a revolt against their captors and sought to return to their homeland in West Africa. The case of the *Amistad* forced the judiciary to address issues related to the slave trade, the property claims of slaveholders, and the enslaved men's claim of personal liberty. This program uses an extensive selection of historic images and documents to tell the story that culminated with the Supreme Court's decision about the freedom of the Africans from the *Amistad*.

For more information, call Bruce Ragsdale at the FJC at 202-502-4181.

**Appellate Case Opening**

Feb. 8, 10:30 a.m.

*Designed primarily for:* Appellate court staff working with case openings.

*Length:* 1 hr. 30 mins.

*Description:* This program examines administrative challenges facing appellate courts when cases are opened and presents effective practices courts have adopted to meet these challenges. Discussion focuses on four areas: case screening (the role of staff, case managers, and staff attorneys in case-captioning; case types; consolidating or "companioning" cases; jurisdictional issues); communication (developing concise, detailed letters to attorneys; informing district courts, attorneys, and the public of changes in national and local rules); quality control (modifications to the docket brought about by public access technology); and other logistics (second or successive applications; the briefing schedule; transferred cases; pro se issues).

For more information about this program, call Bob Fagan or Zaneta Burkett at the FJC at 202-502-4123 or 4125.

**Architectures for Collaborative Computing (WatchIT.com)**

Feb. 12, 3:00 p.m.  
 March 29, 4:00 p.m.

*Designed primarily for:* Information technology staff.

*Length:* 1 hr.

*Description:* E-mail, threaded discussions, group calendaring, electronic meetings, and content management are all examples of electronic collaboration. This program explains electronic collaboration and how it differs from knowledge management. It also describes the tools currently available to facilitate collaboration and explains how to calculate a return on investment (ROI).

This program is presented pursuant to our agreement with WatchIT.com. The ideas and content are not necessarily those of the Administrative Office of the U.S. Courts. For more information, contact Nancy Holland in the AO Technology Training and Support Division at 202-502-2697 or E-mail at AOHUBPO Holland, Nancy.

**New edition from the FJC**

**Bankruptcy Law Update (Feb. 2002)**

Feb. 20, 8:30, 9:30, 10:30, 11:30 a.m.; 12:30, 1:30, 2:30, 3:30 p.m.  
 Feb. 22, 11:00 a.m.; 12:00, 1:00, 2:00 p.m.  
 March 6, 1:00, 2:00, 3:00, 4:00 p.m.  
 March 8, 8:30, 9:30, 10:30, 11:30 a.m.  
 March 13, 1:00, 2:00, 3:00, 4:00 p.m.  
 March 20, 8:30, 9:30, 10:30, 11:30 a.m.  
 March 27, 1:00, 2:00, 3:00, 4:00 p.m.

*Designed primarily for:* Bankruptcy judges and law clerks.

*Length:* 1 hr.

*Description:* Professor Lawrence Ponoroff, dean of Tulane University School of Law, moderates a discussion with three nationally known experts in bankruptcy law. The discussion covers the concealment of assets in the context of *In re Barman*, 252 B.R. 403 (Bankr. E.D. Mich. 2000); the Worker Adjustment and Retraining Notification Act; and asset securitization.

Written materials can be downloaded from the FJC Web site at [jnet.fjc.dcn](http://jnet.fjc.dcn). For more information, call Jackie Clark or Karen Sparkes at the FJC at 202-502-4250.

**Civil Justice Reform Act**

Feb. 4, 12:00 p.m.  
 Feb. 12, 9:00 a.m.  
 Feb. 19, 12:30 p.m.  
 Feb. 26, 9:00 a.m.  
 March 1, 10:30 a.m.  
 March 11, 11:00 a.m.  
 March 18, 12:00 p.m.  
 March 29, 2:00 p.m.

*Designed primarily for:* Article III and magistrate judges; district clerks and staff; circuit executives and staff.

*Length:* 35 mins.

*Description:* This program covers the history of and reporting requirements under the Civil Justice Reform Act (CJRA). It de-

scribes the responsibilities of the Administrative Office, district courts, and circuit executives; provides basic technical guidance for systems administrators; and offers points of contact for pertinent information on the CJRA.

For more information, call Maurice Galloway in the AO Statistics Division at 202-502-1493.

**CM/ECF: A View from the Bench**

Feb. 4, 10:30 a.m.  
 Feb. 12, 4:30 p.m.  
 Feb. 15, 1:30 p.m.  
 Feb. 26, 4:30 p.m.  
 March 1, 4:30 p.m.  
 March 4, 9:30 a.m.  
 March 5, 12:00 p.m.  
 March 15, 12:30 p.m.  
 March 18, 10:30 a.m.

*Designed primarily for:* Bankruptcy judges.

*Length:* 25 mins.

*Description:* In this program, bankruptcy judges from several courts that have implemented CM/ECF discuss issues of particular interest to the bench, including how CM/ECF has affected their court, the benefits of the system, issues relating to the bar, signatures and other legal questions, and the role of judges in implementing CM/ECF.

For more information, contact Nancy Miller in the AO Office of Judges Programs at 202-502-1815.

**New from the FJC**

**CM/ECF: The Court to Court Collection**

Feb. 14, 8:30 a.m.; 12:00 p.m.  
 Feb. 28, 10:00 a.m.; 3:00 p.m.  
 March 7, 8:30 a.m.  
 March 14, 11:00 a.m.  
 March 22, 4:00 p.m.

*Designed primarily for:* All judiciary employees.

*Length:* 40 mins. (approx.)

*Description:* This program is a selection of previous segments from *Court to Court* relating specifically to CM/ECF. *Court to Court* meets with three district courts (W.D. Mo., N.D. Ohio, N.D. Cal.) and two bankruptcy courts (S.D. N.Y., W.D. N.C.) during the early stages of their implementation of CM/ECF. Judges, court staff, and attorneys describe what they've done to accomplish the transition from paper to electronic files. The courts' experiences cover everything from the fear of change to training attorneys.

For more information, call David Kolm at the FJC at 202-502-4229.

New from the FJC

**Communications Between Judges, Settlement Judges, and Mediators: What's OK, What's Off Limits?**

Advance registration required; Push-To-Talk will be used.

Feb. 14, 1:00 p.m. LIVE

*Designed primarily for:* Judges, settlement judges, mediators, clerks of court, ADR administrators, and interested staff.

*Length:* 2 hrs.

*Description:* Under what circumstances are communications with mediators, including magistrate judges and staff mediators, appropriate once a case has been referred to ADR? What information do judges and ADR administrators need? How can judges get the information they need without sacrificing the trust of the parties in the mediation process? These issues are among the topics to be discussed by judges, ADR administrators, attorneys, and mediators.

All sites may participate via fax. Push-To-Talk participation will be limited to 20 sites and will entail some preliminary work to stimulate maximum discussion. Written materials may be downloaded from the FJC Web site at [jnet.fjc.dcn](http://jnet.fjc.dcn). For more information or to register, call Bob Fagan or Zaneta Burkett at the FJC at 202-502-4123 or 4126.

**Court Forum: Managing Performance Problems**

Feb. 8, 12:30 p.m.

March 14, 8:30 a.m.

March 22, 10:30 a.m.

*Designed primarily for:* Supervisors.

*Length:* 1 hr. 30 mins.

*Description:* Using a case study, Chief Pretrial Services Officer John Byrd (W.D. Tex.), Chief Probation Officer Ellen Krause (D. Del.), and Clerks of Court Felicia Cannon (D. Md.) and Norman Meyer (Bankr. D. N.M.) discuss strategies for managing common performance problems, including analyzing problems, identifying interventions, and developing action plans.

This program may be used for 1.5 hours of group training credit in the Supervisors' Development Program. Participant materials can be downloaded from the FJC Web site at [jnet.fjc.dcn](http://jnet.fjc.dcn). For more information, call Joy Richardson at the FJC at 202-502-4105.

New edition from the FJC

**Court to Court (Feb. 2002)**

Feb. 6, 9:00, 10:00 a.m.; 1:00, 2:00 p.m.

Feb. 21, 8:30, 9:30 a.m.; 4:00 p.m.

Feb. 28, 8:30, 11:00 a.m.; 12:00 p.m.

March 7, 4:00 p.m.

March 14, 10:00 a.m.; 2:00 p.m.

March 21, 8:30 a.m.; 2:00 p.m.

March 28, 8:30, 9:30 a.m.

*Designed primarily for:* All judiciary employees.

*Length:* 35 mins. (approx.)

*Description:* Dealing with the public, both at the intake counter and over the telephone, is an important job. *Court to Court* travels to a combined clerk's office (D. Idaho) and a bankruptcy court (W.D. Wash.) for insights into how to make customer service successful. We also attend a naturalization ceremony in the District of North Dakota to see how the court enhances this experience for new citizens. "Words to Know" explains *pro hac vice*, *writs of execution*, and *garnishment*.

For more information, call Zaneta Burkett or Judy Roberts at the FJC at 202-502-4125 or 4120.

New from the AO

**Decentralization of BOC 2333: FTS 2001 Long Distance Service**

(Parts One and Two)

Advance registration required for Push-To-Talk.

~~Part One: Feb. 26, 1:00 p.m. LIVE CANCELLED~~

~~Part Two: March 5, 1:00 p.m. LIVE CANCELLED~~

~~Part One: March 12, 1:00 p.m. LIVE CANCELLED~~

~~Part Two: March 19, 1:00 p.m. LIVE CANCELLED~~

*Designed primarily for:* Court unit executives, designated telecommunications court unit representatives.

*Length:* 1 hr.

*Description:* FTS 2001 long distance service will be decentralized to court units in October 2002. This program addresses specific topics concerning the critical aspects of long distance phone service, including policies and procedures, technical provisioning in North America, budget and allotment process, and the role of the General Service Administration in invoicing.

For more information, contact Nancy Holland in the AO Systems Deployment and Support Division at 202-502-2697 or E-mail at [AOHUBPO@holland.nancy](mailto:AOHUBPO@holland.nancy). To register, call the AO Distance Learning Program Registrar at 202-502-1670.

**District Review Team Orientation**

Feb. 1, 11:30 a.m.            March 15, 4:00 p.m.  
 Feb. 11, 1:30 p.m.        March 18, 1:00 p.m.  
 March 11, 10:00 a.m.

*Designed primarily for:* Judiciary employees conducting district reviews for probation and pretrial services offices.

*Length:* 1 hr.

*Description:* Regional administrators and court specialists conduct district reviews of probation and pretrial services offices to provide feedback on operations. The pool of district review team members is being expanded. This program provides an introduction to the roles and responsibilities of team members, as well as an overview of the district review process.

For more information, call Reginald Michael in the AO Office of Probation and Pretrial Services at 202-502-1636.

**The Employee Assistance Program**

Feb. 1, 2:30 p.m.  
 March 5, 9:00 a.m.  
 March 25, 2:30 p.m.

*Designed primarily for:* All court employees.

*Length:* 1 hr.

*Description:* This program highlights the Employee Assistance Program (EAP) services available to court units for both managers and employees. As a managerial tool, the EAP offers training sessions that assist supervisors in the effective management of employees with performance problems. Other training sessions focus on issues that affect employees and the workplace, including traumatic events like downsizing. Also included are programs that concentrate on interaction skills necessary for employee growth and morale. "Transitions in the Workplace: Coping with Change" helps employees with major reorganizational changes. Details are provided as to how courts can make arrangements for the services mentioned in the broadcast.

For more information, call J.J. FitzGerald in the AO Human Resources Division at 202-502-3217.

**Facilitation Methods to Improve Business/IT Decision Making (WatchIT.com)**

Feb. 4, 11:00 a.m.            March 4, 1:30 p.m.  
 Feb. 5, 2:00 p.m.            March 12, 12:00 p.m.  
 Feb. 12, 2:00 p.m.        March 26, 11:30 a.m.

*Designed primarily for:* Court unit managers and training specialists.

*Length:* 35 mins.

*Description:* This program helps court staff learn to use facilitation and other methods to improve decision making for the effective use of information technology. Best practices from traditional facilitation methods are identified with specific guidance on defining business problems and employing consensus-building techniques.

For more information, contact Nancy Holland in the AO Systems Deployment and Support Division at 202-502-2697 or E-mail at AOHUBPO Holland, Nancy.

**Federal Probation and Pretrial Services Officers: Who • What • Why (An Overview for Non-Officer Court Staff)**

March 7, 9:30 a.m.

*Designed primarily for:* Non-officer court staff who want to learn more about the roles and responsibilities of probation and pretrial services officers.

*Length:* 30 mins.

*Description:* Produced in 1996, this program takes a look at four working officers and the activities their jobs encompass—from the pretrial services officer's first interview with an arrestee to the probation officer's community supervision of a convicted offender after a prison term.

For more information, call Marlene Davis at the FJC at 202-502-4111.

**Federal Probation Officer's Role: Submissions to the National DNA Database**

Feb. 11, 8:30 a.m.  
 Feb. 12, 10:00 a.m.  
 Feb. 25, 1:30 p.m.  
 March 1, 11:30 a.m.  
 March 4, 3:30 p.m.  
 March 5, 3:30 p.m.  
 March 15, 8:30 a.m.  
 March 29, 3:00 p.m.

*Designed primarily for:* Federal probation officers.

*Length:* 1 hr.

*Description:* Recent federal legislation requires the collection of DNA from certain federal offenders who are currently on probation, parole, or supervised release. The Federal Bureau of Investigation, which maintains the DNA database, requires that DNA be obtained from blood samples and that fingerprints be taken when the blood is drawn as part of the identification process. This program provides instruction on how best to comply with the requirements and successfully collect samples.

For more information, call Nancy Beatty in the AO Office of Probation and Pretrial Services at 202-502-1649.

**Financial Planning Series  
(Parts One, Two, Three, and Four)**

Part One: Setting and Achieving Financial Goals

Feb. 19, 1:30 p.m.

March 18, 2:00 p.m.

Part Two: Investing Beyond the Thrift Savings Plan

Feb. 19, 2:00 p.m.

March 18, 2:30 p.m.

Part Three: Other Areas of Financial Concern

Feb. 19, 2:30 p.m.

March 18, 3:00 p.m.

Part Four: Review and Open Forum

Feb. 19, 3:00 p.m.

March 18, 3:30 p.m.

*Designed primarily for:* All judiciary employees.

*Length:* 30 mins. each part, except Part Four, which is 1 hr.

*Description:* In this series, a licensed financial planner discusses the purpose and importance of financial planning. Part One covers the six fundamentals of financial planning and methods for setting and achieving financial and retirement goals. Part Two provides an overview of basic investment tools, and explains the stock pages, asset allocation, and mutual funds. Part Three describes methods for planning and saving for college education, types of mortgages, and estate planning. In Part Four, the financial planner answers questions from court personnel and reviews portions of the first three programs.

For more information, call Kay Johnson in the AO Human Resources Division at 202-502-3195.

**FJTN News Update**

*Designed primarily for:* Judges and court staff.

*Length:* 2-5 mins.

*Description:* FJTN News Update highlights news events and policy changes of interest to the federal judiciary. *FJTN News Update* airs throughout the FJTN broadcast day, appearing either before or after a program. For more information, call Cary Casola in the AO Office of Public Affairs at 202-502-2600.

**Hear, Hear! It's An Administrative Hearing: An Employment Dispute Resolution Guide for Judges**

Feb. 12, 11:00 a.m.

March 5, 11:00 a.m.

*Designed primarily for:* Judges, judicial officers, court unit executives, and managers.

*Length:* 34 mins.

*Description:* This program addresses the judge's role in the Employment Dispute Resolution (EDR) process. Trudi Morrison, chief of the Employee Relations Office at the AO, introduces the program. Judge Dennis Jacobs (2nd Cir.), chair of the Judicial Conference Committee on Judicial Resources, provides an overview of the EDR process and narrates the program.

This program is designed to supplement the Employment Dispute Resolution Bench Book for Judges, which is based on the provisions of the Model EDR Plan. The program should be used in conjunction with individual court plans, which differ from the Model EDR Plan.

For more information, call Trudi Morrison in the AO Employee Relations Office at 202-502-1380.

**New from the AO**

**Human Resource Flexibilities: Understanding their Importance**

Advance registration required.

March 26, 1:00 p.m.

*Designed primarily for:* Court unit executives.

*Length:* 1 hr.

*Description:* In this program, a panel of court unit executives, moderated by the Human Resources Division, share their experiences in using human resource tools and flexibilities available in the Court Personnel System. Other court unit executives provide scenarios and sound bites of specific examples illustrating human resource flexibilities and effective human resource management principles.

For more information, call Charlotte Peddicord in the AO Office of Human Resources and Statistics at 202-502-3100. To register, call the AO Distance Learning Program Registrar at 202-502-1670.

**Implementing a Web/Database Link**

Feb. 15, 8:30 a.m.

Feb. 26, 10:00 a.m.

March 1, 3:30 p.m.

March 12, 9:00 a.m.

*Designed primarily for:* Court automation staff.

*Length:* 50 mins.

*Description:* This program teaches users how to increase the effectiveness of a Web site by providing access to database information via the Web. Participants will learn to identify the Web server components needed to provide access to a database; configure the link between a Web site and a database server; open and close the database from a Web page; and return results from a database query on a custom Web page. They will also learn how to post updates to a database directly from a Web page and secure the database to prevent unauthorized access.

The outline and learning materials can be downloaded from the Technology Training and Support Division's J-Net homepage at 156.132.84.151/training.htm; click on "Office Automation, etc." then select this program title. For more information, contact Nancy Holland in the AO Technology Training and Support Division at 202-502-2697 or E-mail at AOHUBPO Holland, Nancy.



**Improving the CJA Voucher Payment Process: A District Clerk's Office Perspective**

Feb. 8, 9:00 a.m.  
 March 21, 1:00 p.m.  
 March 22, 3:00 p.m.  
 March 28, 12:00 p.m.

*Designed primarily for:* Employees in district and appellate courts and federal public defender offices.

*Length:* 1 hr.

*Description:* The Criminal Justice Act of 1964 requires that federal courts provide counsel for individuals who are financially unable to retain counsel in federal criminal cases. The judicial branch spends about \$445 million annually to meet this statutory obligation. Of this expenditure, the AO paid about \$160 million and processed over 70,000 payment vouchers for court-appointed panel attorneys, investigative, and other expert services.

In this program, court personnel from two district courts (W.D. Va. and Utah) explain their in-court procedures for ensuring the accuracy of CJA vouchers and supporting documentation before they are submitted for payment. These streamlined procedures have contributed to timely payments to attorneys and experts for services rendered. Staff from both courts and a representative from the AO participate in a question-and-answer session.

Written materials can be downloaded from the FJC Web site at [jnet.fjc.dcn](http://jnet.fjc.dcn). For more information, call Fran Toler at the FJC at 202-502-4128.

**Introducing PACTS/ECM**

Feb. 1, 8:30 a.m.  
 Feb. 4, 2:00 p.m.  
 March 1, 1:30 p.m.  
 March 15, 1:00 p.m.

*Designed primarily for:* Probation and pretrial services managers and staff; automation implementation and support personnel.

*Length:* 1 hr.

*Description:* This program helps viewers prepare for the transition to PACTS-ECM (Probation and Pretrial Services Automated Case Tracking-Electronic Case Management System), a soon-to-be-implemented system that will enhance capabilities to track and manage cases electronically. Presenters introduce the many features of PACTS-ECM that provide for more efficient data collection and manipulation, as well as customized reporting of case-specific information. An implementation schedule is presented, along with information about training and support resources.

For more information, call Farhad Safaie in the AO Office of Probation and Pretrial Services at 202-502-1650. Visit the PACTS-ECM Web site at <http://jnet.ao.dcn/courtoperations/fcsd/html/pactsecm.htm>.

**New edition from the AO**

**IT (Information Technology) Focus (Feb. 2002)**

Advance registration required for Push-To-Talk.

Feb. 12, 1:00 p.m. LIVE  
 Feb. 19, 10:00 a.m.  
 Feb. 25, 8:30 a.m.  
 Feb. 26, 12:00 p.m.

*Designed primarily for:* Court unit executives and IT professionals.

*Length:* 30 mins.

*Description:* For information about this edition, contact Nancy Holland in the AO Systems Deployment and Support Division at 202-502-2697 or E-mail at AOHUBPO Holland, Nancy. To register for the live program, call the AO Distance Learning Program Registrar at 202-502-1670.

**IT (Information Technology) Talk (Jan. 2002)**

Feb. 5, 12:30 p.m.  
 Feb. 11, 4:00 p.m.

*Designed primarily for:* All court staff.

*Length:* 30 mins.

*Description:* *IT Talk* provides an update on current topics of interest to information technology professionals in the judiciary. In this edition, guest presenters discuss the Courtroom Technology Project.

For more information, contact Nancy Holland in the AO Systems Deployment and Support Division at 202-502-2697 or E-mail at AOHUBPO Holland, Nancy.

**New edition from the AO**

**IT (Information Technology) Talk (March 2002)**

Advance registration required for Push-To-Talk.

March 19, 1:00 p.m. LIVE  
 March 26, 3:00 p.m.

*Designed primarily for:* All court staff.

*Length:* 30 mins.

*Description:* *IT Talk* provides an update on current topics of interest to information technology professionals in the judiciary. Guest presenters discuss current automation issues and answer questions from court viewers.

For more information, contact Nancy Holland in the AO Systems Deployment and Support Division at 202-502-2697 or E-mail at AOHUBPO Holland, Nancy. To register, call the AO Distance Learning Program Registrar at 202-502-1670.

**Judicial Assistants'/Judicial Secretaries' Resource Program: A Guide for Working in Chambers**

|                     |                      |
|---------------------|----------------------|
| Feb. 5, 1:00 p.m.   | March 1, 9:30 a.m.   |
| Feb. 11, 9:30 a.m.  | March 12, 1:00 p.m.  |
| Feb. 15, 12:30 p.m. | March 19, 11:30 a.m. |
| Feb. 25, 9:00 a.m.  | March 25, 1:30 p.m.  |
|                     | March 29, 9:30 a.m.  |

*Designed primarily for:* Judicial assistants/judicial secretaries and law clerks.

*Length:* 1 hr.

*Description:* This program provides an overview of a new CD-ROM that provides practical information for judicial assistants and judicial secretaries. Topics include understanding the court system, the Administrative Office, the Code of Conduct for Judicial Employees and Judges, general duties and responsibilities, travel, computer technology, directories and resources, court security, law clerks, training, and human resources. The Judges' Secretaries Advisory Group Education and Training Focus Group, chaired by R. Townsend Robinson, deputy assistant director for the Office of Human Resources and Statistics, discusses the overall use of the CD-ROM for both new and tenured judicial assistants and judicial secretaries throughout the country.

For more information, call Terri Tinsley in the AO Program and Workforce Development Division at 202-502-1664.

**Judiciary Travel Management Center (TMC) Contract**

|                   |                     |
|-------------------|---------------------|
| Feb. 1, 4:30 p.m. | March 18, 4:30 p.m. |
| Feb. 4, 8:30 a.m. | March 19, 4:30 p.m. |

*Designed primarily for:* All judiciary employees.

*Length:* 20 mins.

*Description:* This program introduces the new Travel Management Center contractor. A panel conveys information about effective use of the judiciary-wide contract travel agency as well as ways to minimize the effect of the transaction fees.

For more information, call Eunice Phillips in the AO Relocation & Travel Management Branch at 202-502-1290.

**The Law Clerk Appointment Process**

|                      |
|----------------------|
| Feb. 15, 4:00 p.m.   |
| Feb. 26, 3:00 p.m.   |
| March 12, 10:00 a.m. |

*Designed primarily for:* Judicial officers, court unit executives, human resource managers, and other court personnel.

*Length:* 1 hr.

*Description:* Focusing on the policies of the Judicial Conference and statutory provisions governing law clerk appointments, this program provides information on qualification standards, types of appointments, and leave and retirement coverage for law clerks. It covers policies and procedures that require special attention when submitting personnel requests for law clerks, such as the employment of a noncitizen and requests for salary matching/advanced in-step for appointments.

For more information, call Carla Robinson in the AO Human Resources Division at 202-502-3159.

**New from the FJC****Leading in Times of Crisis**

Advance registration required; Push-To-Talk will be used.

Feb. 21, 2:00 p.m. LIVE

*Designed primarily for:* Court managers and staff involved in emergency preparedness planning and operations.

*Length:* 1 hr. 30 mins.

*Description:* After the tragic events of September 11, many court managers have a new sense of urgency and commitment to their roles as leaders. This program features interviews with Kathleen Farrell, clerk, and Vito Genna, chief deputy (Bankr. S.D.N.Y.); Sherri R. Carter, clerk, and Allen Leslien, chief deputy (C.D. Cal.), who have led their courts through crises. It also features a live panel discussion with Karen Milton, circuit executive (2d Cir.), Ralph L. DeLoach, clerk (D. Kan.), Frank Schwartz, chief probation officer (S.D. Fla.), and FJC staff on strategies leaders can take to anticipate and respond to emergency situations. Bill Lehman, deputy assistant director of the AO Office of Facilities and Security, provides guidance on Continuity of Operations Plans (COOP) and resources for disaster assistance.

This program may be used for 1.5 hours of group training credit in the Supervisors' Development Program. All court sites may participate via fax. We will enroll 15 sites for Push-To-Talk. Participant materials can be downloaded from the FJC Web site at [jnet.fjc.dcn](http://jnet.fjc.dcn). For more information or to register, call Michael Siegel or Valdenia Simmons at the FJC at 202-502-4107 or 4108.

**New sessions from the FJC****Leading Through Lessons of Experience**

Advance registration required; Push-To-Talk will be used.

March 7, 10:00 a.m. LIVE; 2:00 p.m. LIVE

*Designed primarily for:* Unit executives, managers, and court training specialists.

*Length:* 2 hrs.

*Description:* A panel of senior court leaders shows how they have turned their experiences into stories that convey organizational priorities and values, effective work behaviors, and lessons learned. Participants will learn and practice a process for developing and delivering effective stories. The panel members are Chief Bankruptcy Judge J. Rich Leonard (Bankr. E.D. N.C.); Brenda Argoe, U.S. bankruptcy clerk (D. S.C.); Terry Deppner, chief deputy (S.D. W. Va.); and Oscar J. Stephenson, Jr., chief U.S. probation officer (N.D. Ala.).

This program may be used for 2 hours of group training credit in the Supervisors' Development Program. For more information or to register, call Bob Luke or JoAnn Barnes at the FJC at 202-502-4104.

**Magistrate Judge Monthly Reporting**

Feb. 1, 12:30 p.m.            March 4, 8:30 a.m.  
 Feb. 11, 11:30 a.m.        March 11, 2:30 p.m.  
 Feb. 25, 3:30 p.m.         March 19, 3:30 p.m.

*Designed primarily for:* Magistrate judges, their secretaries, and courtroom deputy clerks.

*Length:* 1 hr.

*Description:* This program provides nationwide training on the proper methods of recording and reporting statistical information on magistrate judge duties. 28 U.S.C. §§ 604(d)(2) & (3) require the director of the Administrative Office to collect magistrate judge workload statistics and present this information to Congress. This data is currently submitted monthly to the Magistrate Judges Division on JS 43, "U.S. Magistrate Judge Monthly Report."

For more information, call Joy Plante in the AO Magistrate Judges Division at 202-502-1830.

**Managerial Decision Making: Lessons from the Cuban Missile Crisis (PBS/NTU)**

Feb. 21, 10:30 a.m.         March 22, 12:00 p.m.

*Designed primarily for:* Court managers and supervisors.

*Length:* 1 hr. 30 mins.

*Description:* The Cuban Missile Crisis provides not only a good history lesson, but also an examination of leadership styles and processes that led President John F. Kennedy to a sound decision. This program uses film footage from historic meetings, interviews with key participants (including court managers), and comments from a New York University professor to translate some of the events into a management framework applicable to the courts.

This program may be used for 1.5 hours of group training credit in the Supervisors' Development Program. For more information, call Valdenia Simmons at the FJC at 202-502-4108.

**Managing Generation X**

March 22, 1:30 p.m.

*Designed primarily for:* Court managers.

*Length:* 1 hr. 30 mins.

*Description:* Research indicates that the difference in work values and styles of Baby Boomer managers and their Gen X employees can cause friction and misunderstanding in the workplace. Dr. Neil Stroul, an organizational psychologist and national expert, discusses ways managers can put these issues into perspective and thereby help bridge this "generation gap."

For more information, call Mark Maggio at the FJC at 202-502-4139.

**Managing Leave in a Family-Friendly Workplace**

Feb. 1, 9:30 a.m.            March 1, 2:30 p.m.  
 Feb. 11, 12:30 p.m.        March 11, 12:00 p.m.  
 Feb. 19, 10:30 a.m.        March 25, 11:30 a.m.

*Designed primarily for:* Court unit executives, supervisors, leave-approving officials, human resource specialists; all employees covered by the judiciary's leave policy.

*Length:* 1 hr.

*Description:* This program is designed to give supervisors and employees a general understanding of the complex variety of leave policies that allow employees to manage family responsibilities in addition to work responsibilities. It explains which types of leave requests involve employee entitlements and which types may be denied or rescheduled based on the work demands of the office. It examines typical leave request situations, rules regarding the specific leave policy, and the responsibilities of the employee and supervisor in each situation.

For more information, call Allen Brown in the AO Human Resources Division at 202-502-3185.

**New from the FJC  
 Managing Staff Conflict**

*Advance registration required for participant materials.*

March 28, 1:00 p.m. LIVE

*Designed primarily for:* Supervisors.

*Length:* 1 hr. 30 mins.

*Description:* Workplace conflict is a fact of life—and no wonder, given the wide range of beliefs, experiences, and work styles in today's job force. Using vignettes and panel discussions, this program looks at sources of conflict and shows supervisors how best to intervene when conflict occurs.

Participants may fax comments or questions before or during the broadcast. To register, download the registration packet from the FJC Web site at [jnet.fjc.dcn](http://jnet.fjc.dcn). The registration deadline is March 1. This program may be used for 1.5 hours of group training credit in the Supervisors' Development Program. For more information, call Joy Richardson at the FJC at 202-502-4105.

**Officer Safety: Proper Use of Pepper Spray**

Feb. 11, 10:30 a.m.  
 Feb. 15, 11:30 a.m.  
 Feb. 25, 2:30 p.m.  
 March 1, 12:30 p.m.  
 March 19, 2:30 p.m.  
 March 25, 12:30 p.m.

*Designed primarily for:* Probation and pretrial services officers.

*Length:* 45 mins.

*Description:* Pepper spray is an important tool that probation and pretrial services officers can utilize to enhance their safety and defense. Safety and Fireman Administrator Brett Cole and a panel of officers discuss the policy regarding the use of pepper spray and introduce a video for probation and pretrial services officers on this topic. The video demonstrates the proper carrying, draw, and discharge of pepper spray, and reinforces the policy of the director of the Administrative Office of the U.S. Courts.

For more information, contact Brett Cole at 202-502-1647.

**OOPS! Developing Dynamic Web Sites Using Objects**

Feb. 4, 3:00 p.m.

March 5, 10:00 a.m.

March 29, 8:30 a.m.

*Designed primarily for:* Court automation staff.*Length:* 1 hr.

*Description:* This program focuses on how object-oriented programming (OOP) will shape future application development. It describes what “objects” are and how they work; what the standards of DCOM and CORBA imply; how the use of JavaBeans and servlets changes design strategies; and other factors to consider when designing a solution. In addition, court experts describe their experiences in developing a two- or three-tier solution.

The program outline and companion learning exercises can be downloaded from the Technology Training and Support Division’s J-Net homepage at <http://156.132.84.151/training.htm>; click on “Office Automation, etc.” then select this program title. For more information, contact Nancy Holland in the AO Technology Training and Support Division at 202-502-2697 or E-mail at AOHUBPO Holland, Nancy.

**Organizing Your Information: Understanding Relational Databases**

Feb. 19, 9:00 a.m.

March 1, 8:30 a.m.

March 12, 2:30 p.m.

March 25, 3:30 p.m.

*Designed primarily for:* Court automation staff.

*Prerequisite:* Experience with database use and design is helpful.

*Length:* 1 hr.

*Description:* Understanding the principles behind good database design is important for providing effective Web-based solutions. This program focuses on the “back-end” of a three-tier Web site—the database. Discussions cover the definition of a relational database, the principles of database normalization, why normalization is critical, and when it can work against you.

The program outline and companion learning materials can be downloaded from the Technology Training and Support Division’s J-Net homepage at <http://156.132.84.151/training.htm>; click on “Office Automation, etc.” then select this program title. For more information, contact Nancy Holland in the AO Technology Training and Support Division at 202-502-2697 or E-mail at AOHUBPO Holland, Nancy.

**Overview of Judiciary Compensation**

March 19, 9:00 a.m.

March 26, 4:00 p.m.

March 25, 8:30 a.m.

March 29, 11:30 a.m.

*Designed primarily for:* Court unit executives, personnel specialists, and court employees.*Length:* 1 hr.

*Description:* This program provides an overview of the compensation components of the Judiciary Salary Plan (JSP) and the

Court Personnel System (CPS). It includes a discussion of the JSP and CPS pay tables and progression policies. The program also covers salary matching, saved grade and saved pay, severance pay, employee recognition and recruitment, and retention bonuses. It also covers pay-setting practices upon appointment, demotion, promotion, and other pay-setting actions.

For more information, call Pam Whittaker in the AO Human Resources Division at 202-502-3212.

**Personnel Security**

Feb. 1, 10:30 a.m.

Feb. 5, 9:00 a.m.

Feb. 25, 11:30 a.m.

Feb. 26, 11:00 a.m.

March 4, 12:30 p.m.

March 5, 2:30 p.m.

March 15, 11:30 a.m.

March 26, 9:00 a.m.

*Designed primarily for:* All probation and pretrial services officers, personnel specialists/assistants.*Length:* 1 hr.

*Description:* This program covers background investigation requirements (both initial and reinvestigation) for probation and pretrial services officers and officer assistants. It provides an overview of both the initial investigation process and the newly established reinvestigation program, including employee notification, form requirements, and investigative scopes.

For more information, call Etta Johnson in the AO Office of Court Programs at 202-502-1652.

**Public Information and Outreach: The Role of the District Clerk of Court**

March 7, 12:00 p.m.

March 14, 12:00 p.m.

March 21, 3:00 p.m.

*Designed primarily for:* District clerks of court, judges, and interested staff.*Length:* 2 hrs.

*Description:* This program, developed in cooperation with the AO Office of Public Affairs, addresses issues district clerks of court confront as they manage the court’s relationship with the media, the bar, and the community. It presents important lessons from district and appellate courts and participants in the public affairs pilot program sponsored by the AO. Court staff panels discuss media relations, community outreach, public education, and internal and external communications. The program also explains what courts are doing to increase public understanding of the federal courts.

This program may be used for 2 hours of group training credit in the Supervisors’ Development Program. Written materials may be downloaded from the FJC Web site at [jnet.fjc.dcn](http://jnet.fjc.dcn). For more information, call Bob Fagan or Angela Stewart at the FJC at 202-502-4123 or 4126.

**Realtime Writing Overview for Court Reporters**

Feb. 5, 4:00 p.m.                      March 4, 11:30 a.m.  
 Feb. 15, 10:30 a.m.                  March 12, 11:00 a.m.  
*Designed primarily for:* Federal official court reporters.  
*Length:* 1 hr.

*Description:* This program explains the general benefits of Realtime, as well as the specific benefits of Realtime to judges, lawyers, other courtroom participants, and court reporters. Topics include stress control, ethics, and necessary equipment (both hardware and software).

For more information, call Ed Baca in the AO District Court Administration Division at 202-502-1568.

**Remote Supervision Technologies**

Feb. 4, 1:00 p.m.                      March 5, 1:00 p.m. ADDED  
 Feb. 26, 1:00 p.m. ADDED          March 25, 10:30 a.m.  
*Designed primarily for:* Probation officers.  
*Length:* 1 hr.

*Description:* This program focuses on available technologies that give officers the capability to remotely monitor the physical location of defendants and offenders 24 hours a day.

For more information, call Darren Gowen in the AO Office of Probation and Pretrial Services at 202-502-1620.

**Rights and Benefits When You Enter Active-Duty Military**

Feb. 4, 9:00 a.m.                      March 4, 10:00 a.m.  
 Feb. 5, 10:00 a.m.                    March 11, 8:30 a.m.  
 Feb. 11, 2:30 p.m.                    March 19, 10:00 a.m.  
 Feb. 25, 10:00 a.m.                  March 26, 10:00 a.m.  
*Designed primarily for:* Reservists, human resources managers, and benefits coordinators.  
*Length:* 1 hr. 30 mins.

*Description:* Employees who enter active-duty military service, whether ordered or volunteer, are entitled to certain rights and benefits. This program covers military leave, annual leave, and/or leave without pay. It also explains continuing coverage under the Federal Employees Health Benefits and the Federal Employees Group Life Insurance Programs, and the impact that absence due to military service has on civil service retirement and Thrift Savings Plan benefits.

For more information, call Lois Demuth in the AO Human Resources Division at 202-502-3117.

**Safety Series: Personal Mindset...The Internal Threat to Officer Safety**

Feb. 14, 9:30 a.m.  
 March 21, 11:30 a.m.  
 March 28, 10:30 a.m.  
*Designed primarily for:* Probation and pretrial services officers, safety specialists, managers.  
*Length:* 1 hr. 30 mins.

*Description:* An officer's mindset is the one constant throughout every level of the Continuum of Force and it can be the determining factor for survival in any dangerous encounter. Using panel discussions, video interviews, and group exercises, this

program explores the relationship between mindset and the Force Continuum, stress, and safety training. It also addresses the inherent dangers a federal probation and pretrial services officer faces, and presents proactive approaches to reducing the risk of officer suicide.

For more information, call William Thimmesch at the FJC at 202-502-4138.

**Sentencing and Guidelines: 2001 Amendments**

Feb. 8, 2:00 p.m.                      March 21, 9:30 a.m.  
*Designed primarily for:* Probation officers (particularly officers conducting presentence investigations), managers, judges, attorneys, law clerks.  
*Length:* 2 hrs.

*Description:* In this program, senior members of the U.S. Sentencing Commission's training staff discuss amendments to the sentencing guidelines effective November 1, 2001. Amendments relating to offenses involving money laundering, fraud and theft, drugs, immigration, and sexual abuse are highlighted.

To download written materials and check on approval for Continuing Legal Education credit, visit the FJC Web site at [jnet.fjc.dcn](http://jnet.fjc.dcn). For more information, call Lauren Woods at the FJC at 202-502-4271.

**Sentencing and Guidelines: Criminal History Issues**

Feb. 28, 4:00 p.m.  
*Designed primarily for:* Probation officers (particularly officers conducting presentence investigations), supervising probation officers, judges, attorneys, law clerks.  
*Length:* 1 hr.

*Description:* This program examines the application of the criminal history guidelines, with attention to the interplay between criminal history and relevant conduct. Deborah Stevens-Panzer of the U.S. Sentencing Commission's training staff and Jay Meyer, deputy chief probation officer (D. Minn.) discuss issues involving career offenders and armed career criminals, and departures based on the offender's criminal history.

To download written materials or check on approval for Continuing Legal Education credit, visit the FJC Web site at [jnet.fjc.dcn](http://jnet.fjc.dcn). For more information, call Lauren Woods at the FJC at 202-502-4271.

**Social Security Benefits for Employees Under the Federal Employees Retirement System (FERS)**

Feb. 4, 4:00 p.m.                      March 5, 4:30 p.m.  
*Designed primarily for:* Court employees and court unit executives under FERS.  
*Length:* 20 mins.

*Description:* The Federal Employees Retirement System (FERS) is a three-tiered program: Basic Benefit Plan, Social Security benefits, and Thrift Savings Plan. This program provides information on Social Security retirement benefits for FERS employees.

For more information, call Kay Johnson in the AO Human Resources Division at 202-502-3195.

**Social Security: Process and Problems**

Feb. 27, 9:00, 11:00 a.m.; 1:00, 3:00 p.m.

March 6, 11:00 a.m.

March 8, 12:30 p.m.

March 13, 11:00 a.m.

March 20, 2:30 p.m.

March 27, 9:00 a.m.

*Designed primarily for:* Judges, staff attorneys, and law clerks.

*Length:* 1 hr. 46 mins.

*Description:* This two-part program, first broadcast in April 2000, is being rebroadcast in response to requests from judges and court personnel for information that will help them deal more effectively with the fast growing Social Security disability docket. Part One examines the best ways to adjudicate a Social Security claim fairly and expeditiously, and how the Social Security Administration (SSA) processes claims. Part Two features a discussion among a magistrate judge, a district court judge, the former general counsel of the SSA, an SSA field attorney, and the president of the National Organization of Social Security Claimants Representatives about issues each faces in adjudicating social security claims cases. Magistrate Judge Aaron Goodstein (E.D. Wis.) moderates the program

Written materials can be downloaded from the FJC Web site at [jnet.fjc.dcn](http://jnet.fjc.dcn). For more information call Jackie Clark or Karen Sparks at the FJC at 202-502-4250.

**Special Needs Offenders: Women Offenders and Their Children**

March 14, 3:00 p.m.

March 28, 3:00 p.m.

*Designed primarily for:* Probation and pretrial services officers and managers; magistrate and district judges.

*Length:* 2 hrs.

*Description:* Using case studies and panel discussions, judges, probation and pretrial services officers, attorneys, and subject-matter experts examine issues unique to female defendants and offenders—especially with regard to their children. Justice Ruth Bader Ginsburg introduces the program. Discussion covers sentencing, supervision planning, use of community resources, and current federal initiatives.

To download written materials or check on approval for Continuing Legal Education credit, visit the FJC Web site at [jnet.fjc.dcn](http://jnet.fjc.dcn). For more information, contact Mark Sherman at the FJC at 202-502-4119 or [msherman@fjc.gov](mailto:msherman@fjc.gov).

**Substance Abuse: The Officer and the Treatment Process**

(Program 8 in the Substance Abuse series)

Feb. 14, 3:00 p.m.

March 22, 8:30 a.m.

*Designed primarily for:* Probation and pretrial services officers, managers, and staff; interested judges and attorneys.

*Length:* 2 hrs.

*Description:* Michael Torch, an addiction treatment provider with extensive work experience in the criminal justice system, dis-

cusses the treatment process, including developmentally appropriate assessment techniques, and intervention and recovery strategies that combine cognitive, behavioral, and 12-step approaches. Mr. Torch and USPO Jim Bernier (D. N.H.) offer suggestions on how and why officers should support the treatment process.

This program has been approved by the Addictions Technology Transfer Center for 2 hours of continuing education units. For more information, contact Kate Lynott at the FJC at 202-502-4115 or [klynott@fjc.gov](mailto:klynott@fjc.gov).

**New from the FJC****Substance Abuse: What's Different About Women?**

(Program 10 in the *Substance Abuse* series)

Feb. 28, 1:00 p.m. LIVE

*Designed primarily for:* Probation and pretrial services officers, managers, and staff; judges and attorneys interested in this topic.

*Length:* 2 hrs.

*Description:* This program features Stephanie Covington, author of *Helping Women Recover*, a comprehensive treatment program with a special edition for the criminal justice system, and *A Woman's Way Through the 12-Steps*. Dr. Covington will focus on the challenges encountered by women involved in the criminal justice system and those who work with them. The issues of substance abuse, trauma, and mental health—their impact and interrelationship—will be discussed. The program concludes with a discussion of the role of pretrial services and probation and the critical elements in working with women, and suggestions for “making a difference.”

This program has been approved by the Addictions Technology Transfer Center for 2 hours of continuing education units. For more information, contact Kate Lynott at the FJC at 202-502-4115 or [klynott@fjc.gov](mailto:klynott@fjc.gov).

**Tech Talk**

Mondays at 4:30 p.m. (except Feb. 18 and March 18)

Tuesdays at 8:30 a.m.

*Designed primarily for:* Systems staff and Web developers.

*Length:* 30 mins.

*Description:* *Tech Talk* provides updates on information technology (IT) industry trends, present and future judiciary IT projects, and possible system problems affecting the courts.

For more information, call John Leonard in the AO Technology Training and Support Division at 210-301-6474.

New from the FJC

**Terrorism and the Law: The U.S.A. Patriot Act and Military Commissions**

- Feb. 6, 11:00 a.m.; 3:00 p.m.
- Feb. 13, 8:30, 10:30 a.m.; 12:30, 2:30 p.m.
- Feb. 22, 9:00 a.m.; 3:00 p.m.
- March 6, 9:00 a.m.
- March 8, 2:30 p.m.
- March 13, 9:00 a.m.
- March 20, 12:30 p.m.
- March 27, 11:00 a.m.

*Designed primarily for:* Judges, staff attorneys, and law clerks.

*Length:* 2 hrs.

*Description:* The events of September 11 and the subsequent enactment of the U.S.A. Patriot Act to deal with terrorism present federal judges and court personnel with new issues and challenges. This program brings together a number of experts to discuss both the legislation and military commissions as a venue for trying suspected terrorists. Specific issues include surveillance under the Act; the Act's effect on immigration law; and money laundering. The use of military commissions to try suspected terrorists is also discussed.

Written materials can be downloaded from the FJC Web site at [jnet.fjc.dcn](http://jnet.fjc.dcn). For more information, call Jackie Clark or Karen Sparkes at the FJC at 202-502-4250.

New from the AO

**Thurgood Marshall: Justice for All**

- Feb. 1, 1:30 p.m.
- Feb. 5, 11:30 a.m.; 3:00 p.m.
- Feb. 15, 2:00 p.m.
- Feb. 19, 4:00 p.m.
- Feb. 25, 12:30 p.m.

*Designed primarily for:* All judiciary employees.

*Length:* 1 hr.

*Description:* Using archival footage, period accounts, and interviews with family members and colleagues, this program chronicles the monumental life of Thurgood Marshall, the first African-American Supreme Court justice.

For more information, call Joan Countryman in the AO Employee Relations Office at 202-502-1388.

**Travel Tools Available to Court Personnel**

- Feb. 15, 3:00 p.m.
- March 4, 2:30 p.m.
- March 11, 1:00 p.m.

*Designed primarily for:* All judiciary personnel.

*Length:* 1 hr.

*Description:* Court personnel have a variety of tools available to make travel more efficient for both travelers and court travel coordinators. This program features a discussion of available services. Representatives from the judiciary travel service contractor, National Travel, demonstrate the new travel Web site. AO Travel Management staff discuss the government travel card policy and procedures.

For more information, call Eunice Phillips in the AO Office of Relocation and Travel Management at 202-502-1290.

**Understanding My Social Security Benefits with a Civil Service Retirement System Annuity**

- Feb. 12, 4:00 p.m.
- March 12, 4:30 p.m.

*Designed primarily for:* Court employees and court unit executives under CSRS.

*Length:* 20 mins.

*Description:* This program explains the Social Security Administration's (SSA) Government Pension Offset provision and Windfall Elimination provision and their effect on employees' CSRS annuity or SSA spousal benefits.

For more information, call Kay Johnson in the AO Human Resources Division at 202-502-3195.

**Three-Tier Architecture—Components of a Modern Web Site**

- Feb. 19, 11:30 a.m.
- March 11, 3:30 p.m.
- March 25, 9:30 a.m.

*Designed primarily for:* Court automation staff.

*Length:* 1 hr.

*Description:* This program focuses on the stages involved in developing Web solutions using a Three-Tier Architecture. Discussions include what Web development used to mean and what it means today; aspects of development, such as interfaces (user), objects/modules (server-end), and databases (back-end); development principles for today's Web sites; and technical considerations, such as staff, bandwidth, and hardware.

The program outline and companion learning materials can be downloaded from the Technology Training and Support Division's J-Net homepage at <http://156.132.84.151/training.htm>; click on "Office Automation, etc." then select this program title.

For more information, contact Nancy Holland in the AO Technology Training and Support Division at 202-502-2697 or E-mail at AOHUBPO Holland, Nancy.

**Update: Modern Web Programming Languages (WatchIT.com)**

March 29, 12:30 p.m.

*Designed primarily for:* Systems staff.

*Length:* 45 mins.

*Description:* This program provides background on markup languages, outlines the benefits of separating content and presentation, and describes forerunners to XML. Topics covered include data formats, vocabularies, schemas and schema languages, style sheets, and transformations. The program explains how these technologies will affect IT organizations and how to prepare for these changes.

This broadcast is pursuant to our agreement with WatchIT.com. The ideas and content are not necessarily those of the Administrative Office of the U.S. Courts. For more information, contact Nancy Holland in the AO Technology Training and Support Division at 202-502-2697 or E-mail at AOHUBPO Holland, Nancy.

**WordPerfect 8/9 Macro Basics**

March 15, 9:30 a.m. (Part One); 2:00 p.m. (Part Two)

*Designed primarily for:* Court personnel.

*Prerequisites:* Completion of the following classes broadcast on the FJTN (or equivalent skills): WordPerfect (WP) Basics, WP File Management, WP Document Formatting, WP Quick Family, and WP Templates.

*Length:* 2 hrs. (each part)

*Description:* This program provides the groundwork necessary to advance your macro programming skills. It focuses on the concepts and skills necessary to create and edit simple macros, use the Macro Tools toolbar, insert comments, and format and add programming elements. Also included is an overview of the built-in macros provided with WordPerfect and macro file management.

This program is a prerequisite for attendance at the resident-based Macro Programming course offered in San Antonio, Texas. The outline and learning exercises can be downloaded from the Technology Training and Support Division's J-Net homepage at <http://156.132.84.151/training.htm>; click on "Office Automation, etc." then select this program title. PCs should be available for students while viewing the program.

For more information, call John Leonard in the AO Technology Training and Support Division at 210-301-6308.

**WordPerfect File Management**

March 18, 8:30 a.m.

*Designed primarily for:* All judiciary computer users.

*Length:* 2 hrs.

*Description:* This program focuses on the basic methods for organizing and filing files into folders using WordPerfect 8.0. Topics include exploring the Open File dialog box, previewing documents, finding text within previewed and opened documents, and setting Favorites. The program also explains how to use the QuickFinder feature for locating files by name or content, using the "last modified" and "file" boxes, and refining searches with connectors and wildcards.

The outline and learning exercises can be downloaded from the Technology Training and Support Division's J-Net homepage at <http://156.132.84.151/training.htm>; click on "Office Automation, etc." then select this program title. PCs should be available for students while viewing the program.

For more information, call John Leonard in the AO Technology Training and Support Division at 210-301-6308.

**Working Knowledge (WatchIT.com)**

March 29, 10:30 a.m.

*Designed primarily for:* All judiciary employees.

*Length:* 45 mins.

*Description:* Knowledge management can make organizations more efficient, but in organizational terms, what is knowledge? What's the difference between knowledge, data, and information? How do organizations generate knowledge? How can knowledge be codified?

This program is presented pursuant to our agreement with WatchIT.com. The ideas and content are not necessarily those of the Administrative Office of the U.S. Courts. For more information, contact Nancy Holland in the AO Technology Training and Support Division at 202-502-2697 or E-mail at AOHUBPO Holland, Nancy.



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