# Being an Effective Court Manager

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# Leadership

- Learn to watch and listen to staff and court customers
- Lead by example.
- Invest in your staff.
- Be a life-long or career-long learner.
- Obtain education from experts on conducting crucial conversations.

# Leadership

- Consider finding a mentor.
- Gain a clear understanding of what is expected of your role and be clear of your expectations to those you lead.
- Encourage diverse input and utilize strengths.
- Hold staff accountable through appropriate coaching or discipline
- Consider joining at least one trade association, MCAA, MACCA, MAFCA, etc.

# Problem Solving

- A court manager's job involves identifying problems, finding solutions, presenting them to judges, and implementing strategic solutions.
- Gather and consider information for all sides of an issue before issuing a position.
- Communicate and build consensus.

# Relationship Building
## Internal and External

- Understand the court's role in the community and the effect the court has on many people, organizations, and offices.
- Educate justice partners on the role and purpose of the judiciary.
- Meeting with justice partners early on in your tenure to hear their concerns, complaints, if any, and to establish your personal relationship.

# Prioritizing Issues and Projects

- Court managers cannot tackle all projects at once.
- Identify all of the programs/issues/deficiencies pending in the court, prioritize according to how they line up with court vision/strategic plan, the culture of the court, and the ability to fund.
- Utilize a network of others in the field of court administration to assist you.

# General Management

- Professionalism – Consider joining or attending professional association meetings and conferences
- Communication – Maintain communication with the local bar association, justice partners and court staff. Utilize newsletters, staff meetings, and press releases.
- Interpersonal Communication
  - Presentation skills
  - Leading effective meetings – Have an agenda and a specific start and end time. Stick to both. summarize what was decided and what is to be done before the next meeting.
  - Develop a professional network
  - Mentor others

# General Management

- Succession Planning
- Strategic Planning and Visioning
- Knowledge of current laws and local rules

## Lastly……

# DON’T BE AFRAID TO ASK QUESTIONS!!