



MID-ATLANTIC ASSOCIATION FOR COURT MANAGEMENT

www.maacm.org

MID-YEAR AGENDA THE GRAND HOTEL, CAPE MAY NJ MAY 11, 2022

A Beacon of Hope and Possibilities: Shining a Light into the Past to Illuminate the Future

8:00 – 9:00 am	Penthouse Lounge	Conference Registration
8:00 – 9:00 am	Penthouse Ballroom	Continental Breakfast
9:00 – 9:05 am	Penthouse Ballroom	Welcome <i>Ellen Procida-Fisher, MAACM President</i>
9:05 – 9:15 am	Penthouse Ballroom	Opening Remarks <i>The Honorable Michael J. Blee</i> <i>Assignment Judge Superior Court</i>
9:15 – 10:15 am	Penthouse Ballroom	You Don't Know Me Until You Know Me <i>Keynote: Mykee Fowlin</i>

In his one-man presentation, 'You Don't Know Me Until You Know Me', Dr. Mykee Fowlin takes the audience on an experiential journey, having them reexamine core precepts that were taught to us from as early on as 1st grade. He uses many of his gifts – humor, performance art, poetry, storytelling, psychology, theatrical monologues, and his personal journey – to create a moving experience for all who are open to this evolution.

He encourages all age groups, from pre-teens to adults alike: "We are capable of transforming the world, for the good, but this work starts from within; it is the process of turning our hurt into self-reflection, healing, and then action. It is our simple, but intentional, behaviors where significant change takes place.

10:15 – 10:30 am Break

10:30 – 11:30 am Concurrent Workshops

Grand Ballroom A **Developing Winning Communication Skills**
Presenter: Frank Carr

You know that it's all about communication. When asked what created a specific problem, whether in the workplace or in a relationship, people overwhelmingly identify communication problems as a source of conflict. What can you do to improve your communication? This workshop will look at participants' communication styles and preferences, what needs to happen to have an effective interaction and make sure people get it right, blocks to good communication and the part perceptions play in the process. No wonder it's so hard to do communication right. This workshop is for anyone who ever walked away from an exchange scratching their head and saying "now how did that happen?" We'll try to figure out how to prevent miscommunication and improve how we send messages.

Grand Ballroom C **Changing of the Guard (Repeated in PM)**
Presenters: Brian Henshaw and Steven R. Spurr

Through the course of personal experience, Arlington GDC retired Clerk of Court Steven R. Spurr will provide his account of approaching retirement and the challenges of maintaining continuity within the organization while letting go. Brian Henshaw, current Clerk of Court for Arlington GDC, will provide his experiences and lessons he learned in the beginning to work within the court system and challenges of moving the organization in new directions.

Crystal Room **Decoding Motivation: How Do We Get the Best Out of Ourselves and Others**
Presenter: Norbert Niakas

This evidence-based and interactive workshop will delve into the topic of motivation. We'll look at what drives daily behavior, intrinsic vs extrinsic motivation and building autonomy in others. We'll also discover how stacking curiosity, passion, and purpose can move our lives from the mundane into a more purposeful direction.

Wicker Room **A Recipe for Success – Reducing Operational Risk by Writing Clear and Concise Procedures (repeated in PM)**
Presenter: Allison Gallo

As you look across your organization, can you honestly say that things are running like a well-oiled machine, or is there an opportunity for increased efficiency? If everything is running smoothly, what would happen if one or more of the most knowledgeable people in your area went on leave or retired? As a court manager we are responsible for limiting the risk to the organization and that includes holding on to the years, and even decades-worth of institutional knowledge, in our organizations. Having well-documented procedures will not only help reduce the risk associated with the loss of institutional knowledge, but also help you to identify inefficiencies, ensure consistency and implement best practices. Come join us for a fun, yes **FUN**, session where the makings of a good and easy to follow

procedure will be discussed including chunking, labeling, word choice and the use of tables.

11:45 – 1:00 pm Penthouse Ballroom Lunch

1:00 – 2:00 pm Concurrent Workshops

Grand Ballroom A **Understanding Our Own Reactions to Move Beyond the Past and Illuminating Preferred Futures**
Presenter: Frank Carr

This program will help participants identify personal styles for communicating and dealing with conflict. Content includes hands-on exercises and discussion that helps identify tools and strategies for becoming more efficient communicators and/or in dealing with conflict – at home or in the workplace.

Grand Ballroom C **How Implementation Science Can Propel Court Improvements (PART 1)**
Presenter: Teri Deal, M.Ed.

Implementation science is the study of strategies to promote adoption and integration of new practices and programs. Research in other fields like healthcare, education, and human services has demonstrated a gap between what is considered effective practice and how practices actually look on the ground. We're just starting to apply this science to courts. This engaging session blends scientific content with practical activities that courts can use throughout implementation efforts. Attendees will receive concrete tools and apply approaches grounded in science to common issues.

Crystal Room **What Is Vicarious Trauma?**
Presenter: Kelly Pettyjohn

Vicarious trauma is inescapable when working within the criminal justice system. This workshop will validate that those feelings of fatigue or burnout may actually be the impact of vicarious trauma. Participants will have the opportunity to explore their own experiences, identify the signs of vicarious trauma, and gain helpful information and tips regarding self-care strategies to alleviate the negative impact and promote resiliency.

Wicker Room **Shifting Gears – Where Do We Go Post-Covid**
Presenter: Ken Kelemen

Since early 2020, Courts across the Nation have worked diligently to solve the challenges presented by COVID-19 with the help of technology. As we look towards the future, where will that technology end up? Will processes be changed forever? This workshop will explore the solutions implemented by the Delaware Judicial Branch, how they plan to embrace the efficiencies gained during the pandemic and facilitate open discussion about the experiences in other jurisdictions.

2:00 – 2:15 pm Break

2:15 – 3:15 pm

Concurrent Workshops

Grand Ballroom A

Changing of the Guard (REPEAT)

Presenters: Brian Henshaw and Steven R. Spurr

Through the course of personal experience, Arlington GDC retired Clerk of Court Steven R. Spurr will provide his account of approaching retirement and the challenges of maintaining continuity within the organization while letting go. Brian Henshaw, current Clerk of Court for Arlington GDC will provide his experiences and lessons he learned in the beginning to work within the court system and challenges of moving the organization in new directions.

Grand Ballroom C

How Implementation Science Can Propel Court Improvements (PART 2)

Presenter: Teri Deal, M.Ed.

Implementation science is the study of strategies to promote adoption and integration of new practices and programs. Research in other fields like healthcare, education, and human services has demonstrated a gap between what is considered effective practice and how practices actually look on the ground. We're just starting to apply this science to courts. This engaging session blends scientific content with practical activities that courts can use throughout implementation efforts. Attendees will receive concrete tools and apply approaches grounded in science to common issues.

Crystal Room

Understanding the Circle of Privilege

Presenter: Robb Wilmot

The Circle of Privilege helps us to understand how many degrees of separation there are between us and the people we serve, are served by, work with, or interact with in many ways. The wheel also helps us to understand intersectionality, which is a key factor in the world of micro aggressions and perceived or real iniquities. This workshop will change the way you see some things and provide a framework for navigating and troubleshooting the turbulent waters of diversity, equity, inclusion, and belonging.

Wicker Room

A Recipe for Success – Reducing Operational Risk by Writing Clear and Concise Procedures

Presenter: Allison Gallo

As you look across your organization, can you honestly say that things are running like a well-oiled machine, or is there an opportunity for increased efficiency? If everything is running smoothly, what would happen if one or more of the most knowledgeable people in your area went on leave or retired? As a court manager we are responsible for limiting the risk to the organization and that includes holding on to the years and even decades-worth of institutional knowledge in our organizations. Having well-documented procedures will not only help reduce the risk associated with the loss of institutional knowledge, but also

help you to identify inefficiencies, ensure consistency, and implement best practices. Come join us for a fun, yes **FUN**, session where the makings of a good and easy to follow procedure will be discussed including chunking, labeling, word choice and the use of tables.

3:15 – 3:30 pm Penthouse Ballroom

Conference Closing and 2022 Annual Scholarship Giveaway
President Ellen Procida-Fisher

**Scholarship rules:*

- *Must be present to win*
- *Cannot be transferred to another attendee*
- *If cannot attend the conference, winner to advise announcer and another name will be randomly selected.*