



Skills and
competencies
for the effective
administration of
court proceedings.

Certificate in Court Administration



- No formal admission to Memorial required
- No prerequisites required
- Complete all requirements and receive a certificate of completion
- Courses may be done individually, i.e., not as part of the certificate

Division of 
Lifelong Learning

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ore than ever before, courts are being held accountable for their operations and performance. A heightened awareness of the need for managerial expertise to direct the complex operation of the court has resulted in the need for professionalizing court administration.¹

¹ National Association of Court Management, 2006.

Today, court administrative professionals play a key role in the efficient and effective delivery of court services. They are tasked with considerable responsibility and must be prepared to keep pace with a rapidly changing justice environment.

In the course of these seminars you will learn how court administration has evolved and what it takes to operate successfully in a modern court environment. You will understand the court administrator's key role as a leader in caseflow management, court process re-engineering, managing change, setting standards for customer service, and communication and time management. Having completed these seminars, you will have acquired the skills and competencies necessary to function as an effective court administrator.

Certificate requirements

Caseflow Management and Court Performance Standards

Effective and efficient caseflow management is the cornerstone to a modern and productive court system. This course examines the court's primary role in managing the progress of cases. Understanding and using administrative and statistical data that actively supports caseflow management can increase your court's performance in this area. Court performance standards are being widely used in other jurisdictions as benchmarks by which to examine a court's performance and to measure the public's trust and confidence in the court system.

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Tue., Jan. 31, 9 a.m. - 4 p.m. (1 class), \$199. Facilitator: Pamela Ryder-Lahey.

Court Process Re-engineering

Courts must strive for continual improvement in their business processes in order to meet the increasing demands for timely and effective justice. This course will help you understand the difference between task and process and teach you to apply that knowledge to court processes. You will use process mapping and cycle time management against court processes with a view to improving customer service while at the same time eliminating the seven wastes that result in poor service. A hands-on exercise will take a court process from the as is to the to be. In other words, processes will be examined as they are done today (as is) and how they could more efficiently be done in the future (to be).

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Tue., Feb. 21, 9 - 4 p.m. (1 class), \$199. Facilitator: Pamela Ryder-Lahey.

Time Management: Getting the Most Out of Your Day

Not enough time in your day? In reality, you have more time than you think. Find out how to set realistic objectives then learn how to prioritize them, to work through others, to develop short- and long-term plans and to deal with time wasters.

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Mon., Mar. 5, 9 a.m. - 4 p.m. (1 class), \$189. Facilitator: Don Crickard.

Stepping Up To Supervisor

Making the transition from working beside fellow employees to supervising them can be both exciting and challenging. It's a different working relationship requiring a

different set of skills. This class will focus on the skills required to function in a supervisory role.

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Thu., Jan. 26, 9 a.m. - 4 p.m. (1 class), \$189. Facilitator: Ted Lomond.

Customer Service

Delivering exceptional customer service is essential in today's competitive business world. You will be introduced to the basics of providing customer service. You will discover what customers expect and you will examine ways that you can contribute in a positive manner to your customers' experience to ensure that they will return again and again.

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Scheduled for Fall 2012.

Change Management

Change is constant and the need for workplace change has never been greater. This class covers understanding resistance, stages of the change cycle, overcoming mistrust and miscommunication, change as an opportunity and moving from powerlessness to empowerment.

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Wed., Feb. 29, 9 a.m. - 4 p.m. (1 class), \$189. Facilitator: Craig Matthews.

Communication at Work

Communication is only effective when your receiver hears, understands, and knows what to do with the information that you send. This course will help strengthen your communication skills so that you can get the best results at work, whether you are communicating with your coworkers, your boss or your customers. Topics include: communications barriers, communications styles, non-verbal communications, active listening, attitude and multicultural communications.

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Scheduled for Spring 2012.

