



*Minnesota Association for
Court Management
2007 Summer Conference Program*

MINNESOTA ASSOCIATION
FOR COURT MANAGEMENT
REFLECTIONS

... 100 YEARS OF CHANGE, CHALLENGE,
AND OPPORTUNITY

MISSION:

MACM is an organization committed to the enrichment of its members through professional growth and development, opportunities, promoting advancements and innovations in court administration, and partnering with other professionals working to improve the justice system in Minnesota.

Breezy Point Conference Center



MACM Reflections

June 11-13, 2007, Breezy Point

SUNDAY, June 10, 2007

- 12:30 PM **GOLF TOURNAMENT - White Birch Course**
- 6:00 - 8:00 PM **REGISTRATION**
- 6:30 PM **EXECUTIVE BOARD MEETING**
Governor's Room (2nd Floor)
- DINNER ON YOUR OWN**
Marina Dining Room or Antler's Restaurant

MONDAY, June 11, 2007

- 8:00 - 8:30 AM **REGISTRATION**
- 8:30 - 8:45 AM **OPENING REMARKS**
White Birch Room I (2nd floor)
Chris Volkers, MACM President
Susan Love, MACM 2nd Vice President
- 8:45 - 9:00 AM **STATE OF THE JUDICIARY ADDRESS**
White Birch Room I
Chief Justice Russell Anderson
- 9:00 - 9:30 AM **REFLECTIONS ON COURT ADMINISTRATION**
Sue Dosal, State Court Administrator
- 9:30 - 9:45 AM **BREAK**
- 9:45 - 11:15 AM **JUSTICE AT STAKE: STANDING UP FOR FAIR
AND IMPARTIAL COURTS**
Jesse Rutledge, Director of Communications
White Birch I
- 11:30 - 12:30 PM **BARBEQUE LUNCH LAKESIDE**
- 12:30 - 2:30 PM **WHAT'S NEW AROUND MINNESOTA**
Round Table
White Birch Room I (2nd floor)
- 2:30 - 5:00 PM **NETWORKING ACTIVITIES**
- 5:30 - 6:30 PM **CENTENNIAL CELEBRATION DINNER
(Cocktail Attire)**
Wild Bill Bauer, Comedian
White Birch Room 2



6:30 - 7:00 PM

AWARDS PRESENTATION

7:30 - 10:00 PM

MACM EVENT: CASINO/GAME NIGHT

Family Friendly Outing
(Includes 1 drink ticket and appetizers
Minnesota I (1st floor)

10:15 PM

PRIZE DRAWINGS

Spend your winnings!!!
Minnesota I (1st floor)

TUESDAY, June 12, 2007

8:30 - 10:00 AM

**BUSINESS MEETING;
LEGISLATIVE REPORT
BY-LAWS; RIDEALONG AWARDS;
LEGISLATION;
LEGISLATIVE UPDATE: Janet Marshall
White Birch Room I (2nd Floor)**

10:00 - 10:15 AM

BREAK

10:15 - 11:30 AM

**BRAIN CHEMISTRY OF ADDICTION:
MARIJUANA AND
METHAMPHETAMINE UPDATE
Carol Ackley, Director
White Birch Room 1 (2nd Floor)**

11:30 - 12:30 PM

**LUNCHEON BUFFET
White Birch Room II (2nd floor)**

1:00 - 4:30 PM

**BREAKOUT SESSIONS
Choose 1 class from each session
1.5 Hours Each**

Sessions:	Speaking of Speaking Dan Hegstad Heartland I & II	Emotional Intelligence Jean Hammink Limit 30 attendees Heartland III & IV	Future Technologies You Need to Know Now Dr. David Bouchard White Birch I	Car Key Factors Brian Blasko Governor's Room	Legal Advice Susan Ledray Michael Vicklund Pelican Room
SESSION I 1:00 - 2:35					
SESSION II 2:55 - 4:30					

2:35 PM

BREAK

WEDNESDAY, June 13, 2007

- 8:30 - 9:45 AM** **COURT ETHICS: PRACTICAL APPLICATIONS**
Karl Thoennes & Peter Kiefer
Minnesota Room 1
- 9:45 AM** **BREAK**
- 10:00 - 11:30 AM** **RECIPE FOR SUCCESS: 5 KEY INGREDIENTS FOR LIFE**
Brian Blasko
Minnesota Room 1
- 11:30 AM** **CONFERENCE ENDS**
- 12:00 PM** **LUNCH ON YOUR OWN**
- 12:00 - 2:00 PM** **EXECUTIVE BOARD LUNCHEON MEETING**
Governor's Room

ACCREDITATION



Policy of the MN Judicial Council for Employee Education Policy and Standards require that court managers shall complete 45 Continuing Management Education (CME) approved credits. The MACM Conference has been submitted to the Education & Organization Development Division SCAO for 13 hours.

1906 Rambler 333





*Class
Descriptions*

JUSTICE AT STAKE: STANDING UP FOR A FAIR AND IMPARTIAL COURT



What you will learn:

The threat to fair and impartial courts - and judicial independence - is growing. Judicial independence now means that judges are free to decide cases fairly and impartially, relying only on the fact and the law. It means that judges are protected from political pressure, legislative pressure, special interest pressure, media pressure, public pressure, financial pressure, or even personal pressure.

Judicial independence goes back to the U.S. Constitution. Our country's founders, and each state's founders, worked to protect courts from undue pressure. They knew that it took fair and impartial decisions to protect our rights and uphold the rule of law. More than 200 years later, judicial independence is still an important issue.

State judges and voters are deeply concerned about the growing impact of money and politics on America's courts. Fearing the justice system is increasingly divided based on money and power, voters and state judges support reforms to protect courts and reduce the power of special interests.

The Justice at Stake Campaign is a nonpartisan, national partnership working to keep our courts fair and impartial. Across America, Campaign partners help protect our courts through public education, grassroots organizing, coalition building, and reform. The Campaign provides strategic coordination and brings unique organizational, communications, and research to the work of its partners and allies at the national, state, and local levels.

This session will feature a review of the gathering threats to the fairness and impartiality of America's courts. Participants will learn about the scope of the attacks on the role that interest groups and political partners play in leading the attacks. By the end of the session, participants will walk away with a broader understanding of the threats, and will leave equipped with the right tools and messages to help fight back these challenges.

Speaker Biography: Jesse Rutledge, Director of Communications, Justice at Stake

Jesse Rutledge is director of communications for the Justice at Stake Campaign in Washington, D.C. His work documents and analyzes special interest threats to the fairness and impartiality of America's courts and develops proactive messages and public education campaigns to counteract those threats. His commentary on the politics of judicial selection regularly appears in national and state media, and he serves as editor of Justice at Stake's signature publication, *The New Politics of Judicial Elections*. Before moving to Washington, Rutledge served as associate director of the North Carolina Center for Voter Education in Raleigh, N.C., where he helped develop and execute the media and public education campaigns that resulted in North Carolina's adoption of the first full public financing of judicial elections in the country. A native of Toronto, Canada, he holds a B.A. and M.A. in political science.

WHAT'S NEW AROUND MINNESOTA ROUNDTABLE PRESENTATIONS



CAT/COAW COMMITTEE:

By: Patty Leither, SCA Business Process Expert, State Court Administration

The Court Administrative Team (CAT) is comprised of subject matter experts who come together to compare court administration practices across districts, assist in the creation of forms and procedures for statewide use, provide input on MNCIS prioritization and develop proposals based on their hands-on, day-to-day knowledge of court practices. This group does not have final decision-making authority, but identifies and develops proposals for review and approval by the SCAO Court Operations Advisory Workgroup and State Court Administrator.

The Court Operations Advisory Workgroup (COAW) reviews and refines recommendations submitted by Judicial Branch judges, personnel, and workgroups, including the Court Administration Team (CAT). The end product of this work will be recommendations submitted to the State Court Administrator regarding statewide implementation policies and procedures. Trial court business or management implementation issues related to court business practices, case processing, and court programs are subject to consideration and review by COAW.

CONSERVATORSHIP PROGRAM:

By: Dean Maus, Court Operations Manager, 2nd Judicial District

This roundtable will present an internet-based program that will allow conservators to complete and file an Inventory and subsequent Annual Accounts via the internet. The program collects this information and stores it in a database. The court will have the ability to run reports from the database, which is designed to flag unusual activity. The program will first roll out to all professional conservators with cases in Ramsey County. A second stage roll out will include individuals who serve as a conservator in Ramsey County for a family member. If the Ramsey County pilot proves successful, we will look at the possibility of a statewide application. The real value of the program is to be able to track professional conservators who have cases in multiple counties.

CRIMNET & E-FILING

By: Michelle Fure, Public Relations Officer, BCA and CriMNet

Suzanne Cellette, Business and Planning Analyst for CriMNet

Carol Renn, Carver County Court Administrator

Linda Emeott, Integration Competency Center Supervisor, SCAO

Chuck Kjos, Olmstead County Court Administrator

CriMNet, part of the Minnesota Bureau of Criminal Apprehension and the Information Technology Division of the State Court Administrator's Office are partnering on several projects to encourage and enable information sharing among criminal justice agencies. Stop by our table to hear CriMNet and Judicial Branch staff explain ongoing initiatives, including the current court e-filing initiative, and a new electronic charging application intended to eliminate the

paper-driven process. There will also be a demonstration of the Minnesota Criminal Justice Statute Service, a resource that provides electronic access to all criminal justice statutes – it can be used through in-house records management systems or through a web site, as well as the Integrated Search application that provides single sign on to summary data from nine different state databases including court data.

DATA QUALITY:

By: Deb Dailey, Research and Evaluation Manager, State Court Administration

One of the six core Judicial Branch goals adopted by the Judicial Council is to: Ensure the integrity and accountability of its performance by maintaining a record system that is accurate, complete, and timely. Achieving data quality is an ongoing effort that involves everyone in the Judicial Branch. While the State Court Administrator will be the key leader in implementing this effort, it cannot be accomplished without a commitment from judges and court staff throughout the state. This roundtable will provide an opportunity to learn about the new Data Quality Program and to get your ideas and discuss how we can work together to help ensure that the court record reflects accurate, complete, and timely information.

DIVERSITY AND EMPLOYER OF CHOICE INITIATIVE

By: State Court Administrative Office HR Team

This roundtable will focus on attracting, managing, and retaining a diverse workforce as well as strategies to position the Minnesota Judicial Branch as an employer of choice. Topics will range from: Managing differences at work, cross cultural communication, developing cultural competency among work teams, and creating a culture of inclusiveness. Discussion will also cover how managers can foster employee engagement and employer of choice strategies.

DRUG COURTS, DWI COURTS, AND DRUG COURT INITIATIVES

By: Honorable Gary Schurrer, Chief Judge, 10th Judicial District & Drug Court Initiative Advisory Committee Co-Chair

Drug Courts and other problem solving courts are expanding in Minnesota. Hon. Gary Schurrer, Chief Judge of the Tenth Judicial District, and Drug Court Initiative Advisory Committee Co-Chair will be on hand to discuss Committee activities, and answer questions on drug court standards, key performance measures of successful programs, drug court grant distribution and funding, information systems, and drug court evaluations.

SUCCESSION PLANNING:

**By: Jason Kujanen, Human Resources Manager, 4th Judicial District
Nancy Dietl, Human Resources Program Manager, State Court Administration**

This presentation will focus on workforce planning and key steps for supervisors to prepare for succession planning in their division or district. This session will also present the Emerging Leaders Network Program that the Fourth Judicial District is currently implementing in Hennepin County. You will learn how to:

- ◆ Determine the functions required in your division or district and when positions will be



available through risk analysis;

- ◆ Conduct a competency and skills gap analysis of what your current skills/competencies are and what skills/competencies are needed in the future for your particular division or district;
- ◆ Identify key leadership competencies and characteristics that are discovered through analysis;
- ◆ Design and implement developmental opportunities for your district succession planning team;
- ◆ Design and develop a systematic selection process for a succession planning program in your district;
- ◆ Develop and maintain a talent pool; and,
- ◆ How to reassess and track overall progress and maintain skills inventory.

HIGH TECHNOLOGY COURTROOMS

By: Brian Jones, Assistant Judicial District Administrator, 1st Judicial District

The 1st District recently went through the RFP and contracting process to develop high technology court rooms in two counties. Each is unique to meet the local needs. Brian Jones, Assistant Judicial District Administrator, will be available to discuss. The specification sheets the 1st prepared would be very helpful to anyone who is considering such a project and trying to identify what technology is available and how it can meet your needs and functions. Information on costs of various approaches will also be discussed.

STATE DEBT COLLECTION EFFORTS

By: Linda Herman, State Court Finance

Doug Anderson, Administrative Hearing Office Supervisor, 4th Judicial District

The purpose of this roundtable will be to continue familiarize Districts and Counties with the statewide collection contract and with the agency, LDC Collection Systems (collection arm of ACS State and Local Solutions). We will review the basic business requirements for participation, the options available, a summary of what the agency can do for each County, the history of success for those Districts which are actively participating, and ideas of implementation plans for MNCIS and the referral of debt from MNCIS. We will plan a large portion of the time allotted to answer questions each participant may have.

SELF HELP SITE/ICAN:

By: Susan Ledray, Senior Manager, 4th Judicial District

Participants will tour the Self Help Center website and learn:

- What resources are available for the public at the Courthouse Pro Se Workstations;
- How staff can use the Self Help Center website as a resource in their jobs;
- How the Self Help Center website can link to local information and resources;
- What enhancements are being made to court forms;
- Who to contact for support and questions about the workstations and the Self Help Center website.

The Brain Chemistry of Addiction

Marijuana - Truth and Consequences

Methamphetamine Update

What you will learn:

Understanding the brain chemistry of addiction on a bio-chemical level (in layman's terms) helps people focus on the disease concept of chemical dependency and continue to maintain compassion for the person who is suffering from this illness. This lecture will also address different kinds of addiction, genetic predisposition, environmental impact on brain landscaping and the role of nutrition in recovery. Risk and protective factors for prevention are discussed, as is relapse prevention. The comorbidity of mental illness and addictive disease is discussed. Updated data and research on marijuana/ methamphetamine given.

Session Objectives:

1. To understand addiction on a bio-chemical basis.
2. Understand the impact of trauma and PTSD on substance abuse.
3. Understanding the biochemical basis of craving, tolerance and the need for total abstinence.
4. The interface of addictive disease and mental health disorders.
5. Awareness of risk/protective factors in determining vulnerability to addictive disease.
6. Update data/research on marijuana/ methamphetamine.
7. Awareness of the unique vulnerability of the adolescent brain to drugs and alcohol.
8. Awareness of the unique vulnerability of women to addictive disease.

Speaker Biography: Carol Ackley, Owner/Director of River Ridge Treatment Center and A.C.T.

Carol is a graduate of the College of St. Catherine's Counselor Training Program. She has been working in the field of chemical health for the last 17 years. She is currently the Owner/Director of River Ridge Treatment Center and A.C.T., a counseling and training firm. She has been involved in program development for adults and adolescents, as well as innovative educational seminars. She has special training in recidivist clients and relapse prevention. Carol has also developed family programming to help concerned persons understand and cope with the impact of substance abuse on family systems. Her "Brain Chemistry of Addiction" lecture has been used to educate chemically dependent clients and their families. On a local and national level, she has presented this information to educate supervisors, managers and employees in corporate structures, numerous human service departments, medical personnel, MN Bar Association, Department of Transportation, MN Judicial Training Services, as well as working with many school systems, educating adolescents and staff about the brain chemistry of addiction and the current research on marijuana and other drugs. She participated in Dr. Covington's "Helping Women Recover" Pilot Study program in the Dakota County correctional system, and helped develop gender specific programming for consideration by the Cook County, Illinois correctional system. Ms. Ackley and RRTC piloted a unique program, "Beyond Trauma", also developed by Dr. Stephanie Covington for chemically dependent women with histories of trauma and abuse. She has developed a statewide training/networking workshop for professionals working with chemically dependent women. She is currently piloting and developing the state wide training for Dr. Covington's newest curriculum for "at risk" adolescent girls-VOICES-a program of self-discovery and empowerment for adolescent girls.



SPEAKING OF SPEAKING

What you will learn:

Participants will learn the ten things that pros know and amateurs learn the hard way. Over confidence is number ten. If you don't think you need this, you may need it more than ever!

Speaking of Speaking covers:

- Preparation: What to do before a speech;
- The speech: How to write a speech;
- Delivery: How to deliver your speech.

Speaker Biography:



Dan Hegstad: I've been speaking professionally since 1995. I joined Toastmasters in 1996 and I've won awards for speaking at several levels of competition. After almost every presentation, I ask the audience to rate the presentation on a 1 to 10 scale. After nearly 200 speeches and workshops the average rating is 8.9. My presentations are a mix of education, humor, philosophy, humor, wisdom, humor, motivation, humor, practical applications and a little bit of humor.

My college education is in communications, specifically radio. I've worked in and around the radio business since I was in high school. I've been in sales since 1979 selling retail and wholesale, tangible and intangible. I own Easy Street Productions and Full Circle T'ai Chi and I'm also an amateur photographer. T'ai Chi and I found each other in 1991 and I began teaching shortly thereafter.

I've written four books. The first was Success & Sanity: How to Get Everything You Want Without Losing Everything You Are which is now in Success & Sanity Audio Book it's fourth edition and has recently been released as a four CD audio book. There are many presentations based on Success & Sanity. My other books are One Stone At a Time. Ideas to reenergize your T'ai Chi Practice, and Speaking of Speaking: You Can Be a Great Speaker, and Coming Full Circle—Everyone's Guide to the Ancient Wisdom of T'ai Chi is in process and will be available soon. I've been published in The Lake Country Journal Magazine, Sharing Ideas Magazine, Small and Home-Based Business Magazine and others.

My real love is writing and speaking and my mission is to use written and spoken words to help people. I want every person to live to their potential; to constantly work at being better. People who move beyond fear, doubt and negative thinking and put their gifts to work for the benefit of all are obviously better, happier people and that makes them valuable employees, outstanding parents and a genuine asset to society. The mission of my speaking business is to "help ordinary people live extraordinary lives."

I've been a volunteer for several small nonprofit organizations so I understand the important work nonprofits do and how difficult it is to survive, let alone thrive. As my speaking business has grown, I find I have less time to devote to volunteer work, however, to continue to do my part to support small nonprofits I offer a substantial reduction of my usual fee

Yes, there really is an Easy Street. My wife, Kathy and I live there with our son, Spencer. Just so you know, Easy Street is a dead end.

Using Emotional Intelligence to Create A More Positive Work Environment

What you will learn:

Our emotional patterns and the emotional patterns of those with whom we work greatly influence the attitudes in the work place. In turn, negative attitudes directly influence productivity and results. Increasing one's emotional intelligence (self awareness and self management and progressing to greater social awareness and relationship skills) can change work place attitudes, resulting in increased job satisfaction, productivity, and bottom line work outcomes. Research has shown that emotional intelligence (EI) is now known to be the most significant indicator of success at all levels of employment. Resilient and optimistic people in all fields of work have a high level of emotional intelligence. The good news is, emotional intelligence skills can be learned. Change in creating a more positive work environment starts with leaders, including managers and supervisors, increasing their emotional intelligence, and, through their experience and example, work with those they supervise in cultivating emotional intelligence. "The mood and style of a leader is contagious in an organizational system, and the leader's degree of emotional intelligence can make or break an organization's effectiveness."

The participants in this workshop will use real work experiences in learning new tools for increasing their own emotional intelligence and the emotional intelligence of those with whom they work and supervise. The workshop will provide an introduction to emotional intelligence, including research on the impact of EI and the brain science behind it. Exercises and tools will be focused on changing work place attitudes. Participants will leave having learned tools to be more self aware, self managed and socially aware themselves and with an understanding of how they can cultivate the same in those they supervise, with the result being a more positive work environment.

Participants will leave with:

1. An understanding of what emotional intelligence (EI) is and why it is important for better work relationships and a more positive work environment;
2. Insight into their own emotional patterns and their impact on others and on the overall work environment;
3. Practical tools for increasing their own emotional intelligence;
4. Individualized strategies for cultivating the emotional intelligence skills of those with whom they supervise and / or work.

Speaker Biography: Jean Hammink, Principal Consultant



In 2004, Jean Hammink co-founded **insideoutcomes** to invest in the people who work in organizations to improve results "from the inside out" through emotional intelligence (EI) coaching and training. Through leadership positions in the nonprofit, corporate, and government sectors, Jean has influenced change at many levels, helping individuals, groups, organizations, and large community systems find new solutions. Having directed three nonprofit organizations and served on numerous boards of directors, Jean understands the challenges faced by the leaders and staff of organizations.

As a Bush Foundation Leadership Fellow, she earned a Master in Public Administration from the Kennedy School of Government at Harvard University. In addition, Jean has completed training in emotional intelligence through the Institute for Health and Human Potential, is certified by the HayGroup to administer the 360 Emotional Intelligence Inventory, and has completed the International Gestalt Coaching Program at the Gestalt Institute of Cleveland. For over 10 years Jean has been practicing mindfulness meditation and currently serves on the Board of Common Ground Meditation Center.

FUTURE TECHNOLOGIES YOU NEED TO KNOW NOW

What you will learn:

New technologies drive change, creating opportunities to generate new goods and services, new methods of distribution, and new processes to better meet people's needs. Consider, for example, how different every aspect of your work has become with the advent of the World Wide Web. Innovations in computing, communications, materials science, and other areas have already enabled global change with huge implications for the future. This seminar looks at the new technologies that will drive change in the near and not-too-distant future. You will be surprised at how many of the new technologies (already in labs) will change your life and your organization. As the world of technology changes, the expectations for you and the way your organization performs its work and services will change as well. This seminar will also address the impacts the new technologies will have on the future of government. Be prepared to be amazed!

Speaker Biography:



Dr. David Bouchard, Professor and Coordinator of MIS, Metropolitan State University: Dr. David Bouchard is a nationally known authority in Information Technology. He is Coordinator of Metropolitan State University's Masters in MIS program and Graduate MIS Certificates, Professor of Management Information Systems (MIS) in the MBA and MMIS programs at Metropolitan, and President, Age of Information, Inc., a national IT consulting firm.

His 25 plus years of experience in MIS include seven years as expense systems manager for a Fortune 500 company, faculty member and Director of Support Services at the University of Minnesota, twenty years of Minnesota and national consulting and teaching on IT issues, and twenty years as Professor of MIS. He designed, wrote and gained all approvals for two of the largest graduate programs in MnSCU, Metropolitan State's MBA and Master of MIS (MMIS) programs, and was co-author of the national award-winning Visualization program at Minneapolis College of Art and Design.

Dr. Bouchard holds a Bachelor of Arts degree, summa cum laude, and Masters degrees in Marketing and MIS, from the University of Minnesota, and a Ph.D. in MIS. He also holds the FLMI degree in insurance and numerous certifications.

His research interests include productivity through IT, user interface design/human factors, information visualization, strategic management of technology, systems design, web application and other areas.

CAR KEY FACTORS



What you will learn:

Effective communication is the “key” to success. In this fun-filled program, Brian Blasko invites you to discover and examine the four unique personality styles that we communicate with daily. This high-energy session will take you on an unforgettable journey into the mind of the 4x4, the Volvo, the Sports Car, and the Minivan. Come find out what vehicle you are!

On this adventure, you will learn the characteristics and attributes of these personalities as well as their motivators and downfalls. The Car Key Factor will show you how to interact effectively with customers and coworkers you see daily. People are like cars and we need to be using the right KEY to start their engines.

Speaker Biography:



Brian Blasko is a highly motivated, nationally known speaker and trainer. His programs, inspiring individual and organizational growth, are some of the most sought after in the country. This celebrated author of *Cruisin' Through Life At 35 MPH* has an M.A. in interpersonal communication, collegiate level teaching experience, and is a member of the National Speakers Association, as well as NSA Ohio. Every year clients throughout the country depend on Brian to re-charge their organization and employees. Always the fun communicator, his contagious energy encourages others to feel comfortable about themselves and their personal development. *Blasko is to motivation as engine is to car.* Driven by his sincere interest in others, and a genuine passion for public speaking, Brian enthusiastically invites you to discover and maximize **your own personal potential.**

LEGAL ADVICE

What you will learn:

When is it legal advice? Administration fields many questions from the public. In responding, we are prohibited from giving “legal advice.” This class will cover the reasoning and rules behind the prohibition and will engage participants in a discussion of what is and is not legal advice, using real-life examples. The session will also highlight strategies for responding to questions, including referral options. For the discussion, participants are encouraged to bring a written example to the session of a customer question that falls in the grey area between legal advice and procedural information.

Learning objectives:

- Greater uniformity of customer service;
- Greater understanding of the legal advice prohibition;
- Improved ability to respond to legal questions from the public;
- Resources to use in training your staff.

Speaker Biographies:

Susan T. Ledray, Pro Se Services Manager, Fourth Judicial District Court

Susan Ledray has been the Pro Se Services Manager for the 4th Judicial District since 1999. She started with Hennepin County in 1987 and worked in the Examiner of Titles office and as a Referee. Susan has a J.D. from the University of Minnesota and an MBA from St. Thomas University. She is active on court and bar committees at the local, state, and national levels involving access to justice issues.

Michael Vicklund, Court Operations Supervisor, Fourth Judicial District Court

Michael Vicklund is a Court Operations Supervisor with the Traffic Violations Bureau for the 4th Judicial District. Michael started his career with the 4th Judicial District as a Judicial Law Clerk in 2001. He has also served as an Administrative Hearing Officer for the 4th Judicial District. Michael earned his J.D. degree from William Mitchell College of Law and a B.A. degree from St. Cloud State University.



COURT ETHICS: PRACTICAL APPLICATIONS

What you will learn:

Handling sensitive information, gifts, and outside employment - These are just a few of the difficult situations court staff are faced with regularly. Using real-life scenarios, Karl and Peter will conduct a lively discussion on how to think about and deal with various situations and come up with realistic solutions. At the end of the session, members should be able to understand more clearly why codes deal with various topics as they do. Supervisors should have more ideas on how to educate their staff in proper ethical conduct. Courts should be in a position to take a more serious and thorough look at how they, as an organization, use their codes.

Speaker Biographies:



Karl Thoennes began his career in the courts in Alaska in 1988, ultimately working as a division supervisor in the state's largest trial court in Anchorage. He was appointed county court administrator in Minnesota's 7th Judicial District in Todd County in 1998 and then Stearns County, St. Cloud in 2000. Karl was appointed administrator for South Dakota's 2nd Judicial Circuit, the state's largest by population, in 2004. For the past seven years, together with Peter Kiefer, Karl has been a regular columnist on ethics in *The Court Manager*, a national publication for court leaders. Karl has served as speaker or panelist on ethics and other topics at a number of state, regional, national, and international programs including multiple conferences for the National Association for Court Management, university classes and professional associations. His international work includes speaking on court ethics at the 2005 Pacific Judicial Council

Conference in Guam for a group of Pacific Island nations and territories, and a 2006 presentation at the World Ethics Forum in Oxford, England, sponsored by the World Bank and the International Institute for Public Ethics. He is currently the primary editor for an international court ethics website, www.courtethics.org. Karl holds a Masters degree in public administration from the University of Alaska, completed two graduate seminars in public policy and government in Sapporo, Japan as both a student and guest speaker, and most recently completed a fellowship with the Institute for Court Management at the National Center for State Courts in 2007. *Contact: Second Judicial Circuit, 425 N. Dakota Avenue, Sioux Falls, SD 57104. Phone: 605-367-5920. Fax: 605-367-5979. E-mail: karl.thoennes@ujs.state.sd.us.*

Peter C. Kiefer is the Southeast Regional Court Administrator for the Maricopa Superior Court in Phoenix, Arizona. Peter was Criminal Court Administrator for the last five years. Prior to that he was manager of Trial Court Programs Division for the California Administrative Office of the Courts in San Francisco. He worked for twenty years in the Oregon judicial system, first for the Multnomah District Court in Portland, and then for the Office of the State Court Administrator where he traveled the state directing a team that provided technical assistance to trial courts. Peter has been a member of NACM since the organization's inception and traveled to the Peoples Republic of China with a delegation of court administrators in the late 1980s. Along with Karl Theonnes, Peter co-edits the regular ethics column for the NACM journal, *The Court Manager*. He received his masters in public administration from USC and his bachelors from Santa Clara University.



RECIPE FOR SUCCESS: 5 KEY INGREDIENTS FOR LIFE



What you will learn:

Do your employees need more motivation? Would you like to “gobble up” success? If you answered yes, then come have some fun with Brian Blasko and enjoy the opportunity to relax, laugh and learn useful life lessons. The 5 ingredients served during this program have all been marinated, baked and are ready to be served! Learn how to enjoy your business potential!

- Penny for your thoughts
- A rubber band to stay flexible
- A mirror to reflect your self-pride
- Warm fuzzy to laugh your worries away
- Become a sponge and absorb life

Speaker Biography:



Brian Blasko is a highly motivated, nationally known speaker and trainer. His programs, inspiring individual and organizational growth, are some of the most sought after in the country. This celebrated author of *Cruisin' Through Life At 35 MPH* has an M.A. in interpersonal communication, collegiate level teaching experience, and is a member of the National Speakers Association, as well as NSA Ohio. Every year clients throughout the country depend on Brian to re-charge their organization and employees. Always the fun communicator, his contagious energy encourages others to feel comfortable about themselves and their personal development. *Blasko is to motivation as engine is to car.* Driven by his sincere interest in others, and a genuine passion for public speaking, Brian enthusiastically invites you to discover and maximize **your own personal potential.**