

*Minnesota Association for  
Court Management  
2011 Summer Conference Program*

**AS THE COURT TURNS**



**PRESERVING OUR PEOPLE  
*and*  
OUR PURPOSE**

75 South 37<sup>th</sup> Avenue  
St. Cloud, Minnesota  
320-253-9000



**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.**





# AS THE COURT TURNS



Wednesday, June 8, 2011

- 9:00 AM** **NEW MEMBER BREAKFAST  
W/EXECUTIVE BOARD & MEMBERSHIP SRVS.**  
*River Bats Room*
- 9:30 AM** **REGISTRATION**
- 10:00 - 10:15 AM** **OPENING REMARKS**  
Susan Love, MACM President  
Peggy Gentles, MACM 2nd Vice President  
*Huskies/St. Benedicts Room*
- 10:15 - 11:30 AM** **LEADERSHIP - CREDIBILITY IN ACTION**  
Honorable Kevin S. Burke  
Fourth Judicial District Court  
*Huskies/St. Benedicts Room*
- 11:30 AM** **LUNCH BUFFET**  
*Poolside*
- 12:30 - 1:30 PM** **FACEBOOK, TWITTER, YOUTUBE: WHAT'S ALL  
THE HYPE ABOUT?**  
Nora Sydow, Sr. Analyst, Knowledge & Information  
Services Division, National Center for State Courts  
*Huskies/St. Benedicts Room*
- 1:30 - 2:00 PM** **STATE OF THE COURT ADDRESS**  
Chief Justice Gildea, Minnesota Supreme Court  
*Huskies/St. Benedicts Room*
- 2:00 - 2:30 PM** **BREAK**
- 2:30 - 4:30 PM** **COURT SECURITY: PROTECTING THE PEOPLE &  
PLACES IN OUR JUDICIAL SYSTEM**  
Lt. Pete Sichko, Hennepin County Sheriff's Office  
Captain Dan Andren, Sherburne County Sheriff's Off.  
*Huskies/St. Benedicts Room*
- 4:30 - 6:30 PM** **VENDOR SHOW**  
*Heritage Room*
- 4:30 - 7:30 PM** **CASINO NETWORKING EVENT**  
*Heritage Room*
- AFTER HOURS** **DINNER ON YOUR OWN**  
*Hospitality Suite, Location to be Announced: Opens at 6:00 p.m.*



# AS THE COURT TURNS



**THURSDAY, June 9, 2011**

**8:00 - 8:30 AM BREAKFAST**

**8:30 - 9:30 AM MACM BUSINESS MEETING**  
*Huskies/St. Benedicts Room*

**9:30 AM BREAK**

|                                      |   |  |   |  |
|--------------------------------------|---|--|---|--|
| <b>Small Group Breakout Sessions</b> | <b>Balanced Performance Management</b><br>David Farrar<br><i>Vikings Room</i> | <b>Social Media: Impact on the Courts</b><br>Nora Sydow<br><i>Twins Room</i> | <b>Cascading the Purpose</b><br>Michelle Nelson<br><i>River Rats Room</i> | <b>Emotional Intelligence</b><br>Connie Gackstetter<br><i>Huskies Room</i> |
| <b>10:00 - 11:30 AM</b>              |   |  |   |  |

**11:30 - 1:00 PM MACM AWARDS LUNCHEON**  
*Heritage Room*

**1:00 - 2:30 PM ST. CLOUD PRISON TOUR** (*Limit 15 Participants*)

|                                      |   |   |   |  |
|--------------------------------------|---|---|---|--|
| <b>Small Group Breakout Sessions</b> | <b>Balanced Performance Management</b><br>David Farrar<br><i>Vikings Room</i> | <b>The Policy Side of Social Media</b><br>Nora Sydow<br><i>Twins Room</i> | <b>Cascading the Purpose</b><br>Michelle Nelson<br><i>River Rats Room</i> | <b>Emotional Intelligence</b><br>Connie Gackstetter<br><i>Huskies Room</i> |
| <b>1:00 - 2:30 AM</b>                |   |   |   |  |

**2:30 - 3:00 PM BREAK**

|                                      |   |  |   |  |
|--------------------------------------|---|--|---|--|
| <b>Small Group Breakout Sessions</b> | <b>Balanced Performance Management</b><br>David Farrar<br><i>Vikings Room</i> | <b>Social Media: Impact on the Courts</b><br>Nora Sydow<br><i>Twins Room</i> | <b>Cascading the Purpose</b><br>Michelle Nelson<br><i>River Rats Room</i> | <b>Talent Management</b><br>Kevin Bowling<br><i>Huskies Room</i> |
| <b>3:00 - 4:30 PM</b>                |   |  |   |  |

**AFTER HOURS**

**DINNER ON YOUR OWN**

*Hospitality Suite, Location to be Announced: Opens at 6:00 p.m.*



**7:30 PM**

**VOLLEYBALL MATCH - RECREATION AREA**



# AS THE COURT TURNS



***FRIDAY, June 10, 2011***

- 8:00 - 8:30 AM**      **BREAKFAST**
- 8:30 - 9:00 AM**      **NATIONAL CENTER FOR STATE COURTS**  
**Kevin Bowling, Conference Development Committee Chair & NACM President—Elect**  
**National Association for Court Management**  
*Huskies/St. Benedicts Room*
- 9:00 - 9:30 AM**      **LEGISLATIVE UPDATE**  
**Janet Marshall, Intergovernmental Relations Liaison**  
*Huskies/St. Benedicts Room*
- 9:30 - 10:00 AM**      **BREAK**
- 10:00 - 11:30 AM**      **DING HAPPENS! HOW TO LEAD WELL EVEN WHEN THINGS GO WRONG**  
**Avish Parashar**  
*Huskies/St. Benedicts Room*
- 11:30 AM**      **ADJOURN - LUNCH ON YOUR OWN**
- 1:00 - 3:30 AM**      **ST. CLOUD PRISON TOUR**  
**Must be pre-registered to attend**  
*Limit 15 participants*

## *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 State Court Education & Organization Development Division SCAO for 10 hours.

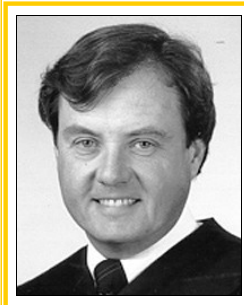


# Kevin Burke



## LEADERSHIP - CREDIBILITY IN ACTION

### ABOUT THE PRESENTER:



**Honorable Kevin Burke** Kevin Burke is a District Judge in Hennepin County, Minnesota. He was elected for four terms as Chief Judge and three terms as Assistant Chief Judge. From 1991 - 1996 he served as the Chair of the Conference of Chief Judges. He chaired the State Board of Public Defense, and was a leader in the effort to improve and expand the state's public defender system.

Judge Burke has been named one of the 100 most influential lawyers in the history of Minnesota by Law & Politics magazine. In 1996 he was named a Toll Fellow. The Toll Fellowship identifies emerging state leaders from all three branches of government. In 1997 he received the Director's Community Leadership Award from the Federal Bureau of Investigation. In 2002 the National Center for State Courts awarded him the Distinguished Service Award. In 2003 he was selected as the William H. Rehnquist Award recipient by the National Center for State Courts. The Rehnquist Award is presented annually to a state judge who exemplifies the highest level of judicial excellence, integrity, fairness and professional ethics. He was awarded Public Official of the Year by Governing Magazine in 2004. In 2005 the Minnesota Chapter of the American Board of Trial Advocates named him trial judge of the year.

Judge Burke teaches at the University of Minnesota and University of St. Thomas law schools. For many years he served on the faculty of the University of Minnesota Humphrey Institute's Reflective Leadership Program. He has been a speaker in 38 states as well as Abu Dhabi, Canada, Egypt, Mexico, China, India and Ireland regarding improvement in judicial administration and court leadership. Judge Burke has authored numerous articles, and is the co-author of the American Judges Association White Paper, "Procedural Fairness: A Key Ingredient in Public Satisfaction." He presently serves on the Board of the Institute for the Reform of the American Legal System. He is a past Board member of the National Center for State Courts and the American Judicature Society. He is President-elect of the American Judges Association.

# Pete Sichko & Dan Andren

## COURT SECURITY: PROTECTING THE PEOPLE AND PLACES IN OUR JUDICIAL SYSTEM

This training, specifically designed for people who protect or serve in our courts, will provide strategies related to courthouse and courtroom security. Topics include: Vulnerability Assessment, Courtroom Security, Professional Awareness, High Risk/High Profile Trials, Emergency Events, and Judicial Threat Management.

### ABOUT THE PRESENTERS:



**Lieutenant Pete Sichko** is the Unit Commander of the Hennepin County Sheriff's Office's Court Security Unit. This unit provides safety, security and police services to seven court facilities and an economic assistance center in Hennepin County. The unit is staffed with 72 members of the HCSO with an annual budget of over 5 million dollars. His collateral duties include commanding half of the Hennepin County Sheriff's Special Response Force which is a specially trained group of deputies and supervisors who deal with large crowd disturbances, protestors and protest devices. Lieutenant Sichko holds a Bachelors Degree from Augustana College in Sioux Falls, South Dakota and is a proud graduate of Albert Lea Senior High School. During his twenty nine years with the HCSO, he has been assigned as a Deputy Sheriff, Sheriff's Sergeant or Sheriff's Lieutenant in the Court Security Unit for twenty two years. He spent seven years in the Sheriff's Narcotics Unit investigating narcotics and other related crimes. During his tenure he has received management training from the United States Marshal's Service on the topics of court security and threat management for the protection of judicial officers, the United States Department of Justice on developing and evaluating courthouse security and disaster preparedness, the United States Secret Service on the topic of dignitary protection, the Federal Bureau of Alcohol, Tobacco and Firearms on explosives and explosive devices, the United States Department of Homeland Security on protestors and protest devices, the Drug Enforcement Administration, the Federal Bureau of Investigation, the Minnesota Bureau of Criminal Apprehension and the Northwestern University Traffic Institute for police management. Lieutenant Sichko has taught numerous classes at conferences, seminars, colleges and schools to court administrators, judges, attorneys, sheriffs, deputy sheriffs and students on the topic of court security. He has also been directly involved with the planning and designing of construction projects of court facilities throughout the state. He is a member of many court related committees and task forces within the 4<sup>th</sup> judicial district. Most recently, he was a member of the Minnesota Supreme Court Interactive Television Task Force.

**Captain Dan Andren** has 19+ years law enforcement experience and has been employed full time by the Sherburne County Sheriff's Office since June 1993. He served a 4 year enlistment in the United States Marine Corps, attended North Hennepin Community College where he obtained an A.A.S. Degree in Law Enforcement, then took additional coursework at Saint Cloud State University. He also is a graduate of the FBI National Academy. His experience includes assignments as a Patrol Deputy, K-9 Handler, Use of Force/Firearms Instructor, Investigator, Patrol Sergeant, and currently is the Captain assigned to oversee the Transport/Court Security Division.



# David Farrar



## BALANCED PERFORMANCE MANAGEMENT

Course Description pending.

### ABOUT THE PRESENTER:



**David Farrar** studied at the Royal Military College of Australia, (MUR), University of Melbourne, and Northwestern University, (Kellogg Business School). He has degrees in economics and psychology, completed his graduate work with honors, and was accredited as a psychologist in the Commonwealth of Australia.

David's expertise is principled leadership in business and organizations. David works with senior executives, management teams and entrepreneurs to address the people issues that make the most difference to their success. The paybacks for his clients regularly have broad strategic impact and exceed millions of dollars.

His speaking and consulting roles have taken him around the world including Australia, Belgium, Germany, Malaysia, South Africa, Singapore, Switzerland, the United Kingdom, and the United States.



# Nora Sydow



## SOCIAL MEDIA

**PLENARY: Facebook, Twitter, YouTube: What's all the hype about?** This plenary session will provide an overview of social media. Some of the questions that will be addressed in this session include:

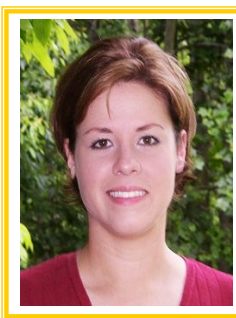
- What is social media and what are the different types?
- What are the benefits and challenges of social media?
- How is social media used by different organizations: courts, media, business, consumers.

**BREAKOUT: Social Media: Impact on the Courts** This breakout session will explore the impacts of social media on the courts, including the challenges courts face when jurors, judges, and journalists use social media. This session will also provide information on the strategies courts have implemented to address these challenges. Other questions that will be addressed include:

- What information are courts sharing through social media and for what purpose?
- What are the benefits and challenges for courts using social media?
- What social media platforms are courts using and how did they decide which platform(s) to use?
- How has social media impacted the jury system?
- Should the media and other court observers be allowed to use social media in the courtroom (e.g. tweeting, blogging, etc.)? What issues are involved?

**BREAKOUT: The Policy Side of Social Media:** This breakout session will give courts a perspective of how courts across the country are developing rules and policies that address social media. Some of the questions that will be answered include: What rules and policies have been implemented in other courts for (1) The official use of social media by court staff; and, (2) Personal use of social media by court staff (both at work and outside of work)?

- How have other state courts revised their court's cell phone/electronic device policies to address social media?
- What states have issued judicial ethics advisory opinions regarding the ethics of judges using social media, and what advice have these opinions provided to judges?



**ABOUT THE PRESENTER:** **Nora Sydow** is a Senior Analyst in the Knowledge and Information Services Division at the National Center for State Courts (NCSC). Nora provides training and technical assistance on a variety of subject areas including child protection, court-media relations, and social media. She works on a variety of projects, including the National Resource Center on Legal and Judicial Issues, where she currently provides training and technical assistance in the area of court performance measurement in child abuse and neglect cases, and also served on the Steering Committee for the Third National Judicial Leadership Summit on the Protection of Children. She presents on issues related to child protection, performance measurement, and social media at state and national conferences and trainings, and has also written on these topics as well. Prior to joining NCSC, Ms. Sydow worked as a college instructor in a criminal justice program and has also served as a Court Appointed Special Advocate. Ms. Sydow received her JD from the West Virginia University College of Law and dual BS degrees from Old Dominion University in political science and criminal justice.





# Kevin Bowling



## TALENT DEVELOPMENT & MANAGEMENT

Beginning in 2011, current US census data shows Baby Boomers will be leaving the workforce at the rate of 10,000 per day for the next 19 years! This exodus of experienced staff will undoubtedly impact the judicial branch and court managers must develop and manage staff accordingly. The purpose of this interactive workshop is to help court managers understand the critical importance of talent development and talent management. This is necessary if courts are expected to stay viable and provide excellent levels of public service. The workshop will combine materials from the NACM Planning MiniGuide (2008); a recent CEDP research project on Talent Development (2011); and "From Succession Planning to Talent Management" by Brenda Wagenknecht-Ivey, recently published in *Court Manager* (Winter 2010). Participants will gain understanding of the phases of succession planning; learn about organizational assessment, workforce analysis, program development; and discuss the concept of ensuring trial courts have the right people, with the right skills, in the right place, at the right time.

## NACM - 25 YEARS COMMITTED TO EXCELLENCE

This energized plenary session will include a brief review of mission, goals and current initiatives of the National Association for Court Management. Through an interactive presentation regarding the NACM 2010-2015 National Agenda and future trends in court management, NACM members will be better prepared to host the NACM Midyear Conference in 2012. There will also be a review of membership benefits, discussion of the core competencies for court managers and highlights of upcoming NACM educational opportunities.



**ABOUT THE PRESENTER:** Kevin J. Bowling, JD, MSJA is the Trial Court Administrator and Attorney Referee for the 20th Judicial Circuit Court and the Ottawa County Probate Court in Ottawa County, Michigan. His work in the judicial system spans 27 years with time spent as a court manager, an attorney, a judicial educator and a court consultant, including service in western Africa as Deputy Chief of Party for the Nigeria Justice Sector Assistance Project. Mr. Bowling also served in a variety of positions with the Michigan Supreme Court for 20 years, including as the State Judicial Educator and as a Regional Court Administrator. Other Michigan service included Staff Administrator for the Legislative Commission on Courts (a joint Commission of the Michigan House and Senate Judiciary Committees). Additional Court experience includes internships with the Denver Juvenile Court and the North Dakota Supreme Court. Mr. Bowling received his B.A. in Political Science/Public Administration from Providence College, Providence, Rhode Island; a M.S. in Judicial Administration from the University of Denver College of Law; and a J.D. from Thomas M. Cooley Law School in Lansing, Michigan. He is a member of the State Bar of Michigan, the National Association of State Judicial Educators, the American Judicature Society, and the Ottawa County Bar Association. Mr. Bowling has served on the Board of Directors, National Association of State Judicial Educators; the Advisory Board of the Leadership Institute in Judicial Education, University of Memphis; the Advisory Board, National Judicial College - Courage to Live Program; and the Technology Law Advisory Board, Institute for Continuing Legal Education. Mr. Bowling is also a trained mediator and serves on the Board of Directors of the Ottawa/Allegan Center for Dispute Resolution. In addition to his service on the NACM Board of Directors as the General Jurisdiction Director, he is the Vice President of the Michigan Association of Circuit Court Administrators.



# Avish Parashar



## DING HAPPENS

No matter how well you plan, things will go wrong, unexpected surprises will appear, and the universe will throw you a curve ball. Your level of success is often dictated not by how well you plan, but rather by how quickly and effectively you deal with the unexpected when it happens (and it will!) In this energetic, fun, motivational, and interactive speech, Avish demonstrates how the same principles that lead to hilarity on an improv comedy stage can lead to massive success in life. Avish weaves together humorous stories, witty observations, and interactive exercises from improvisational comedy to get people laughing, learning, and motivated! Avish will cover vital points to help them flow with the unexpected, deal with change, and be more effective.

*Your audience will learn how to:*

- ◆ Have fun in the face of adversity (and why this is a critical business skill);
- ◆ React instantly and powerfully by only controlling the controllable;
- ◆ Simply say "Yes, And" instead of "Yes, But" to instantly improve communication, flexibility, and personal success.

### ABOUT THE PRESENTER:



**Avish Parashar** is an experienced, innovative, energetic, and humorous speaker who uses his 15+ years of experience performing, directing and teaching improv comedy to deliver unique and refreshing presentations to a variety of audiences. Weaving together humorous stories, jokes, audience interaction, and improv comedy games, Avish keeps the audience engaged while imparting a key lesson: Planning is Important, but Improvising is Essential! No matter how well you plan, things will go wrong, surprises will arise, and the Universe will throw you a curveball. Your success and sanity are directly related to how you respond these challenges. By the end of one of Avish's presentations you will have key tools to flow with all that life throws at you. Avish has spoken to the very creative (actors and directors), the very un-creative (accountants), the very casual (college students), and the very business-like (sales professionals). The end result is always the

same - smiles, laughs, and a new way of looking at life and business. Avish graduated from the University of Pennsylvania in 1995, created, managed, and directed Polywumpus Improv Comedy from 1996-2002, and currently performs, teaches, and directs improv with Full Circle Theater. Avish is an active member of the National Speakers Association, Toastmasters, and the Network of Indian Professionals. When not speaking, Avish reads, writes, plays basketball, and has been known to make a short film or two...



# Vendor Show

## Minnesota Association for Court Management

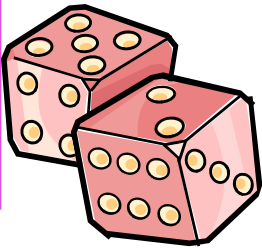
**VENDOR SHOW**  
**June 8, 2011**  
**4:30—6:30 p.m.**

**Holiday Inn,**  
**St. Cloud, MN**

Immediately following the afternoon MACM conference session

**Spouses/Adults Welcome**

Remember to pick up your MACM conference gift upon your arrival at the Vendor Show.



MACM strives to provide its membership with fun and enjoyable networking opportunities while being fiscally responsible. This year we are asking MACM members to donate \$10 to off-set entertainment costs.

Please submit a check payable to MACM separate from your registration.

*Send to:*

**MACM Treasurer Rhonda Williams,**  
**First Judicial District 1560 Highway 55,**  
**Hastings, MN 55033.**

This will be a great opportunity to network while seeing vendors showcase their products and services.

**Come check out the products/services presented by local and national vendors.**

Network and enjoy appetizers at the Vendor Show



### Casino Networking Event

**4:30 to 7:30 p.m.**

**In between the visits to the vendors, enjoy a game of cards or dice, appetizers and cash bar.**

MACM 2011 Conference  
Entertainment Fee Donation

Name: \_\_\_\_\_ District/County: \_\_\_\_\_

Email address: \_\_\_\_\_

Make \$10.00 check payable to MACM and send separate from registration to:

Rhonda Williams, MACM Treasurer  
First Judicial District  
1560 Highway 55, Hastings, MN 55033

# ST. CLOUD SITES

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## *Other Attractions*

### Crossroads Mall

4101 W. Division St., St. Cloud, MN 56301 ph 320-252-2856

[www.crossroadscenter.com](http://www.crossroadscenter.com)

Monday-Saturday: 10:00am-9:00pm Sunday: 11:00am-6:00pm

### Marcus Parkwood 18 Movie Theatre

1533 Frontage Road North Waite Park, MN 56387 ph 320-253-4328

[www.marcustheatres.com](http://www.marcustheatres.com)

### The Gardens

Two distinct but adjacent gardens on the banks of the Mississippi River.

[Munsinger Gardens](#) dates from the 30s; the WPA-constructed paths and garden areas are still here, refurbished and expanded in the 80s. This is an informal garden of 14 acres with winding flower-bordered paths under tall pines. The grass flows between the organic shapes of island beds much like the river beside it.

The [Clemens Gardens](#), developed primarily in the 90s, provide 7 acres of considerable contrast. A collection of six gardens characterized by a formal style, they are situated on the sunny hill above Munsinger. The design is classical European but the use of plant material is decidedly American. Among them are the [Virginia Clemens Rose Garden](#), the [Rest Area Garden](#), the [Formal Garden](#), the [White Garden](#), the [Perennial Garden](#), and the [Treillage Garden](#). All are enhanced with decorative ironwork and fountains. Both Gardens dazzle from late spring deep into fall.

Hours: The Gardens are open every day from Spring to Fall from 7:00 a.m. to 10.00 p.m.

Cost: There is no admission fee for Munsinger Gardens and Clemens Gardens; however, donations to the Gardens are always accepted. Guided tours are not available at this time.

## **Directions:**

**From US Highway 10**, take State Highway 301 (also known as Minnesota Boulevard) west to Kilian Boulevard SE, then head north. Clemens gardens will be on your left.

**From State Highway 23** (also known as Division Street), turn south on Wilson Avenue to Riverside Drive and follow the River south to the Gardens. Munsinger Gardens will be on your right, with Clemens Gardens to your left.

**From I-94**, take exit 171 and head north on County Road 75. Turn right on Washington-Memorial Drive, turn right again onto 10th Street South, heading east. Cross the Mississippi River, then turn left at the first stop lights past the bridge onto Kilian Boulevard SE. Clemens Gardens will be on your left.

[www.munsingerclemens.com](http://www.munsingerclemens.com)