

ACTIVITY REPORTING AND PROPOSAL FORM

JUDICIAL COUNCIL DIRECTIVES AOC RESTRUCTURING

DATE	11/30/2012
PREPARED BY	Dr. Diane Cowdrey
OFFICE NAME	<u>Office of Education/CJER</u>
JUDICIAL COUNCIL DIRECTIVE NUMBER	88
JUDICIAL COUNCIL DIRECTIVE	E&P recommends that the Judicial Council direct the Administrative Director of the Courts to report to the council on a review of the content of training courses offered to AOC managers, supervisors, and employees, the number and location of courses offered, and the means by which courses and training are delivered. Training opportunities should include greater orientation and development of understanding of court functions.
SEC RECOMMENDATION	As to training currently required of AOC managers, supervisors, and employees, the Administrative Director should order a review of the content of training courses offered, the number and location of courses offered, and the means by which courses and training are delivered. Training opportunities should include greater orientation and development of understanding of court functions.
RESPONSE (check applicable boxes)	
<input checked="" type="checkbox"/> This directive has been completed and implemented:	
<p>Attached please find a report and chart detailing the review of the education and training course offerings to AOC management and staff. This report details how CJER re-evaluated its existing AOC trainings and revised them in order to match reduced resources and changed priorities. The changes can be summarized as follows:</p> <ul style="list-style-type: none"> ▶ The elimination of several live AOC Education courses determined not to be core to the mission of the AOC. This includes some of the following courses: <ul style="list-style-type: none"> ● AOC Brown Bag Lunch Series (e.g., "Tribal Nations," "Judicial Workload Assessment," "Internal Audit Service," and "What the Court is Doing to Respond to the Needs of Self-Represented Litigants in California's Courts") ● AOC Forum Series (e.g., How the Courts Failed Germany and Women in Justice) ● The Science of Communication ● Several courses on "Green Office Practices" (e.g., "Go Green: Energy and Conservation," "Go Green: Kitchen and Workstation," and "Go Green: Paper, Paper, Paper") ● Several courses on safety (e.g., "Preventing Workplace Violence," "Laugh Yourself Safe," "Planning for Unexpected Emergency," "Earthquake Preparedness," "Emergency Response" and "Crime Prevention") ▶ An increase of online safety related courses (through an outside vendor), representing a 116% increase in the number of online safety courses, including: <ul style="list-style-type: none"> ● Fall Protection ● Hearing Conservation ● Respiratory Protection ● Ladder Safety 	

- EHS @ Work
- Back Injury Prevention
- Slip, Trip, and Fall Prevention

▶ A reduction of live computer training courses for the AOC of approximately 46%. These courses are determined by staff need:

- Access courses (e.g., "Forms, Access Queries, Access Reports")
- Excel Formulations
- PowerPoint Basics and PowerPoint Quickstart
- Publisher Basics
- Windows 7 Basics
- Word Sections & Page Layout, Word Styles & Templates

▶ An increase in the number of combined AOC/Court audience computer classes:

- Americans with Disabilities Update
- Excel Charting (class was delivered multiple times)
- Excel Data Analysis
- Word Report Features (class was delivered multiple times)
- Word Tips & Tricks (class was delivered multiple times)

▶ Increasing the number of courses available to AOC employees related to court operations by approximately 162%. This was accomplished in two ways; the first is an online course that was developed specifically for AOC staff entitled "The Work of the Courts," and the second means to accomplish this was done by leveraging existing court (both trial and appellate) staff education and making these courses available to AOC staff. With minimal staff resources, the following broadcasts and online courses were made available to all AOC staff:

- Select online broadcasts (e.g., Everyday Court Practices – Exhibits, Domestic Violence, Probate fundamentals, Appeals 101, ICWA 101, Traffic Counter)
- Online courses (e.g., "Handling Fee Waiver Applications," "Intro to Family Law Procedure")

▶ Increasing the number of courses available to AOC managers and supervisors in the area of management and leadership development, and in providing greater orientation and development of understanding of court functions. This was accomplished by in several ways, detailed below:

- Certifying a CJER staff member to teach Achieve Global (an outside vendor) courses and use the class materials that had been purchased several years ago and been held in storage. These courses include "Successful Delegation," "Strategies to Help you Build a Unified Team," "Tools to Lead your Team through Change," and "The principles and Qualities of Genuine Leadership."
- Developing management training AOC supervisors and managers using existing court education courses (CORE 40 Court Supervisor Training). These courses will be rolled out to AOC staff beginning in January 2012.
- Developing court related education for AOC management using the curricula from the Institute for Court Management certification program, including courses in the following areas:
 - * Court Community Communications (e.g., "Purpose and Communication"
 - * Fundamentals," "Understandable Courts," and "The Media and Media Relations")
 - * Leadership (e.g., "Be Credible in Action," "Create Focus through Vision," and "Manage Interdependencies")
 - * Court Operations and Orientation (e.g., "Introduction to CourTools," and "Purposes and Responsibilities of Courts")
 - * Introduction to Project Management
 - * Visioning and Strategic Planning (e.g., "Strategic Thinking," "Organizational Foundations," and "Planning: Change & Alignment")

This restructuring to match reduced resources and changed priorities allows many more options for AOC staff to learn about the courts and increases the AOC's overall effectiveness in providing service to the courts. CJER was able to accomplish this, in part, by leveraging court education resources that had been originally developed and produced for court personnel. This enables CJER to devote the majority of its resources to developing education for the trial and appellate courts while still providing relevant education to AOC employees.



Judicial Council Report
EP Rec 88 (2).docx
Microsoft Office Word
Document
32.2 KB



Updated
Recommendation 88
chart (2) FINAL.docx
Microsoft Office Word
Document
36.0 KB

This directive is forwarded to the Judicial Council with options for consideration:

File Attachment

Other:

The report is being drafted.

File Attachment

File Attachment

TIMELINE AND RESOURCES FOR IMPLEMENTATION

**IMPLEMENTATION
DATE OR
PROJECTED
IMPLEMENTATION
DATE**

The review of AOC education has been implemented and will be an ongoing review.

**RESOURCES
REQUIRED FOR
IMPLEMENTATION**

ADDITIONAL IMPLEMENTATION INFORMATION (complete only applicable sections)

**PROCEDURES/
POLICIES UPDATED
OR DEVELOPED**

File Attachment

**TRAINING
UPDATED OR**

Please see attached report which details the current training and educational opportunities for AOC staff and management, and includes training that was updated and/or developed.

DEVELOPED	 File Attachment
<input checked="" type="checkbox"/> SAVINGS	<p>There has been a substantial reduction in the number of educational offerings to AOC staff which did not further the core mission of the AOC. The personnel cost savings were then redirected to education and training development for the courts as well as to creating and teaching additional management training for AOC staff. Education offerings developed for the courts have been leveraged for AOC staff with no extra expenditures. Costs have been neutral.</p>  File Attachment
<input type="checkbox"/> COST	 File Attachment
<input checked="" type="checkbox"/> EFFICIENCIES	<p>Leveraging existing education developed for court audiences for use by AOC staff is an increase in efficiency. Certifying a staff member to teach Achieve Global classes and use materials that were purchased several years ago is an increase in efficiency.</p>  File Attachment
<input checked="" type="checkbox"/> SERVICE LEVEL IMPACT	<p>The more court focused education which is developed for AOC staff will increase the capability of AOC staff to better serve the courts.</p>  File Attachment
<input type="checkbox"/> OTHER	 File Attachment
ADMINISTRATIVE DIRECTOR OF THE COURTS (ADOC) REVIEW AND APPROVAL	
ADOC REVIEW	Administrative Director of the Courts Review Date: <input type="text" value="11/30/2012"/>
EXECUTIVE AND PLANNING (E&P) COMMITTEE REVIEW	
E&P REVIEW	Executive and Planning Review Date: <input type="text" value="12/7/2012"/>

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Judicial Council Recommendation 88

E&P recommends that the Judicial Council direct the Administrative Director of the Courts to report to the council on a review of the content of training courses offered to AOC managers, supervisors, and employees, the number and location of courses offered, and the means by which courses and training are delivered. Training opportunities should include greater orientation and development of understanding of court functions.

Summary

In 2012, the Office of Education/Center for Judicial Education and Research (CJER) re-evaluated existing AOC Education courses and reduced them in order to match reduced resources and changed priorities. The review resulted in the elimination of courses that are not core to the mission of the Administrative Office of the Courts. In tandem, CJER increased the amount of education offerings for AOC staff that are more court focused, and believe this will increase the AOC's overall effectiveness in providing service to the courts. Court-related class offerings in 2012 were *increased by 162%*. CJER has accomplished this, in part, by making available to AOC staff broadcast programs and online classes originally developed and produced for court personnel. This leveraging of court related education enables CJER to devote the majority of its resources to developing education for the trial and appellate courts while still providing relevant education to AOC employees. In addition, some AOC Education courses are offered jointly to both AOC and trial and appellate court personnel.

Review of the Content of Current Training Offered to AOC Employees

At the end of 2011, CJER led a review of the current compliance requirements for AOC employees. As part of this review, CJER held meetings with representatives from the Human Resources Services Office, Legal Services Office, Risk Management Unit, Office of Emergency Response and Security, and the Injury and Illness Prevention Plan (IIPP) Working Group. The IIPP Working Group is responsible for identifying specific training for each job classification category of AOC staff, based upon a safety assessment conducted for each employee. The resultant changes primarily affected safety-related requirements. In 2012, the number of non-safety compliance classes offered was *reduced by 12%* in response to a decreased need for new employee education.

Safety Training. As part of the AOC compliance requirement changes, job specific safety-training is now identified as part of the IIPP, the majority of which is provided via online education. As a result of these changes, the number of live safety-related class offerings was reduced by 69%. Seven new safety-related online courses provided by the AOC online vendor Syntrio were added in January 2012; this represents a 116% increase in the number of online safety-related

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training options. The Office of Education/CJER will continue to provide compliance classes and to partner with the IIPP Working Group to provide safety-related education.

Computer Training. In addition to changes in compliance education, CJER also *reduced computer class offerings by 46%* from 2011. At the end of this calendar year, CJER will review computer class attendance to determine the number of computer classes to be offered to AOC employees next year. Of those classes that were offered in 2012, seven sessions were offered to a combined audience of AOC and trial and appellate court employees. Combined audience classes offer a meaningful way for AOC and court employees to interact together. Further, offering classes to a combined audience allows the Education Division to focus more of its resources on developing education for the courts.

Court-Related Education: ICM Classes. Utilizing curriculum provided by the Institute for Court Management (ICM), CJER is able to efficiently develop education for AOC employees which focuses on the work of the courts. This national curriculum is owned by CJER, which enables CJER to create multiple separate courses, using the curriculum from each of the 2.5 day classes. These separate courses are developed with AOC staff in mind as the intended audience. Another advantage of these courses is that for some classes, court staff serves as faculty. The use of the ICM curriculum for this purpose began in 2010 and resulted in several classes for AOC employees. This effort has been accelerated this year. Courses now available for AOC staff and managers include the following:

- Court Community Communications: Purpose and Communication Fundamentals (new)
- Court Community Communications: Understandable Courts (new)
- Court Community Communications: The Media and Media Relations (new)
- Leadership: Be Credible in Action (new)
- Leadership: Create Focus through Vision (new)
- Leadership: Purposeful Planning; and Manage Interdependencies - Work Beyond Boundaries (new)
- Courts-Introduction to CourTools
- Courts-Purposes and Responsibilities
- Introduction to Project Management
- Visioning and Strategic Planning: Strategic Thinking
- Visioning and Strategic Planning: Organizational Foundations
- Visioning and Strategic Planning: Change & Alignment

Court-Related Education: Online Course. In addition, working with subject matter experts from the AOC and the courts, CJER developed an online course for AOC employees called “The Work

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of the Courts.” This class provides a general overview of court work and processes and is currently under final review by trial court employee subject matter experts. Court-related class offerings for AOC employees increased by 162% in 2012.

Training Offered to AOC Managers and Supervisors

CJER continues to leverage existing resources to support and develop manager and supervisor education at the AOC. In addition to the training and resources already available to managers and supervisors at the Administrative Office of the Courts, there were several new initiatives during the past year.

Management Training: Achieve Global Courses. During the 2012 – 2013 education period, CJER will provide courses for managers and supervisors using curriculum purchased from Achieve Global (a world-renowned international provider of leadership training programs) in 2004. AOC Office of Education/CJER employee, Rhonda Sharbono, completed the Achieve Global faculty training to enable the AOC to utilize this previously purchased curriculum. Utilizing the Achieve Global courses will allow the AOC to provide education for up to 80 managers and supervisors with no additional financial investment, in four areas:

- Successful Delegation
- Strategies to Help You Build a Unified Team
- Tools to Lead Your Team through Change
- The Principles and Qualities of Genuine Leadership

Management Training: Leveraging Court Programs. A key area of focus for AOC management training is the development of courses that address knowledge, skills, and abilities to effectively manage staff performance through increased communication, clear performance expectations, and achievement of goals. CJER, Legal Services Office, and Human Resources Services Office began the process of identifying broad objectives and desired results for AOC management training. This involved leveraging content and objectives already developed as part of CORE 40 Supervisor Training for trial and appellate court supervisors and managers. Additionally, content from other programs including court management programs will be reviewed for inclusion in the overall course offerings. Multiple separate courses will be provided starting in January 2013 with subsequent courses being offered every other month. The initial vision is to offer these courses in a live, face-to-face environment, with videoconference capabilities for AOC staff in regional offices.

Management Training: Online Training. An online orientation course (series) for new supervisors, highlighting essential AOC policies, is being discussed as part of the training described in the previous section. Workgroups comprising AOC subject matter experts will

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begin the design and development of the new courses under the combined direction of CJER, HR, and the Legal Services Office, with some subject matter experts also serving as faculty.

The Means by Which Training is Delivered

CJER strives to hold AOC Education classes in the most cost-effective way. For some classes, such as AOC Preventing and Responding to Sexual Harassment for supervisors and managers, the AOC has subject matter experts in San Francisco, Sacramento and Burbank who are able to serve as faculty which minimizes travel. Videoconference technology is utilized at both the Sacramento and Burbank locations, with an emphasis on the Burbank location. This allows the relatively small number of AOC employees in Burbank to participate in classes without traveling; this also allows CJER to maximize the number of class attendees while efficiently utilizing faculty time.

Computer classes are currently offered only in San Francisco and Sacramento; however, this year CJER piloted computer training via WebEx to the trial courts. On July 23, a webinar was provided for trial court employees in Contra Costa on the topic of Word Report Features. Employees in Alpine County have also requested computer training, and a pilot webinar training for Microsoft Excel is currently being planned for early 2013.

Online education is also a significant resource for AOC employees. CJER provides online education for AOC employees through a variety of sources, including utilization of an online course vendor (Syntrio), development of online classes specifically for AOC employees (The Work of the Courts), and utilizing online classes developed by CJER for trial and appellate court employees.

Training Related to Increased Understanding of Court Functions

In addition to increased classes available to AOC staff resulting from the use of the ICM curriculum as previously described in this report, CJER began other ways to implement the recommendation that AOC staff receive greater orientation and development of understanding of court functions. Without the advantage of increased staff or resources, AOC Education staff was best able to accomplish this by leveraging existing education developed for court staff.

Court-Related Education: Leveraging Court Staff Education. In addition to live classes, this year CJER began to provide select broadcasts and online classes designed for the trial and appellate courts to AOC employees. These broadcasts and classes provide AOC employees with additional orientation to the courts. By utilizing existing education designed for court employees, CJER can devote the majority of its resources to developing education for the trial and appellate courts while still providing relevant education to AOC employees. The following broadcasts and online

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classes are available to AOC employees via the AOC's Human Resources Employee Management System (HREMS):

- Appeals 101
- Appellate Court Records and Files
- Domestic Violence
- Everyday Court Practices: Exhibits
- Everyday Court Practices: Felony Minute Orders
- Everyday Court Practices: File Stamping
- Exploring the Code of Ethics
- Family Adoption of Minors
- How is a California Rule of Court Created?
- ICWA 101: Fundamentals of the Indian Child Welfare Act
- Juvenile Procedures: Confidentiality and Sealed Records
- A Practical Look at Probate Court Investigator Responsibilities
- New Court Investigator Responsibilities for Conservatorships
- Probate, Conservatorship, and Guardianship Video—A Look at Elder Abuse from the Perspective of Law Enforcement
- Probate Fundamentals
- Protective Orders: The Basics
- Traffic Counter Fundamentals
- Unlawful Detainers—the Basics

In addition to broadcast programs, several online courses designed for trial court employees are also available to AOC employees:

- The Courtroom Clerk in the Felony Courtroom (2 hrs)
- Handling Fee Waiver Applications (1.5 hrs)
- Introduction to Family Procedure (4 hrs)
- Requests for Domestic Violence Restraining Orders (2.5 hrs)

This cost-effective approach allows the Education Division to significantly increase the amount of court-related education provided to AOC employees while continuing to focus resources on developing and delivering education for the trial and appellate courts.

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AOC Education: Overview of Current Courses

Course & Description	Intended Audience	Courses & Location of Courses in 2012	Means of Delivery
ADA Update: Addresses ADA law, interacting with court users and jurors with disabilities and appropriate terminology. Also includes a Q&A session.	All branch employees (combined audience)	2 sessions San Francisco	Live
Basic WebEx Meetings: an introduction to the tools and functionality of the WebEx tool.	AOC employees	2 sessions San Francisco Sacramento	Live Via WebEx
Building Team Pride and Purpose: An Achieve Global course addressing team development.	AOC Management	To be offered in 2013.	Live
Delegating for Shared Success: An Achieve Global course addressing effective delegation.	AOC Management	To be offered in 2013.	Live
Developing Team Agility, Day-to-Day Tools: An Achieve Global course addressing change management specific to teams.	AOC Management	To be offered in 2013.	Live
Emergency Response Team Training: safety training for division safety representatives.	AOC employees	2 sessions San Francisco Burbank	Live Live
[ICM] Court Community Communications: Purpose and Communication Fundamentals based on the Institute for Court Management Curriculum.	AOC employees	To be offered in 2013.	Live
[ICM] Court Community Communications: Understandable Courts based on the Institute for Court Management Curriculum.	AOC employees	To be offered in 2013.	Live
[ICM] Court Community Communications: The Media and Media Relations based on the Institute for Court Management Curriculum.	AOC employees	To be offered in 2013.	Live
[ICM] Leadership: Be Credible in Action: based on the Institute for Court Management Curriculum, addresses appropriate actions for effective leadership.	AOC Management	1 session San Francisco Sacramento	Live Videoconference
[ICM] Leadership: Create Focus through Vision based on the Institute for Court Management Curriculum.	AOC Management	To be offered in 2013.	Live
[ICM] Leadership: Purposeful Planning; and Manage Interdependencies - Work Beyond Boundaries based on the Institute for Court Management Curriculum.	AOC Management	To be offered in 2013.	Live
[ICM] Courts-Introduction to CourTools based on the Institute for Court Management Curriculum.	AOC employees	To be offered in 2013.	Live

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AOC Education: Overview of Current Courses

[ICM] Courts-Purposes and Responsibilities based on the Institute for Court Management Curriculum.	AOC employees	To be offered in 2013.	Live
[ICM] Visioning and Strategic Planning: Strategic Thinking based on the Institute for Court Management Curriculum.	AOC Management	To be offered in 2013.	Live
[ICM] Visioning and Strategic Planning: Organizational Foundations based on the Institute for Court Management Curriculum.	AOC Management	To be offered in 2013.	Live
[ICM] Visioning and Strategic Planning: Change & Alignment based on the Institute for Court Management Curriculum.	AOC Management	To be offered in 2013.	Live
Integrated Disability Management: a compliance class which addresses medical leaves, workplace injury and reasonable accommodation.	AOC Management	1 session San Francisco Sacramento Burbank	Live Videoconference Videoconference
Introduction to Project Management: a full-day class which includes AOC-relevant processes as well as established project management principles.	AOC employees	1 sessions San Francisco	Live
Leadership, Change, and Group Dynamics: AOC Management training in development.	AOC Management	To be offered in 2013.	Live
Managing Conflict - including giving and receiving effective feedback: AOC Management training in development.	AOC Management	To be offered in 2013.	Live
New Employee Orientation: for new AOC employees.	AOC employees	1 session San Francisco Burbank	Live Videoconference
New Manager/Supervisor Orientation: for new AOC management.	AOC Management	1 session San Francisco Burbank	Live Videoconference
Preventing and Responding to Sexual Harassment: two-hour course that meets the compliance requirements of California Government Code 12950.1.	AOC Management & Leads	Every 6 months in San Francisco Sacramento Burbank	Live Live Live
Performance Evaluation Process: AOC Management training in development.	AOC Management	To be offered in 2013.	Live
Performance Management: Identifying and Addressing Performance Gaps: AOC Management training in development.	AOC Management	To be offered in 2013.	Live

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AOC Education: Overview of Current Courses

Principles and Qualities of Genuine Leadership: An Achieve Global course addressing leadership.	AOC Management	1 session scheduled in 2012	Live
Setting Expectations and Documenting Performance: AOC Management training in development.	AOC Management	To be offered in 2013.	Live
Successful Email Communication: addresses effective written communication using email.	AOC employees	1 session San Francisco	Live
The At-Will Environment and Other Legal Issues: AOC Management training in development.	AOC Management	To be offered in 2013.	Live
The Work of the Judicial Council: outlines the responsibilities and processes of the California Judicial Council.	AOC employees	1 session San Francisco Sacramento Burbank	Live Videoconference Videoconference
Computer Skills Classes			
Access Basics: computer skills class.	AOC employees	1 session San Francisco	Live
Access Queries: computer skills class.	AOC employees	1 session San Francisco	Live
Access Quickstart: computer skills class.	AOC employees	1 session San Francisco	Live
Access Tables: computer skills class.	AOC employees	1 session San Francisco	Live
Acrobat Binder Building: computer skills class.	AOC employees	1 session San Francisco	Live
Enterprise Vault: computer skills class.	AOC employees	1 session San Francisco	Live
Excel Basics: computer skills class.	AOC employees	2 sessions San Francisco Sacramento	Live Live
Excel Charting: computer skills class.	AOC employees	2 sessions San Francisco Sacramento	Live Live
Excel Data Analysis: computer skills class.	AOC employees	2 sessions	

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AOC Education: Overview of Current Courses

		San Francisco Sacramento	Live Live
Excel Formulations: computer skills class.	AOC employees	1 session San Francisco	Live
Getting the Best of Excel: computer skills class.	AOC employees	1 session San Francisco	Live
Getting the Best of Outlook: computer skills class.	AOC employees	1 session San Francisco	Live
Getting the Best of Word: computer skills class.	AOC employees	1 session San Francisco	Live
OneNote in One Hour: computer skills class.	AOC employees	3 sessions San Francisco (1) Sacramento (2)	Live Live
Outlook Basics: computer skills class.	AOC employees	1 session San Francisco	Live
Outlook Meeting Planner: computer skills class.	AOC employees	1 session San Francisco	Live
Outlook Tips and Tricks: computer skills class.	AOC employees	1 session San Francisco	Live
Publisher Basics: computer skills class.	AOC employees	1 session San Francisco	Live
Visio Basics: computer skills class.	AOC employees	3 sessions San Francisco (1) Sacramento (2)	Live Live
Word Front and Back: computer skills class.	AOC employees	1 session San Francisco	Live
Word Report Features: computer skills class.	AOC employees	2 sessions San Francisco Sacramento	Live Live
Word Revision Features: computer skills class.	AOC employees	2 sessions San Francisco Sacramento	Live Live

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AOC Education: Overview of Current Courses

Word Styles and Templates: computer skills class.	AOC employees	1 session San Francisco	Live
Word Tips and Tricks: computer skills class.	AOC employees	1 session Sacramento	Live
Additional computer skills classes will be offered in 2013 based on an assessment of the 2012 courses offered, attendance, and resources available.	AOC employees	To be offered in 2013.	Live
Online Education (including court programming offered to AOC employees)			
Appeals 101: An introduction to the appeals process.	Trial/Appellate employees and offered to AOC employees	N/A	DVD broadcast
Appellate Court Records & Files: introduction to appellate records.	Trial/Appellate employees and offered to AOC employees	N/A	DVD broadcast
Domestic Violence: providing customer service to victims of domestic violence.	Trial court employees and offered to AOC employees	N/A	DVD broadcast
Everyday Court Practices-Exhibits: addresses the handling of trial court exhibits.	Trial court employees and offered to AOC employees	N/A	DVD broadcast
Everyday Court Practices-Felony Minute Orders: details the minute order process in the felony courtroom.	Trial court employees and offered to AOC employees	N/A	DVD broadcast
Everyday Court Practices-File Stamping: addresses file stamping.	Trial court employees and offered to AOC employees	N/A	DVD broadcast
Exploring the Code of Ethics: discussed the Code of Ethics for California Court Employees.	Trial/Appellate employees and offered to AOC employees	N/A	DVD broadcast
Family Adoptions of Minors: outlines the adoptions process.	Trial court employees and offered to AOC employees	N/A	DVD broadcast
How is a Rule of Court Created?: explains the process of creating a California Rule of Court.	Trial/Appellate employees and offered to AOC employees	N/A	DVD broadcast
ICWA 101-Fundamentals of ICWA: an introduction to the Indian Child Welfare Act.	Trial court employees and offered to AOC employees	N/A	DVD broadcast
Investigator Responsibilities in Conservatorships: an introduction to the	Trial court employees and	N/A	DVD broadcast

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AOC Education: Overview of Current Courses

responsibilities of a probate court investigator working on a conservatorship.	offered to AOC employees		
Juvenile Procedures-Confidentiality & Sealed Records: an introduction to the confidentiality of juvenile court records.	Trial court employees and offered to AOC employees	N/A	DVD broadcast
Probate Fundamentals: an introduction to a trial court probate department.	Trial court employees and offered to AOC employees	N/A	DVD broadcast
Probate Investigator Responsibilities: an introduction to the responsibilities of a probate court investigator.	Trial court employees and offered to AOC employees	N/A	DVD broadcast
Protective Orders-The Basics: an overview of protective orders.	Trial court employees and offered to AOC employees	N/A	DVD broadcast
Traffic Counter Fundamentals: an introduction to the responsibilities of clerks working at a trial court traffic counter.	Trial court employees and offered to AOC employees	N/A	DVD broadcast
Unlawful Detainers-The Basics: an introduction to unlawful detainers.	Trial court employees and offered to AOC employees	N/A	DVD broadcast
AOC Ethics/Conflict of Interest: satisfies the requirement for AOC employees in designated categories who are required to submit Form 700 or similar.	AOC employees	N/A	Online
Are You Really Listening?: addresses active listening skills.	AOC employees	N/A	Online (Syntrio)
Back Injury Prevention: safety training.	AOC employees	N/A	Online (Syntrio)
Basic Safety Training: introduction to basic safety practices in the workplace.	All branch employees	N/A	Online
Customer Service Success: tips for effectively providing customer service.	AOC employees	N/A	Online (Syntrio)
Defensive Driving: safety training.	AOC employees	N/A	Online (Syntrio)
Delegating for Success: effective delegation skills.	AOC employees	N/A	Online (Syntrio)
Requests for Domestic Violence Restraining Orders: roles and responsibilities of clerks in handling requests for restraining orders.	Trial court employees and offered to AOC employees	N/A	Online
Effective & Appropriate E-mail: strategies for successful email communications.	AOC employees	N/A	Online (Syntrio)
Environmental Health and Safety at Work: safety training.	AOC employees	N/A	Online (Syntrio)

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AOC Education: Overview of Current Courses

Ergonet-A Personal Assessment: safety training.	AOC employees	N/A	Online (Syntrio)
Ergonet-Training Guide: safety training.	AOC employees	N/A	Online (Syntrio)
Excel Online-Fundamentals: introductory class addressing Microsoft Excel.	All branch employees	N/A	Online
Excel Online-Formulas & Functions: class addressing one aspect of Microsoft Excel.	All branch employees	N/A	Online
Excel Online-Charts: class addressing one aspect of Microsoft Excel.	All branch employees	N/A	Online
Excel Online-Analysis of Data: class addressing one aspect of Microsoft Excel.	All branch employees	N/A	Online
Fall Protection: safety training.	AOC employees	N/A	Online (Syntrio)
Foster Drug Free Workplace-Supervisors Edition: compliance training.	AOC Management	N/A	Online (Syntrio)
Fostering Drug-Free Workplace-Staff Edition: compliance training.	AOC employees	N/A	Online (Syntrio)
Goal Setting in the Workplace: setting effective goals.	AOC employees	N/A	Online (Syntrio)
Handling Conflict: Employee Guide: dealing with conflict in the workplace.	AOC employees	N/A	Online (Syntrio)
Handling Fee Waiver Applications: roles and responsibilities for court clerks when processing fee waiver applications.	Trial court employees and offered to AOC employees	N/A	Online
Hearing Conservation: safety training.	AOC employees	N/A	Online (Syntrio)
High Impact Visual Aids: creating effective visual aids for presentations.	AOC employees	N/A	Online (Syntrio)
HREMS Tutorial: explains how to use the AOC's Human Resources Employee Management System.	AOC employees	N/A	online
Interpersonal Communication: effective communication skills.	AOC employees	N/A	Online (Syntrio)

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AOC Education: Overview of Current Courses

Introduction to Family Procedure: explanation of procedures in family court.	Trial court employees and offered to AOC employees	N/A	Online
It's About Time!: time management skills.	AOC employees	N/A	Online (Syntrio)
Ladder Safety: safety training.	AOC employees	N/A	Online (Syntrio)
Lose The Meeting Blues: effective meeting preparation and management.	AOC employees	N/A	Online (Syntrio)
Managing Conflict-Collaboration: effective collaboration in the workplace.	AOC employees	N/A	Online (Syntrio)
Managing Information Overload: effectively prioritizing in the workplace.	AOC employees	N/A	Online (Syntrio)
Maximizing Employee Performance: performance management skills.	AOC Management	N/A	Online (Syntrio)
Negotiation-Road to Success: introduction to successful negotiation skills.	AOC employees	N/A	Online (Syntrio)
Participating in High Performing Team: effective team work.	AOC employees	N/A	Online (Syntrio)
Personal Leadership Power: leadership skills for all employees.	AOC employees	N/A	Online (Syntrio)
Personal Protective Equipment (PPE) General Overview: safety training.	AOC employees	N/A	Online (Syntrio)
Power Speaking: effective public speaking.	AOC employees	N/A	Online (Syntrio)
PPE: Eye & Face Protection: safety training.	AOC employees	N/A	Online (Syntrio)
PPE: Foot Protection: safety training.	AOC employees	N/A	Online (Syntrio)
PPE: Hand & Arm Protection: safety training.	AOC employees	N/A	Online (Syntrio)
PPE: Head Protection: safety training.	AOC employees	N/A	Online (Syntrio)

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AOC Education: Overview of Current Courses

Preventing Employment Discrimination: compliance training.	AOC Management	N/A	Online (Syntrio)
Preventing Workplace Violence: compliance training.	AOC employees	N/A	Online (Syntrio)
Proaction: Change, Innovation & Opportunity: handling change in the workplace.	AOC employees	N/A	Online (Syntrio)
Requests for Domestic Violence Restraining Orders: roles and responsibilities of court clerks when responding to requests for restraining orders.	Trial court employees and offered to AOC employees	N/A	Online
Respiratory Protection: safety training.	AOC employees	N/A	Online (Syntrio)
The Work of the Courts: introduction to the trial and appellate courts and to court operations. Designed for any employee who is new to the Judicial Branch.	AOC employees and offered to Trial/Appellate employees	Will be launched in 2013	Online