



Memorial  
University of Newfoundland

Skills and  
competencies  
for the effective  
administration of  
court operations

# Certificate in Court Administration



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

Division of   
**Lifelong Learning**  
*bringing learning to life!*

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

<sup>1</sup> National Association of Court Management, 2006.

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

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

## Certificate Requirements

### Caseflow Management and Court Performance Standards

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

### Court Process Re-engineering

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

### Time Management: Getting the Most Out of Your Day

Everyone complains about not having enough time! In reality, you have more time than you think; you just don't use it well or in a way that suits your style! Learn how to set realistic objectives then how to prioritize them, how to work through others, to develop short- and long-term plans and how to cope with time wasters that get in the way of effective time utilization.

### Stepping Up To Supervisor

Making the transition from working beside fellow employees to supervising them can be both exciting and challenging for everyone involved. It's a different working relationship requiring a different set of skills. This class will identify those skills you need to function effectively in a supervisory role.

### Customer Service Essentials

Customers are the most important people to enter a place of work, whether in person, on the phone, by fax, over the Internet or via e-mail. This course is essential for those who have responsibility for maintaining relationships with customers.

### Change Management

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

### Communicating at Work

Your ability to communicate effectively can determine whether or not you can earn the respect and have the influence you need to get things done for yourself and your organization. Everyone has a predominant style that both helps and hinders understanding between people. Most often communication fails because what was said was not what was heard. This course helps you to assert your need while confidently handling the assertion needs of others. This is key to personal performance and well-being.