Plenary and Workshop Programs Developed by NCMC are highlighted

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<td>Keynote Address: Ethical Intelligence (Speaker: Dr. Bruce Weinstein)</td>
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<td>Achieving Excellence: Walk the Talk as a Court Leader (Speaker: Janet Cornell)</td>
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<td>Adult Guardianship WINGS Initiatives (Presenters: David Slayton, Amanda Stites and Erica Wood)</td>
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<td>Human Trafficking and Prostitution: Part 1 (Speaker: Hon. Paul Herbert)</td>
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<td>Innovative Courts Encourage Dissent (Speaker: Hon. Kevin Burke)</td>
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<td>Keynote Follow Up: The Good Ones: Ten Crucial Qualities of High-Character Employees (Speaker: Dr. Bruce Weinstein)</td>
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<td>The Role of Quasi Judicial Officers (Speakers: Hon. Richard Eadie, Paul Sherfey and Mark Weinberg)</td>
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<td>NACM Core (Speakers: Mark Bittner and Joseph Wheeler)</td>
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<td>Active Shooter: Best Practices in Court Security (Speakers: J.D. Gingerich and Chelsea Woodall)</td>
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<td>Let It Go, Change Never Bothered Me Anyway (Speakers: T.J. BeMent, Dexter Thomas, and David Wasson)</td>
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Practical Considerations in Trying Terrorism and Other High Profile Cases (Speaker: Hon. Loretta Preska)

Promoting Collaborative State Administrative Office and Trial Court Relationships: Do You Have What It Takes? (Moderator: Laura Klaversma)(Panel: David Boyd, Pamela Harris, David Slayton, and Patti Tobias)

Reengineering Courts in Crisis: Lessons from Detroit (Speakers: Gordy Griller and Hon. Michael Talbot)

Fireside Chat: 30 Year NACM Retrospective (Moderator: Scott Griffith)(Panel: Vicky Carlson, Ernie Friesen and Will Simmons)

From Last to First: How a Training Unit Developed Excellent Court Leaders (on a Limited Budget!) (Speakers: Hector Cuevas and Amy Smith Fisher)

Innovative Courts Encourage Dissent (Speaker: Hon. Kevin Burke)

Trauma Informed Care (Speaker: Miriam Goodman)

Will Courts Be Customer Driven in the Future?: Managing for Superior Customer Service (speakers: Jude Del Preore and Nina Thomas)

**Tuesday, July 14**

Keynote Address: Unfinished Business: Improving Justice System Governance from the Magna Carta to Today (Speaker: Ernie Friesen)

Building Sustainable Mental Health Courts (MHCs): Performance Based Program Standards (Speakers: Kent Batty, Marcus Reinkensmeyer and Nicole Waters)

Continuous Improvement in Ottawa County, Michigan Circuit and Probate Courts: A High Performance Court Framework Perspective (Speakers: Kevin Bowling, Sandra Metcalf and Brian Ostrom)

Designing and Evaluating Non-Lawyer Legal Assistance Programs (Speakers: Tom Clarke and Rebecca Sandefur)

Developing a Capital Courts Master Plan For a Rebounding Economy (Speakers: Ryan Critchfield, Robert Fisch, Belinda Powell and Hon. Eric Shepperd)

Ensuring Digital Continuity – What's Your Plan? (Speaker: Nial Raaen)

Keynote Follow Up: Governance in State Courts: The Judicial Council Model (Speakers: Ernie Friesen, Tim Ostby, Jeff Shorba and Hon. Teresa Warner)

Conducting a Caseflow Analysis and Prompt Corrective Improvements (Speakers: Hon. Patricia Costello, Ernie Friesen, Gordon Griller, and Bob Wessels)
Cyber and Information Safeguarding – Policy and Technology (Speakers: Hon. Rocky Coss and Ashwini Jarral)  
Enhancing Court Performance through Employee Engagement: A Practical Approach (Speakers: Raymond Billotte, Danna Quinn, Cindy Reid, and Brenda Wagenknecht-Ivey)  
Promoting and Expanding Language Access in State Courts (Speakers: Kathie O'Connell, Tricia Penrose and Raúl Pilling-Riefkohl)  
Reengineering to Better Serve the Self Represented: The Key to Increased Efficiency and Effectiveness in Court Operations (Speakers: Katherine Alteneder, Renee Kimball and Mike Williams)  
Shared Interest Group #1: So You Want to Speak at NACM? (Facilitator: Patricia Duggan)  
Shared Interest Group #2: Jury Managers Network (Facilitators: Paula Hanaford-Agor, and Pamela Wood)  
Shared Interest Group #3: International Court Administration (Facilitator: Norman Meyer)  
Shared Interest Group #4: Hot Topics (Facilitators: Shakeba Johnson and Alyce Roberts)  
Shared Interest Group #5: Small, Mid-Size and Rural Courts (Facilitator: Tasha Ruth)  
Shared Interest Group #6: Future NACM Board Members (Facilitator: Stephanie Hess and Dexter Thomas)  
Business and Complex Litigation Courts: New Approaches to Saving Time & Money (Speakers: Ray Billotte, Hon. Pamela Dembe, Hon. Frederick Horn, and Hon. Robert Moss)  
The Courts, The Cloud and The Future (Speakers: Charles Byers, Iveta Topalova and Joseph Wheeler)  
The High Performance Court and Divorce Case Triage (Speakers: Debora Denny, Serpil Ergun, Brian Ostrom and Shannon Roth)  

Wednesday, July 15  
Know Your Red Routes! (And Other Technology Planning Tips for Today's Court Manager) (Speaker: Sue Humphreys and Chelle Uecker)  
Link Between Happiness and Excellence (Speaker: Karen Westover)  
Medically Assisted Treatment (Speaker: Orman Hall)  
Financial Planning for Retirement (Speaker: James De La Torre)  
Rebuilding (Broken?) Public Trust in State Courts (Speakers: Laurie Dudgeon, Jonathan Mattiello, and Jesse Rutledge)
Thursday, July 16

Keynote Address: The Neuroscience of Decision-Making in Court Management: Part I, Defining the Challenges (Speaker: Kimberly Papillon)

• Presentation materials unavailable. Speaker has not yet provided them.


• Slides

How High Performing Courts Use Their Websites to Engage the Public (Speakers: Jenny Bunch, Brett Howard, Casey Kennedy and Robin Sweet)

• Slides

Human Resources Update (Speakers: Justin Capps and Jason McGinnis)

• Slides

• Resource

Keynote Follow Up: The Neuroscience of Decision-Making in Court Management: Part II, Concrete Solutions (Speaker: Kimberly Papillon)

• Presentation materials unavailable. Speaker has not yet provided them.

Managing Counselors and Mediators (Presenter: Billie Jo Garcia)

• Slides

Will Courts Be Customer Driven in the Future?: Managing for Superior Customer Service (Speakers: Jude Del Preore and Nina Thomas)

• Slides

Closing Plenary/End Note Session (Endnote speakers Sarah Brown-Clark and Janet Cornell)

• Slides