

Signature Counter Experience

Duration: 3.5hrs for both Parts 1 and 2

Please note: Morning coffee will not be provided. Please feel free to bring your own. A light lunch will be available for all attendees from 12:00pm to 12:45pm.

The *Signature Counter Experience* was developed to bring courthouse staff together to:

- ◆ Understand the experience of the public in our courts
- ◆ Respond to the public effectively in challenging circumstances
- ◆ Understand the limitations on providing legal information to court users
- ◆ Maximize service to the public
- ◆ Reflect on ourselves as Trial Court employees tasked with the responsibility of meeting the needs of court users
- ◆ Explore systemic barriers to providing a quality judicial process and identifying solutions
- ◆ Identify “The Elements of a Successful Team” and learn how you can do your part to make your team more successful

Following this training, facilitators will meet with local court leadership to assist with implementing and building best practices.

Trial Court personnel attending this training are engaged in an informative, interactive process that will allow each individual to speak authentically about their role in the Trial Court.

**OFFICE OF
DIVERSITY, EQUITY,
INCLUSION, AND
EXPERIENCE (ODEIE)**

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To schedule, please contact the Judicial Institute at (617) 788-6775.
For other questions, please contact ODEIE.

If you are interested in other training programs facilitated by ODEIE, please visit us on our [Courtyard page!](#)

