

**Resilient Court Leadership:
Building a “Better Normal & Reimagining the
New, Future of Work**

October 29, 2020

NAPCO Webinar Series



Presenters



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Hon. Kyle Bryson Ron Overholt
Presiding Judge Court Administrator
Pima County Superior Court
Tucson, AZ

Dana Bartocci
Director, Human Resources & Dev.
State Court Administration
Minneapolis, MN



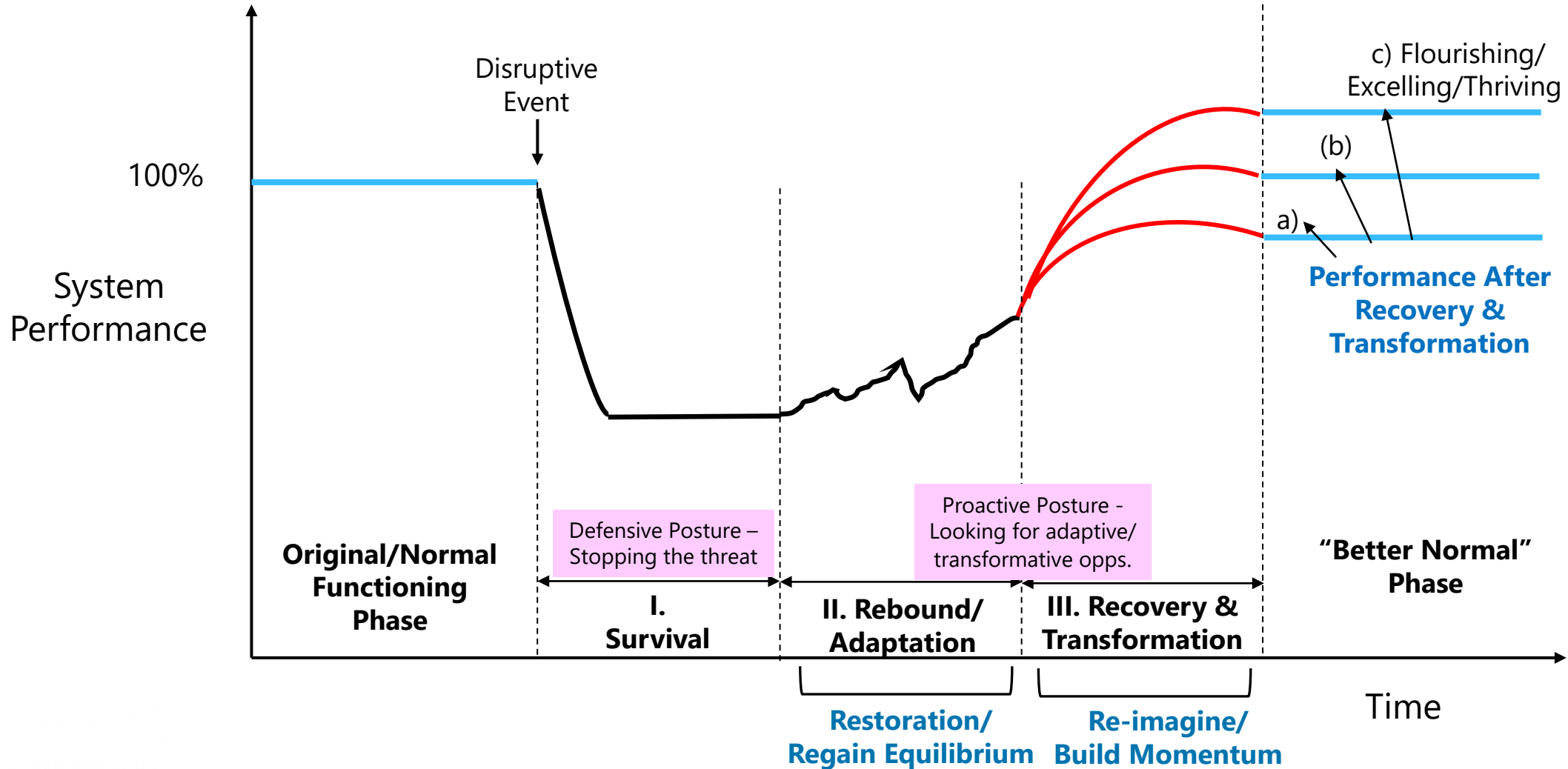
Hon. John Guthmann Heather Kendall
Past Chief Judge Court Administrator
Second Judicial District, Ramsey County
St. Paul, MN



AGENDA

1. Leading Through Phases of Disruption – In What Phase is Your Court? Why is this important?
2. Strategies for Creating a More Resilient Court Organization
3. Preparing Now for the New, Future of Work
4. Pitfalls Leaders Should Avoid During a Crisis

Leading Through Crisis: Preparing for "Better Normal"



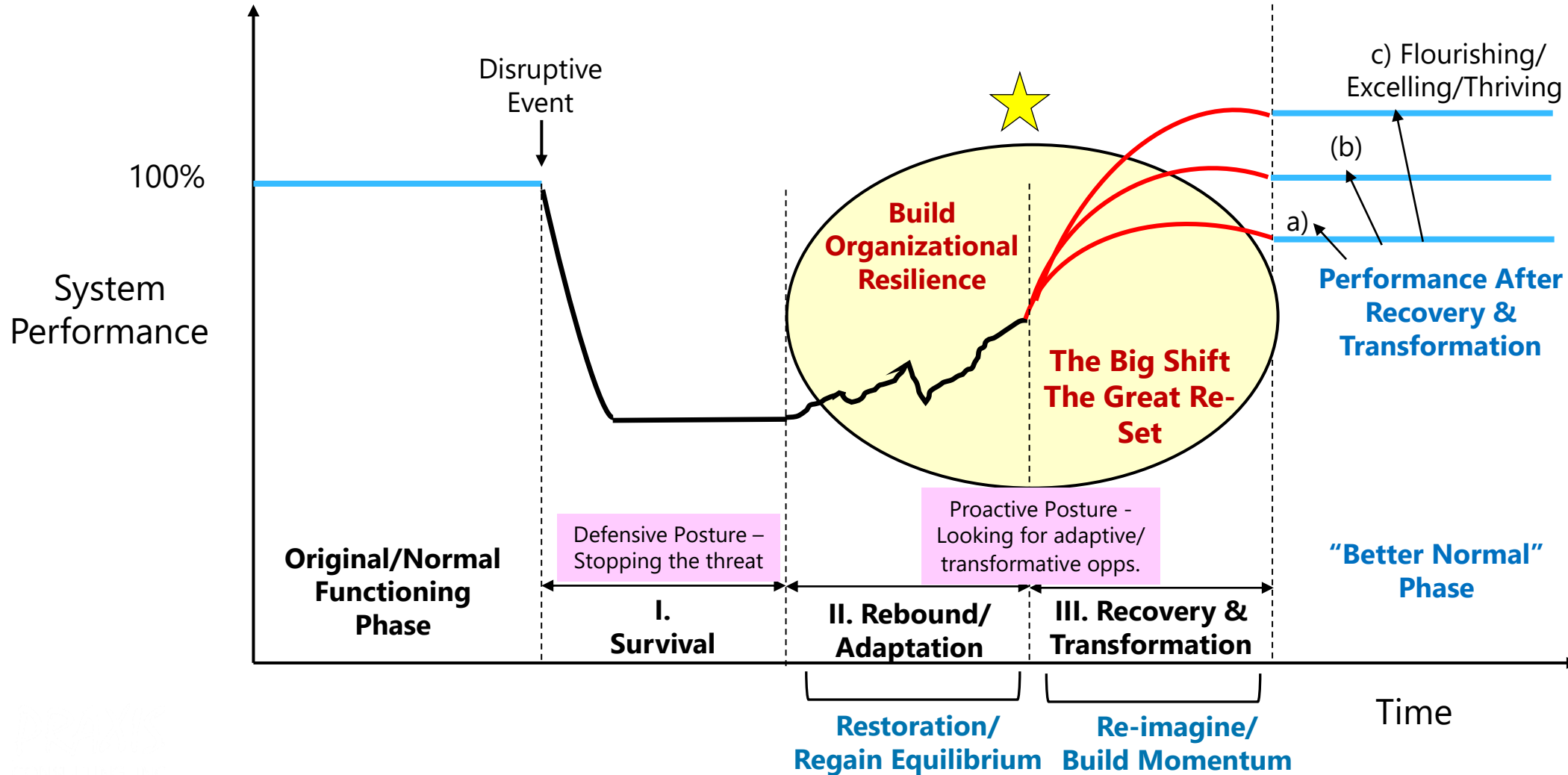
Poll

#1

In what phase is your court/organization (today) as you transition through the crisis/disruption? Select one.

1. Phase 1 – Surviving
2. Phase 2 – Rebounding/Adapting
3. Phase 3 – Recovering/Transforming
4. Phase 4 – Achieved Better Normal
5. Don't Know/Not Sure

Leading Through Crisis: Preparing for "Better Normal"



Organizational Resilience:

The ability of an organization to anticipate, prepare for, respond and adapt to changes and sudden disruptions in order to survive and prosper.

It's more than just "bouncing back."
The focus is on "bouncing forward."



Strengthening Organizational Resilience: Growth Mindset (vs. Fixed Mindset) – 3 Key Habits¹

Growth Mindset

A belief that you can
(and must) change, learn,
and grow to make things
better.

1. Experiment

Foster a culture of experimentation; encourage calculated risk taking; be curious, explore, test/pilot ideas.

2. Value Progress

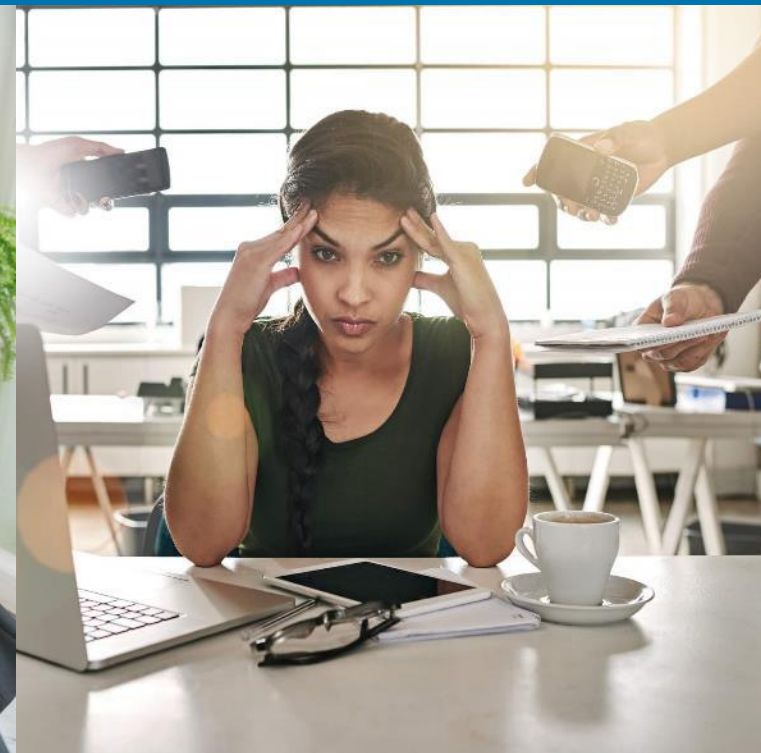
Recognize the journey, not just the end results; demonstrate progress – compare where you once were to now.

3. Seek Experts/ Generalists

Seek information/advice from diverse others; encourage/reward cognitive diversity.



Are you experiencing disruption/ COVID-19 Fatigue?



Poll #2

What is the level of disruption/COVID-19 fatigue in your court/
court organization?

1. Very high
2. High
3. Moderate
4. Low
5. Don't know/not sure



Scenario #1:

Your Leadership Team embraces a growth mindset & is looking ahead to create a “better normal.” But, many others in the court are feeling exhausted and overwhelmed; they just want to wait it out, react to whatever comes along today, & return to normal once the pandemic is over. These tensions are holding you back from re-imagining the future and creating a better normal.

Panelists:

- 1. How would you handle this situation with judges? Managers? Staff?*
- 2. Do you have any other suggestions/tips for others experiencing a similar situation?*

Proven Strategies for Strengthening Organizational Resilience



Preparing Now for The New, Future of Work: Reimagining a Better Normal



Universal Lessons Learned from the Pandemic



1

Change in organizations can happen over night.

2

A great deal of creativity & innovation was untapped.

3

The digital revolution occurred quickly; the human revolution is catching up.

4

Now: further transform the court user and employee experience.

The New, Future of Work is Now

For Judges, Managers, and Employees

.....Reimagining a Better Normal

.....Transform the Court User Experience



Workforce/Employee Experience

Work arrangements – WFH/WFA?
Redefine staff/support jobs? Upskill based on different requirements?
Provide equipment?

Physical/Technology Needs

Work site/space needs: less, more, same? Changes to keep all safe?
Remote everything? Artificial Intelligence? Robots?



Leading, Managing, Mentoring

Are managers/supervisors equipped w/requisite skills; new expectations – sup. & engage remote teams; provide feedback; reward staff; on demand training/dev.; etc.

Court Culture/Work Environment

How to build & maintain relationships/collegiality; how to grow teamwork & build a diverse & inclusive/welcoming environment?

3 Pitfalls Leaders Should Avoid in a Crisis

1 Burn out trying to be a hero

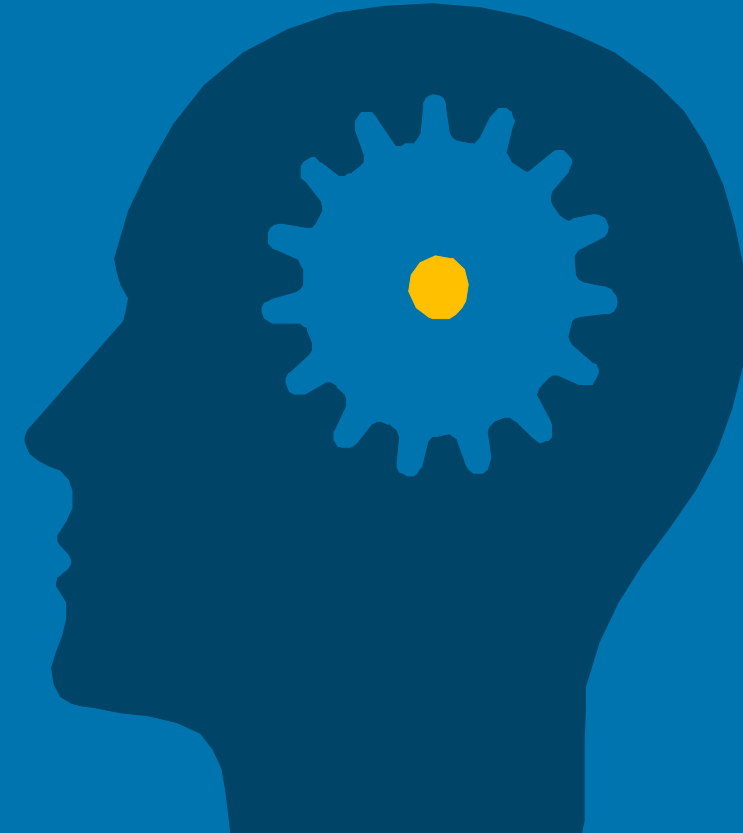
Are you unknowingly modeling behaviors that cause others to burn out, too? Recognize and take care of yourself, first. Build a culture of resilience not burnout.

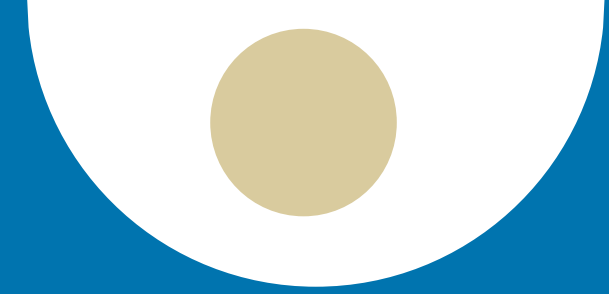
2 Neglect your people to focus on goals

Are you focusing on work goals at the expense of your people? Leaders need to show deep empathy, concern, and understanding. Now is not the time to be myopic.

3 Fail to set priorities and overload your/ others' brains

Is work a never-ending exercise in triage, where every issue is a fire to fight this instant? Create a list of what is essential and where to direct energy, which infuses needed clarity and certainty.





Next NAPCO Webinar: Thursday, November 19, 2020

<http://napco4courtleaders.org/>

Topic to be announced.





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Thank you for
attending!

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