

## COURT DIVERSITY ACTION AND ACCOUNTABILITY PLAN

- When procedural changes are suggested by bench officers, line staff and supervisors, they are responsible for drafting any resulting procedures. The procedures will then be reviewed and commented on by all court staff before being finalized. Further, line staff play a role in the development of court automation projects such as user acceptance testing and writing procedures for the case management system currently under development.
- Informal employee "committees" are created to aid in the implementation of various projects.

Bench officers, managers, and supervisors, when appropriate, are given the opportunity to be involved in the hiring process for regular full-time staff. Additionally, when appropriate, line staff can observe the CSS interview process in order to learn more about the Court's hiring process.

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- The court training coordinator and line staff are responsible for hiring, training, and supervising all business interns.
- Prior to the completion of initial probation or promotion to a Court Services Specialist II position, the immediate supervisor will discuss the employees' performance and make a recommendation to the management team. Once the recommendation is approved employees will meet and discuss future expectations with the Court Manager and Presiding Judge.
- The court training coordinator and supervisors are responsible for the orientation of new hires. All court staff are responsible for the training of new employees.
- Information is disseminated and employee input is sought at team meetings that are held at least once a month. Supervisors/employees provide minutes of those team meetings that are e-mailed court wide and saved on a drive accessible by all court staff.
- The Court Manager provides a monthly bulletin to all staff that provides information regarding initiatives, problems and resolutions, updates etc
- Semi-annual courtwide and division meetings are held to provide staff with information and also provide opportunities for employees to share ideas and give input. Minutes of these meetings are completed by a supervisor or deputy court manager and sent via e-mail to the entire court and saved on a shared drive accessible by all court staff.
- In an effort to foster better communication and seek greater input, the court will establish ad hoc meetings for the purpose of addressing problems and brainstorming solutions. Those in attendance will be representative of the composition of the court population.

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## **BIAS**

- Bench officers, managers, supervisors, and an HR representative will be involved in the hiring process (application review, and entire interview protocol) that involves a member of the management team (for full-time employees) to ensure a fair hiring process consistent with city Personnel Rules and Regulations.
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- Concerns about an appearance of bias or lack of consistency towards: 1) discipline, particularly as it applies to employees not meeting their work objectives (e.g. Policy regarding evaluations, training checklists, etc.); and 2) supervisory expectations of employees was addressed by developing job/task specific standards on a team basis (i.e.- procedure work standards)
- The composition of employees within the court continues to reflect the city and population we serve.

## **COMMUNICATION**

The court will continue to utilize an employee Survey (see page 4) on a semi-annual basis as a streamlined method for measuring employee job satisfaction and employee engagement. The survey provides a means for employees to communicate with management. The survey was first administered by the court in 2004.

- The court will inform all employees on a semi-annual basis of the city's "Safe Havens" as a place to discuss concerns in a confidential environment. This will be communicated in team meetings and division meetings.

## **PROMOTION**

- Staff rotations to promote career development, cross-training, and operational effectiveness are considered on a regular basis in keeping with Administrative Policy #5, and are based on the needs of the court.
- All employees are encouraged to make use of the city's \$5,000 tuition reimbursement program to further their education and increase the opportunities for promotion should a vacancy occur.
- The court will continue to provide career enhancement opportunities through trainings, special projects, court associations as well as promotional opportunities such as the Lead Court Service Specialist.

## **CONFLICT**

- One of the Vision statements within the court's mission is to "Communicate honestly and openly." Every effort will be made to respect confidentiality of these

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communications. If conflict arises employees are encouraged to discuss the conflict with the individual with whom he/she may be experiencing an issue. If that person is unable to resolve the conflict, he/she is encouraged to involve his/her supervisor in an effort to address the problem. All communication will be professional in manner, treating each other with courtesy and respect. The SOLVE (Solutions Checklist) method, as taught in MST III; will be encouraged as a means to improve communications.

- Managers/supervisors regularly meet with employees "one-on-one" on a quarterly basis to discuss progress, accomplishments, and concerns. The court will review expectations and time frames for each supervisor to address this on an ongoing basis, pursuant to court policy.
- When appropriate, organizational concerns and issues will be discussed at team meetings and/or division meetings.
- All levels of management including bench officers have an open door policy to staff. Staff is encouraged to follow protocol in addressing conflict and managers will make it a priority to be available.
- Professionalism will be emphasized on a regular basis at team meetings, division meetings, court-wide meetings etc. Management is expected to "model" the appropriate professional behaviors. The Mission and Vision of the court helps to ensure mutual respect between staff, supervisors, upper management and bench officers.

### **OTHER**

- All court staff must annually complete 16 hours of job-related training including one hour of ethics and one class in the designated core curriculum as mandated by the Arizona Supreme Court's Committee on Judicial Education and Training (COJET).
- The court will revisit the "Court Diversity Action and Accountability Plan" on an annual basis, ideally in January.