



Behind the Bench

Employee Motivation 101

Motivation 101

There may be thousands of techniques, principles, and ideas about effective and efficient management, but one method still stands above the rest. Every great manager, coach, and parent knows the secret and puts it to use every moment of every day.

This method not only trains but also inspires others to achieve greater result. With today's business world in dire need of quick and effective training methods, this is one technique you don't want to be without.

Lead by example.

As Emerson once wrote, 'Who you are speaks so loudly I can't hear what you're saying.' It doesn't matter what you want others to do if you are not willing to set the example first.

This presents a definite problem for managers and supervisors who would rather have people 'do as they say and not as they do,' but if you're really interested in improving the performance and experience of the people you rely on, the changes have to come from the head down.

continued page 11

CAMCA Training Opportunities

Future scheduled trainings will allow you to complete many of the required classes for the Michigan State University, MSU, Noncredit Certificate in the Judicial Administration Program.



Membership Information

Memberships are valid January through December of each year. If someone from your court leaves and a new employee has taken their place, let the membership Chair Lisa Hettinger know, so she can update your Court information.

Lisa Hettinger, Evans Municipal Court, 1100 37th St., Evans, CO 80620; email lhettinger@ci.evans.co.us. Tel: 970-475-1123; Fax: 970-330-3472.

Lisa will be mailing out invoices in December.

Inside this issue:

Employee Motivation 101	1 and 11
10 Worst Meeting Offenses	2-3
2008 Slate of Officers	4
CAMCA Tri-Annual Meeting	5
Legislature	6-7
Upcoming Events	8
MSU Update	10

Special points of interest:

- *Membership*
- *Tri-Annual Meeting*
- *MSU*

10 Worst Meeting Offenses

By Rachel Zupek, Career-Builder.com writer

Unfortunately, meetings are not an expendable part of corporate America. They are, however – or at least they can seem like – a colossal waste of time. (Unless, of course, food is served.)



Mind-numbing as they may be, meetings are necessary. If conducted efficiently, they're useful and can help you stand out in the workplace.

Though *you* might be making all the right meeting moves, there are always folks who struggle with the concept of “good meeting behavior.” There are always those who talk out of turn, snap their gum loudly or spin in their chairs while others are speaking.

Whether you're the meeting leader or just a participant, prevent yourself from being “that guy” and never make these meeting mistakes:

1. Being Unprepared.

Participant: If you receive an agenda or support material beforehand, read it. Or, contact the leader of the meeting and ask for some background info. Figure out what you'll be able to bring to the table in a discussion.

Leader: Make sure any technical aides are working – have a back-up plan if they aren't. Confirm your meeting room; make sure it's big enough for all attendees to fit comfortably and prepare the room beforehand so you aren't wasting people's time. Always provide an agenda or support material in advance.

2. Showing Up Late.

Participant: Whether you're in a meeting with two people or 200, get there on time. Being late will damage your image and show your disrespect for others' time. Don't expect others to review what you missed if you are late.

Leader: Don't call an “important” meeting and then make everyone wait for you to stroll in at your own convenience. Worse, don't forget about the meeting altogether and leave your co-workers waiting for you.

3. Being a Meeting Hog.

Participant: Don't talk just to talk – plan to speak when you have something useful to say. If you're asked to say something, be

conscious of how much floor time you're taking to make a point. Be blunt, be brief and be done.

Leader: It's your job to facilitate proper flow of conversation. If there's someone hogging the floor, it's up to you to keep track of the time and let others have a turn.

4. Sitting Silently.

Participant: Refusing to participate will earn you a label you don't want: Either as someone who lacks creativity or who can't get things done; or your colleagues might get the vibe that you think you're too good to offer your input. Engage in conversations, even if it's only to share one suggestion. Otherwise, don't bother showing up.

Leader: Encourage participation. Don't hand attendees a topic and let them run with it – lead the conversation and motivate others to get involved. If no one volunteers, take it upon yourself to ask people for their questions, comments and opinions.

5. Expressing Rude Body Language.

Participant: Sleeping, sighing, slouching in your chair, hair tossing/touching/smoothing, spinning in your chair, leaving the room, eating loudly and making rude gestures or facial

10 Worst Meeting Offenses

continued

expressions are all distracting, rude and disrespectful.

Leader: Manage those who are being rude. Don't put anyone down, but don't tolerate disrespectful behavior.

6. Conducting Sidebar Conversations.

Participant: Having a side conversation is possibly the rudest thing you can do in a meeting. Even if you're discussing the topic at hand, save sidebar conversations for after the meeting.

Leader: If you notice attendees chitchatting, ask if there's a question or concern – this turns the attention back to the meeting's issues, and lets everyone know sidebar conversations aren't tolerated.

7. Arguing or Putting Others Down.

Participant: Disagreements are fine – as long as they're appropriate. Don't make others (i.e., the boss or your co-worker) look bad. Don't contradict them, expose their mistakes in a condescending way or ignore their points altogether. If you have something to debate, do it in private and don't waste everyone's time.

Leader: There's no need to discredit others' ideas or comments just because you are leading the

meeting. Be professional when you disagree.



8. Leaving Your Cell Phone On.

Participant: Cell phones shouldn't even enter the boardroom, but if they do, turn them to vibrate mode. Interrupting meeting progress with your calls is distasteful and disrespectful. If you're expecting an obligatory phone call, either skip the meeting or let everyone in the room know in advance the call might happen and excuse yourself quietly when (and if) it does.

Leader: Same advice, leave cell phones out or turn them off.

9. Chewing Gum.

Participant: The smack, crackle and pop of your gum are annoying, not to mention rude and unprofessional. Get rid of it.

Leader: You want attendees to

pay attention to you, not your gum-smacking.

10. Shutting Down After the Meeting.

Participant: Forgetting what you heard in the meeting is counter-productive. Hold onto support materials, and if you still have questions or concerns, contact the leader.

Leader: Tie up all loose ends in the meeting. Reach a consensus if necessary; otherwise, summarize effectively to answer any and all questions.

Note to self: Post these tips in meeting rooms.



CAMCA 2008 Slate of Officers

Officers

President	Kersten Armstrong, Wheat Ridge Municipal Court
Vice President	Karla McCrimmon, Castle Rock Municipal Court
CO-VP	Sharon Dunlap, Thornton Municipal Court
Secretary	Sue Ratcliff, Parker Municipal Court
Treasurer	Terrie Cooke, Denver City & County Court

Board of Directors

Past President	Sally Cannady, Black Hawk Municipal Court
	Candace Atkinson, Greeley Municipal Court
	Jolene Nelson, Delta Municipal Court
	Philippa Stephens, Greenwood Village Municipal Court
	Bev Siedel, Gunnison Municipal Court



CAMCA TRI-ANNUAL MEETING

FRIDAY, DECEMBER 7, 2007

HOSTED BY LAKEWOOD MUNICIPAL COURT

AGENDA

8:00 a.m. – 8:30 a.m. Registration

8:30 a.m. – 12:00 p.m. Morning Session

Welcome

Annual Business Meeting

Nominations and Elections

Swearing In of Officers by the Honorable Thomas Elliot,
Presiding Judge, Lakewood Municipal Court

Member of the Year Presentation

Judicial Administration Program offered by Michigan State University
Presented by Maureen Conner, Ph.D.,
Director of the Judicial Administration Program

Essential Components of Courts

Judicial Administration Program Course

Presented by Alan Carlson, President of The Justice Management Institute

Noon – 1:00 p.m. Catered lunch by Lakewood Pasta's

1:00 p.m. – 4:30 p.m. Afternoon Session

Essential Components of Courts
(continued from the morning session)

4:30 p.m. Closing
Evaluations

The legislature this year was ultimately rather quiet. There were a few changes made that I will list out here, but I don't see any of them having major impacts on municipalities. As always, these are just my personal summaries so please make sure to check with your judges and city attorneys before moving forward with any potential changes. All bills may be accessed at www.colorado.gov then click on Colorado Legislature and Session Laws.

Senate Bills:

07-045 Copy Fees.

Effective immediately. This bill limits photocopies of "open records" to \$.25 per page and/or actual costs. (For example, you can continue to charge whatever it actually costs you to have a transcript done.) I'm sure your City Clerks are aware of this as it directly affects them. Since court records fall under the category of criminal justice, this probably doesn't directly affect us. However, members should be aware of this discrepancy since a citizen may not feel it is "fair" for them to be charged \$.25 in one office and a higher fee in another city office for the same amount of effort.

7-136 Civil Protection Orders.

Effective 07/01/07. For those courts that have been given the authority by their own municipality to handle protection or-

ders, no contact orders, restraining orders, etc. this expands our limitations. However, few, if any of us that use these orders in domestic violence cases, also issue civil protection orders. Most of us will probably not implement any changes based on this new law but I wanted everyone to know it was out there just the same.

07-260 Theft limits.

Effective 07/01/07. This bill allows your municipality to raise your theft limit to \$1000. Your municipality would need to pass an ordinance for this increase within its own jurisdictional limits. This would give your officers the discretion of writing a ticket into municipal or county jurisdiction.

(My 2 cents on this, for what it's worth, is that this is a two sided issue. We all recognize that things have gone up in value and it doesn't take much to get over the \$500 mark. However, you also need to take into consideration your sentencing limits and trends. Assuming a defendant doesn't have a rap sheet and is caught stealing a \$900 item, would your judge impose jail on a first time offense? If that's not the case, even if the judge imposed a \$1000 maximum allowable fine, that's not much incentive to stop stealing, as they could end up with a \$900 item, (if it weren't recoverable)

for \$100. I would just like to encourage you to discuss this option with your judge and city attorney before moving forward.)

House Bills:

07-1010 Electronic Search/Arrest Warrants.

Effective 03/01/07. This allows officers and courts/judges to correspond and obtain search/arrest warrants with the utilization of email and electronic signatures or by electronically or electromagnetically transmitted facsimile. There is no barrier to begin using this method other than what technology is or isn't available to you.

07-1034 DU Arbitration Panel.

Effective 03/02/07. This is informational only. DU is now authorized to administer arbitration services, much like their law students. If you have a need for such a situation, you might want to contact them for the requirements and possibilities of use.

07-1117 Helmet Required.

Effective 07/01/07. Motorcycle operators/passengers under 18 must wear helmets/protective headgear. This is an amendment to a section within the Model Traffic Code so it is likely your municipality would want to officially adopt this amendment in order to have jurisdiction over a violation.

07-1129 Restorative Justice Programs.

Effective 03/29/07. Establishes a Restorative Justice Council that will help encourage/fund such programs for juveniles in particular.

07-1315 Criminal Procedure.

Effective 04/16/07. Prohibits municipalities from imposing sentences CONSECUTIVE to DOC sentences. Municipalities

may sentence CONCURRENT with DOC sentences only. I doubt many judges are doing this anyway, but for whatever reason the legislators made it official.

07-1350 Victim Address Confidentiality.

Effective 07/01/07. Establishes a statewide program wherein victims may obtain a fake address for the purposes of remaining confidential while still re-

ceiving mail etc. This only applies to persons involved in domestic violence types of cases. This is a rather lengthy bill with various parts so I strongly recommend talking with your judges, prosecutors, and victim advocates about how this may or may not affect your current domestic violence processes.

Passing the Torch for 2008

CAMCA Website

The CAMCA Officers and Board of Directors would like to thank Lakewood Municipal Court for all the dedication and hard work they have put into managing the CAMCA website over the past 3 years.

A decision was made to make a change in managing our website. We have picked an independent company to manage our CAMCA website in 2008. This is due to the fact that the Website is very time consuming and the Board has decided to move in a direction that will make the CAMCA website easier to manage and the burden will not be on any one court. Look for the information on the new site in 2008.

Behind the Bench

Bev Seidel from Gunnison Municipal Court will be the new Editor for Behind the Bench in 2008.

I enjoyed the opportunity over the past 2 years to be able to contribute to CAMCA by working on Behind the Bench. It was time for fresh ideas. I encourage you to support Bev by sending her useful information to put in the upcoming issues.

Thank You

Special Thanks to all of the officers, board members and committee members who have served CAMCA members this year. You are terrific.



Passing the Torch

UPCOMING CAMCA EVENTS FOR 2008

March 7, 2008

CAMCA Court Basics I—Greeley Municipal Court

March 9-11, 2008

NACM Mid-Year Conference—Charleston, South Carolina

April 17-19, 2008

CMJA Conference (Judges) - Beaver Creek

April 18, 2008

CAMCA Tri-Annual Meeting—TBA

May 9, 2008

CAMCA Court Basics I—Greenwood Village Municipal Court

June 6, 2008

CAMCA Court Basics II— Castle Rock Municipal Court

July 13-17, 2008

NACM Annual Conference—Anaheim, California

August 8, 2008

CAMCA Court Basics III—Thornton Municipal Court

September 21-24, 2008

CCEC/CAMCA Conference/Tri-Annual Meeting—Breckenridge

September 25-27, 2008

CMJA Conference (Judges)—Grand Junction

October 17, 2008

CAMCA Management Tools—Arvada Municipal Court

December 5, 2008

CAMCA Annual Meeting—Greeley Municipal Court

CAMCA members have the MSU Certification Program available as an Education tool, CAMCA training will include one of these required courses as part of their training once a year.

2008 CAMCA TRAINING REGISTRATION

Please complete one registration form per Court when possible

Name(s):	_____	Municipality:	_____
	_____	Address:	_____
	_____	City, State:	_____
	_____	Zip:	_____
	_____	FAX #:	_____
E-Mail:	_____	Phone #:	_____
	_____		_____

TOTAL ENCLOSED \$ _____

FAX REGISTRATION TO Terrie Cooke @ 720 865-8250

MAKE CHECKS PAYABLE TO CAMCA. MAIL CHECKS & REGISTRATION FORM TO:

Terrie Cooke, CAMCA Treasurer

City & County of Denver Court, 1437 Bannock St., Room 108, Denver, CO 80202

Deadline: 14 days prior to the class. Light snacks will be provided by host Court. Lunch is on your own.

COURT BASICS I: Where do I fit in?, DMV, Records Act, Customer Service, Court Lingo

_____ March 7, 2008 Hosted by Greeley \$40.00/CAMCA Member \$50.00/non-member*

_____ May 9, 2008 Hosted by Greenwood Village \$40.00/CAMCA Member \$50.00/non-member*

COURT BASICS II: Bonds, Court Appointed Counsel, Interpreters, Collections, Rules

_____ June 6, 2008 Hosted by Castle Rock \$40.00/CAMCA Member \$50.00/non-member*

COURT BASICS III: Appeals, Jury Management, Case flow Management, Records Management

_____ August 8, 2008 Hosted by Thornton \$40.00/CAMCA Member \$50.00/non-member*

MANAGEMENT TOOLS: Conflict Management, Court Security, Ethics, Hiring, and Problem Analysis

_____ October 17, 2008 Hosted by Arvada \$40.00/CAMCA Member \$50.00/non-member*

*\$40.00 will be applied to the cost of the class. \$10.00 will pay your CAMCA membership fee for one year (if active but not the only member from your court, if you are the *only* member the cost is \$70.00)

CHECK THE CAMCA WEB-SITE @ CAMCACOLO.COM FOR UPDATED INFORMATION

MSU Noncredit Certificate Program

The MSU Noncredit Certificate Program, will soon become a part of our planned CAMCA Training. Stayed tuned for more information at the December 2007, Annual Meeting. Applications will be available at the meeting or you can contact MSU prior and fill out an application.

Judicial Administration Program Judicial Administration Website:
www.judicialadministration@msu.edu

Judicial Administration Program
School of Criminal Justice
Michigan State University
1407 South Harrison
Suite 330 Nisbet Building
East Lansing , MI 48823-5239
Telephone: 517.432.1716
Fax: 517.432.396

Noncredit Certificate

The following courses have been prepared for this program and are based on the NACM Core Competencies:

Required Core Courses

Caseflow Management: 8 contact hours
Human Resources Management: 7 contact hours
Information Technology Management: 6 contact hours
Leadership: 6 contact hours
Purposes and Responsibilities of Courts: 6 contact hours
Resources, Budget and Finance: 7 contact hours

Scheduled Training

(NACM 2008 Annual)
(NACM 2009 Annual)

(NACM 2009 Midyear)
(NACM 2008 Midyear)

Required Elective Courses

Court and Community Communication: 5 contact hours
Essential Components of Courts: 5 contact hours (CAMCA 2007 Annual) (NACM 2008 Annual)
Education, Training and Development: 5 contact hours (NACM 2009 Annual)
Visioning and Strategic Planning: 5 contact hours

At NACM conference, you can complete one of the areas listed above by attending all the required classes presented during conference and completing the paperwork, available at the conference. If you have questions contact a CAMCA Officer, they should be able to answer general questions.

NEW EXAMPLE

NEW RESULTS

When Douglas Freimark was named the new head of the sales department, he had his work cut out for him. The results in that department had been slowly decreasing, and the drop in results was crippling the company's ability to improve and expand.

Before he stepped into his new role, he was given a quick overview of the problem. In essence, he was told the sales force was failing to meet expectations. If things didn't improve fast, he was to remove the current employees and hire a new team.

Douglas understood motivation and the power of example enough to see through his supervisor's words. Working within the company before his latest promotion, Douglas was aware of the previous sales manager. He knew

that the problem stemmed less from the sales force and more from a lack of leadership.

By acting in a way that he wished others to act, Douglas quickly improved the moral of the team. He let them know that he would never ask more of them than he did of himself. Douglas showed up early, worked with focus and intent, and stayed late. He was the example and the employees followed his lead.

In only a few weeks the sales force looked like a completely different group of people. They were excited about their work, about their goals, and about their future. Results quickly improved and were on their way to breaking company records.

While most would have replaced the 'problem' with a new set of faces, Douglas realized

what the sales department was missing wasn't talented employees but the right example to follow.

The employees hadn't changed - their example and expectations did. Examine not what you say to your people but who you are and what you communicate with your own behavior. Be the example of what you wish to see in others. ■

by Jason M. Gracia - Motivation123™

Get your free Motivation123™ Idea-Kit filled with dozens of quick and easy tips and ideas to help you experience a richer, more rewarding life at the Motivation123™ Web Site. Visit www.motivation123.com today!

The Power of Attitude

“Our lives are not determined by what happens to us, but how we react to what happens;

Not by what life brings to us, but by the attitude we bring life.

A positive attitude causes a chain reaction of positive thoughts, events and outcomes.

It is a catalyst...a spark that creates extraordinary results.”



Sandra Trujillo, Editor
911 10th St
Golden, CO 80401
Phone: 303-384-8005
Fax: 303-384-8001
Email: strujillo@cityofgolden.net

Visit our Website
www.camcacolo.co

Leaves Will Fall and Soon the Snow Will Follow

Read *Behind the Bench* on the CAMCA website!

Every Member Court and all of our Honorary Members will receive an issue of *Behind the Bench* in hard copy. There will be a message sent on the list serve alerting you when we have posted a new edition on the CAMCA website at www.camcacolo.com

In 2008, we will mail out Winter (March), Spring (June), and Fall (October) issue.

The CAMCA website will soon have a new look, additional information will be coming soon.



Thornton Municipal Court

It has been an exciting year in Thornton. Sally Rendon retired to live a relaxing life in California. Judy Shallenbarger was promoted to Collections Officer. Amanda King was promoted to Court Clerk. Richelle Work, Laura Herrera, and Angela Valdez were hired as Court Clerks. Welcome and Congratulations!

Golden Municipal Court

Golden welcomes a new Court Clerk, Peg Lauhon. Some of you may know Peg since she worked for Arvada PD for many years.

Vail Municipal Court

Our condolences go out to Linda Moore and her family who lost their sister Marion.

