



WHO BENEFITS FROM OUR WORK

Clerks of court
Judges
Magistrates
Multidisciplinary court teams
NCAOC divisions

RECENT PROJECTS

- Bond Forfeiture
- Cash Receipting
- CCIS-DA
- Disability Access in the Courts
- HR Rules & Tools for Supervisors
- Overview of the North Carolina Court System
- Special Proceedings Confidential
- Understanding Magistrate Continuing Education

CURRENT/ONGOING PROJECTS

- CCIS-CC
- CCIS-PD Roll-out
- Electronic Storage of Bookkeeping Reports
- Human Resources: First Aid Kit
- Interview Skills for Estate Clerks
- Servicemembers' Civil Relief Act
- Sovereign Citizens

RESOURCES DEVELOPED

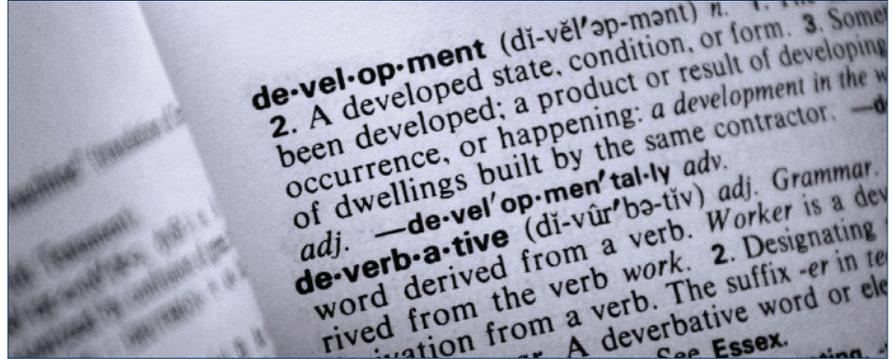
- Financial Exploitation
- CIPRS User Guide
- VCAP User Guide (How to Search Civil Court Records)

LMS USAGE

(July 1, 2014 through June 30, 2015)

Since July 1, 2014, 12,056 training objects have been completed in the LearningCenter. Of those learning objects:

- 3,252 were Judicial employees receiving credit for completing instructor-led training sessions.
- 8,217 were online learning objects (which include courses as well as resources exclusively available online) completed by Judicial employees.
- A total of 519 instructor-led training sessions were scheduled in the LearningCenter. Of that number, 376 instructor-led training sessions were completed.



The Organizational Development Division of the North Carolina Administrative Office of the Courts (NCAOC) plans, designs, develops, implements, and evaluates training, education, and staff development projects. The division works to improve the Judicial Branch's organizational effectiveness by leading projects and initiatives that impact large segments of the judicial community.

NCAOC's learning management system, the LearningCenter, has now been available to employees statewide since January 2014. Employees quickly adopted the system, which enables them to search for training opportunities, register for classes, and view their completed classes on their permanent transcripts. Supervisors can use the LearningCenter as a tool to define a training path for their employees and track their progress. It also tracks continuing education (CE) credits for those positions requiring CE.

In the face of changing demographics and budget constraints, online learning is an avenue that has allowed Organizational Development to respond quickly and efficiently to training needs. Many of the division's projects currently in development leverage the robust capabilities of the LearningCenter, such as *Interview Skills for the Estate Clerk*; *Human Resources: First Aid Kit*; and *Sovereign Citizens*. The LearningCenter also allows partnering with other agencies for training in a way that has never been possible before.

As the library of standardized course material created by Organizational Development has grown, including several foundational courses for clerks of superior court, course maintenance responsibilities have increased as well. The division works to ensure that courses are updated to comply with changes in law or policy and procedure. Existing courses have been transferred to a standardized template, which helps to ensure the consistency of training statewide.

Organizational Development provides expertise on inter-agency project teams, such as the Leading at All Levels (LAAL) initiative with the Office of State Human Resources. Other partnerships include a project with staff from the UNC School of Government to develop online training for magistrates, and with the North Carolina Bar Association and the Judicial Standards Commission on the Servicemembers' Civil Relief Act.



ABOUT ORGANIZATIONAL DEVELOPMENT

SERVICE	BRIEF DESCRIPTION
<p>Capture, document, and verify institutional knowledge, policies, and best practices</p>	<p>Facilitate work groups with seasoned court personnel and subject matter experts from relevant NCAOC divisions to document, standardize, and streamline policies and procedures to reduce variability in practice throughout the judicial community. This work includes:</p> <ul style="list-style-type: none"> ■ Synthesizing expertise from many individuals into a body of knowledge and practice for Judicial Branch employees ■ Creating a source of core information that is vetted and approved by court practitioners and NCAOC subject matter and legal experts ■ Maintaining the body of knowledge by updating it as changes in legislation and policies occur
<p>Create instruction and learning programs</p>	<p>Develop learning opportunities that include traditional and self-guided courses, online procedure guides, and on-the-job references. More than just a collection of information, these resources represent focused curricula developed to meet the following criteria:</p> <ul style="list-style-type: none"> ■ Ensuring that information resources are available to all employees all the time, through the availability of online courses, reference materials, and job aids ■ Preparing employees to immediately apply the information they learn to their jobs ■ Encouraging consistent application of policies and work practices across the state
<p>Manage learning and continuing education programs</p>	<p>Maintain and support an online LearningCenter for the Judicial Branch. The LearningCenter streamlines course registration, participant notifications, training resource assignments, continuing education tracking, training evaluation, and reporting.</p> <p>Organizational Development manages real-time information for employee training and continuing education. It approves and verifies required continuing education for magistrates and trial court administrators. In addition, it manages training tracks for Judicial Branch team leads, supervisors, managers, and hiring authorities, and facilitates their participation in supervision and management programs offered through the Office of State Human Resources.</p>
<p>Provide training and instructor support</p>	<p>Support instructor training and educational initiatives throughout the Judicial Branch, including:</p> <ul style="list-style-type: none"> ■ Supervising curriculum specialists and training developers working on special grant-funded projects ■ Consulting on training design, course development, continuing education and content planning for educational conferences ■ Coaching instructors on training facilitation and content delivery ■ Facilitating strategic planning to determine comprehensive workplace learning priorities