**USER FRIENDLY COURTS**

1. How does a court focus on customer service while remaining impartial?
   1. The staff component
      1. Is there a difference? Dealing with the represented v. the self-represented
         1. Tailoring communications to the audience
         2. Providing guidance, not advice
      2. Beyond subject matter specific trainings
         1. Soft skills, such as, customer service, de-escalation, etc.
      3. Hiring – what do I look for?
   2. Justice partners: users and part of the solution
      1. Justice partners as the users
      2. Justice partners as part of the process
         1. How do I effectuate a change in communication from justice partners when they are not under my authority?
         2. How does every component of a case management process speak with one voice when we are in different organizations (such as judicial v. executive branch)?
   3. Judges:
      1. procedural fairness while maintaining impartiality
2. User Friendly Facilities
   1. Client movement in the building – a consideration of what offices should be next to each other for ease of access
   2. Comfortable facilities v. austerity
   3. Secure facilities v. comfortable facilities