**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