

Bringing Judges Along... The Most Challenging Customers

Judge Wesley Saint Clair
Chair, Technology Committee
Chair, Ad Hoc Committee on Electronic
Working Papers

- Action Plan
- Role of Change
- Create Resource Map

Objectives

- Electronic Working Papers Project as part of Mandatory Electronic Filing
- A little about Working Papers in King County....
 - Long tradition, part of local culture
 - Local rules dictate
 - State Court Rules said we needed an alternative in order to mandate e-filing
- We find that we're unique (not really)

The Most Challenging Customer

- Planned or managed implementation of systemic methodology
 - Internally motivated
 - Externally motivated.
 - In King County fiscally motivated.

Change

- Set Up an Ad Hoc Committee
- Members included a wide variety
 - Pro technology and the not so pro
 - Different constituencies
- Developed a Pilot
 - Judges from the Committee
 - Reached out even further - involved others

The Most Challenging Customer

- Held Every other week meetings
- Reported back to Judges' Executive committee and Judges Tech Committee
- Documented and communicated a lot
- Involved customer input – focus groups, surveys of customers, etc., not just clerk
- **Made the economic case for it....**

The Most Challenging Customer

- Listened to their input – pressure points become clear
- Stair step implementation, avoid hot buttons
- Phased-In
 - to ease stress, prove incremental success

The Most Challenging Customer

- Involve the Court: judges & commissioners
- Make the case for the change
- Build the buy-in
- Listen, listen, listen
- Address the issues/make exceptions
- Stair step the change
- Incorporate the changes

How to Bring the Court Along

- Start the process again
- And Again
- And Again
- Assessing who is still present.
- Group falls into 25-50-25.

Work to do!!!

- Come up with a realistic timetable.
 - Depending on the nature of change, 3 to 5 years is a good gauge. How extensive will determine the actual duration.

Plan for success by getting inches, not feet.

Refer to Mission Statement and Vision.

Culture of Courts

- Looking to precedents / history
- Examine how change has been enacted before and how that can be the basis of the new model

Culture of Change



How to Keep it up

- Incremental
- Choosing Targets appropriately
- Guaranteeing success by building trust and establish an environment of success
- Communicate
- Communicate

Managing Change