



Judicial College of Maryland



2017 Professional Development Course Catalog

Dear Judiciary employees:

It is with great enthusiasm that we present our first official course catalog by the Department of Professional Development. This catalog provides you with all of our planned e-learning, webinars, and classroom course offerings for 2017.

We are planning several new courses that a significant number of employees suggested we add to the schedule. Examples of new courses to come include *Change Management*, a four-part series over the course of the year; *Project Management*, a two-day, intensive course for those employees who are responsible for managing new programs, projects, and initiatives; and *Motivating & Engaging Employees*, a subject of critical importance in creating a positive and productive work environment.

In addition to our new courses, we are integrating strategies to assist learners in transferring knowledge and skills developed in the classroom back on the job. These strategies are known as Transfer of Learning strategies. We hope you enjoy these as they are shared with you.

Finally, as you attend our courses in 2017 you will be asked to participate in pre- and post-knowledge checks. These “checks” are to assist us in making sure the course curricula we have developed are meaningful and beneficial to the learners. We appreciate your willingness to help us serve you.

In addition to this annual course catalog, we will continue to send out our quarterly reminders, a strategy many of you have said is helpful.

We hope you enjoy the catalog and look forward to a 2017 filled with learning and professional development toward carrying out the Judiciary’s mission.

Warmly,



Department of Professional Development Judicial College of Maryland

Stacey A. Saunders

Assistant Administrator
Judicial College of Maryland

Shamika M. Dent-Williams

Department Manager
shamika.dent.williams@mdcourts.gov
410-260-3584

Mary Keller

Registrar
educationregistrar@mdcourts.gov
410-260-3573

Nancy Kline

Lead Training Specialist
nancy.kline@mdcourts.gov
410-260-3604

Nicola Simpson

District Court Training Specialist
nicola.simpson@mdcourts.gov
410-260-3635

To register for a class using CONNECT:

1. Log into CONNECT.
 2. Click the Learning Dashboard tab.
 3. Under Quick Links, click on Find Learning.
 4. In the Search by keyword field, type the course name or topic, then click the Search button.
 5. Select the course and session you are interested in, click Enroll, then click Submit Enrollment.
 6. You will receive a message stating your enrollment requires approval. Your manager will receive an email notification stating there is a pending enrollment request.
 7. Once your manager approves the enrollment, you will receive an email notification.
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To cancel your registration using CONNECT:

1. Log into CONNECT.
2. Click the Learning Dashboard tab.
3. Click the My Learning link.
4. Click the Drop button for the course you want to drop.
5. Click the Drop button to confirm the action.
6. You'll receive a message indicating the drop was successful.

County Employees

If you are a county employee and do not have access to CONNECT, please contact the Registrar via email for registration assistance at educationregistrar@mdcourts.gov.

Cancellation of Your Registration

We understand that work obligations and staffing changes may cause you to cancel your registration. We ask that you cancel with as much advance notice as possible, so that we may offer the seat to another participant on the waitlist.

Lodging

If you are attending a class at the Judicial College Education and Conference Center (JCECC) and your place of work is more than 50 miles from the JCECC, you may be eligible for overnight lodging. Please contact Allison Leebrick at Allison.Leebrick@mdcourts.gov via e-mail with your requests. Please provide your supervisor's approval when requesting lodging.

Inclement Weather

In the event of inclement weather, contact the AOC Information Line at 410-260-1555 to determine if the class is being held. If the class is cancelled, participants should contact their supervisor.

Reasonable Accommodation

The Administrative Office of the Courts is committed to ensuring individuals with disabilities the opportunity to fully participate in our programs. If you need an accommodation, please contact the Judicial College at 410-260-3660, or use the Maryland Relay Service (TT/Voice) at 711.

Class size and Cancellation Policy

Most face-to-face classes: 30 maximum, 10 minimum. Online classes: 15 maximum, 5 minimum.

Webinars: 15 maximum, 5 minimum.

Classes with low enrollments may be cancelled. In the event of cancellation, participants will be notified prior to the start date.

For registration assistance and questions, please contact the Registrar via email at educationregistrar@mdcourts.gov or 410-260-3573.

Courses at the College

Unless otherwise listed, classes meet from 8:30 a.m.–3:30 p.m. with a half hour lunch break. The Judicial College provides lunch for participants enrolled in full-day classes. Course descriptions begin on page 9.

Advanced Business Writing

(Participants must attend all four class days in the session.)

Session 1

Feb 15	W	9:00 a.m.–12:00 p.m.
Mar 14	T	9:00 a.m.–12:00 p.m.
Apr 18	T	9:00 a.m.–12:00 p.m.
May 18	Th	9:00 a.m.–12:00 p.m.

Session 2

Jun 27	T	9:00 a.m.–12:00 p.m.
Jul 27	T	9:00 a.m.–12:00 p.m.
Aug 23	W	9:00 a.m.–12:00 p.m.
Sep 21	Th	9:00 a.m.–12:00 p.m.

Annual Leadership Conference (2 days)

Apr 19–20	W–Th
May 16–17	T–W

Bridging the Gap between the Generations

Jul 13	Th
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Business Writing for Professionals

Feb 1	W
June 15	Th
Oct 26	Th

Change Management

(Participants must attend all four class days in the session.)

Session 1

Mar 30	Th
Jun 20	T
Sep 14	Th
Nov 30	Th

Session 2

Apr 13	Th
Jul 20	Th
Oct 24	T
Dec 7	Th

Conflict Resolution

May 24	W
Jul 25	T
Aug 29	T

Customer Service for Court Professionals

Mar 21	T
Aug 24	Th

Diversity Issues in the Workplace

Feb 23	Th
Oct 11	W

Effective Communication

Jan 19	Th
Jun 22	Th

Effective Meetings

Jun 13	T
Oct 12	Th

Employment Law for Supervisors and Managers

Feb 2	Th
Jul 11	T

FISH!

Apr 26	W	8:30 a.m.–11:30 a.m.
Apr 26	W	12:30 p.m.–3:30 p.m.
Aug 1	T	8:30 a.m.–11:30 a.m.
Aug 1	T	12:30 p.m.–3:30 p.m.

Introduction to the Myers-Briggs Type Indicator (MBTI)

Jan 24	T
Mar 16	Th
Aug 17	Th
Oct 18	W

Motivating and Engaging Employees

Mar 28	T	8:30 a.m.–11:30 a.m.
Mar 28	T	12:30 p.m.–3:30 p.m.
Oct 31	T	8:30 a.m.–11:30 a.m.
Oct 31	T	12:30 p.m.–3:30 p.m.

New Employee Training

Mar 1	W
Jun 1	Th
Sep 6	W
Dec 5	T

The Magic of Performance Management

Dec 13	W
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Persuasive Speaking

(Participants must attend all four class days in the session.)

Session 1

Feb 22	W
Mar 23	Th
Apr 25	T
May 31	W

Session 2

Aug 2	W
Sep 12	T
Oct 5	Th
Nov 1	W

Project Management

Apr 11–12	T–W
Sep 27–28	W–Th

Stress Management

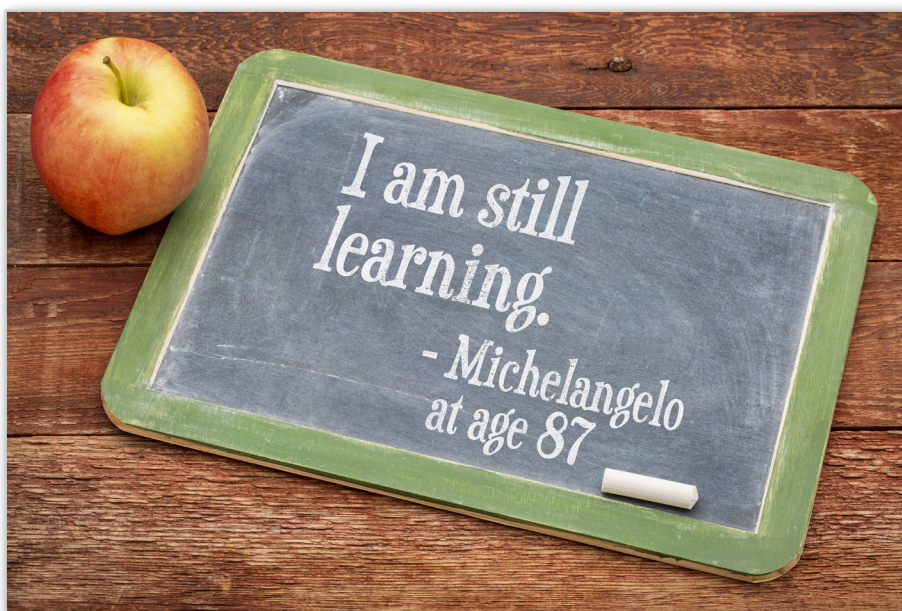
Feb 9	Th
Jun 14	W
Nov 8	W

Supervisor and Manager Training (2 days)

Mar 8–9	W–Th
Sep 19–20	T–W

Writing Effective E-Mail

Apr 4	T	8:30 a.m.–12:00 p.m.
Nov 7	T	8:30 a.m.–12:00 p.m.



Certificate Program Courses for 2017

For detailed information on the Maryland Judiciary certificate programs, please see page 17 or go online to the Judicial College of Maryland Professional Development webpage.

These multi-year programs are for Judiciary employees who have applied and been accepted into the program.

Court Professional Certificate (CPC)

CPC 9 — Fundamentals in Effective Court Communication

(2 days)

Feb 8–9 W–Th 9:00 a.m.–4:00 p.m.

CPC 10 — Computer Applications in the Courts

(2 days)

Jun 7–8 W–Th 9:00 a.m.–4:00 p.m.

CPC 11 — The Professional Advantage

(2 days)

Aug 30–31 W–Th 9:00 a.m.–4:00 p.m.

Review and Graduation

(2 days)

Oct 19 Th 9:00 a.m.–4:00 p.m.
Oct 20 F 9:30 a.m.–1:00 p.m.

Court Supervisor/Manager Certificate (CSMC)

CS/MC 5 — Human Resources Management

(2 days)

Jan 24–25 T–W 9:00 a.m.–4:00 p.m.

CS/MC 6 — Motivating a Productive Workforce

(2 days)

Apr 5–6 W–Th 9:00 a.m.–4:00 p.m.

CS/MC 7 — The Budget Process and the Judiciary

(2 days)

Sep 6–7 W–Th 9:00 a.m.–4:00 p.m.

CS/MC 8 — Effective Communication for Supervisors

(2 days)

Nov 1–2 W–Th 9:00 a.m.–4:00 p.m.

Institute for Court Management (ICM)

Purposes and Responsibilities of Courts

(3 days)

Jan 11–13 W–F 9:00 a.m.–4:00 p.m.

Leadership

(3 days)

Mar 1–3 W–F 9:00 a.m.–4:00 p.m.

Visioning and Strategic Planning

(3 days)

May 3–5 W–F 9:00 a.m.–4:00 p.m.

Managing Court Financial Resources

(3 days)

May 10–12 W–F 9:00 a.m.–4:00 p.m.

Education, Training, and Development

(3 days)

Sep 13–15 W–F 9:00 a.m.–4:00 p.m.

Fundamental Issues of Caseflow Management

(3 days)

Oct 25–27 W–F 9:00 a.m.–4:00 p.m.



**In the fall of 2017,
applications will be accepted
for the Court Professional
Certificate Program.
More details to come!**

Online Courses

Judicial College online courses are held on Canvas. Login instructions for participants are sent from the College Registrar prior to the start date of the course.

Conducting Interviews: More Than a Gut Feeling

(3 weeks)

Aug 7–25 online

Oct 16–Nov 3 online

The Fundamentals of Customer Service

(7 weeks)

Jan 23–Mar 10 online

Apr 24–Jun 9 online

Aug 21–Oct 6 online

Resolving Conflict

(6 weeks)

Jan 23–Feb 24 online

Jul 24–Aug 25 online

Supervisor & Manager Training

(9 weeks)

Jun 5–Jul 28 online

Working with Personality Types

(7 weeks)

Apr 24–Jun 9 online

You and the Judiciary

(9 weeks)

Jan 23–Mar 17 online

Mar 27–May 19 online

Sep 11–Nov 3 online



Webinars

What is a webinar? Webinar is short for web-based seminar. These classes, transmitted over the internet, consist of an online, shared group environment. Webinars include live audio and video communication with an audience that is in a remote location from the instructor. Participants do not need to leave the office and are able to view the webinar from their workplace computer.

Conducting Meetings That Don't Put People to Sleep

May 23 T 10:00 a.m.–11:00 a.m.

Creating a Work/Life Balance

Jul 26 W 10:00 a.m.–11:00 a.m.

Dec 14 Th 2:00 p.m.–3:00 p.m.

Dealing with Difficult Customers

Aug 9 W 10:00 a.m.–11:00 a.m.

Nov 15 W 2:00 p.m.–3:00 p.m.

From Staff to Supervisor

Feb 28 T 10:00 a.m.–11:00 a.m.

Jun 21 W 2:00 p.m.–3:00 p.m.

Getting it Done while Getting Along

Apr 27 Th 10:00 a.m.–11:00 a.m.

Sep 7 Th 2:00 p.m.–3:00 p.m.

Goal Setting

May 24 W 2:00 p.m.–3:00 p.m.

Manager's Guide to Dealing with Change

Jun 22 Th 10:00 a.m.–11:00 a.m.

Serving the Multi-Cultural Customer

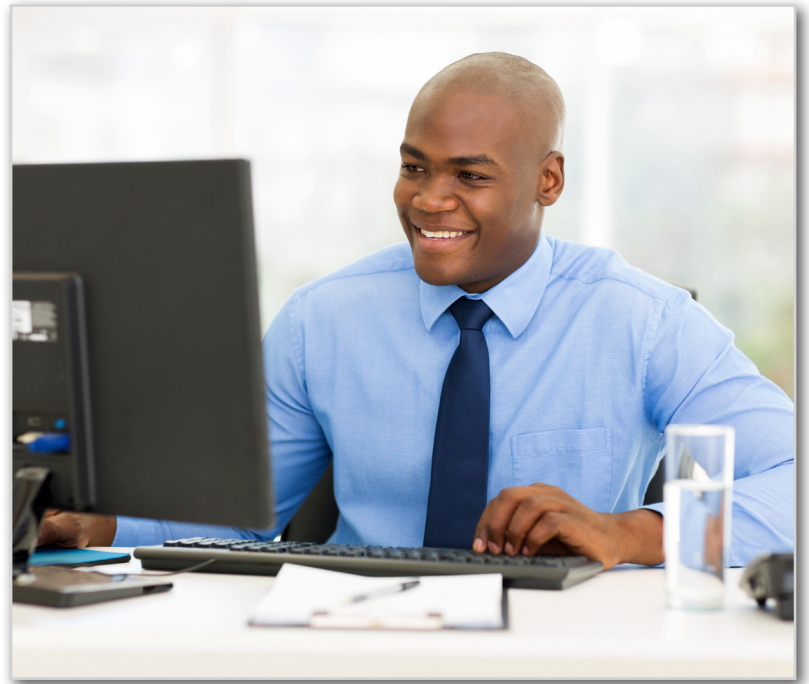
Feb 8 W 10:00 a.m.–11:00 a.m.

Jul 20 Th 2:00 p.m.–3:00 p.m.

Understanding and Managing Stress

Feb 23 Th 10:00 a.m.–11:00 a.m.

Aug 3 Th 2:00 p.m.–3:00 p.m.



Working with the Generations

Apr 11 T 10:00 a.m.–11:00 a.m.

Aug 22 T 2:00 p.m.–3:00 p.m.

Your Professional Image

Jan 26 Th 10:00 a.m.–11:00 a.m.

May 25 Th 2:00 p.m.–3:00 p.m.

Jun 29 Th 2:00 p.m.–3:00 p.m.

Your Role in Preventing Workplace Harassment

Mar 22 W 10:00 a.m.–11:00 a.m.

Aug 16 W 2:00 p.m.–3:00 p.m.



Advanced Business Writing

This course has been designed as a peer-to-peer, instructor-guided writing course for professionals interested in developing their understanding of the art and science of writing and honing their writing skills. This course is a departure from the traditional classroom experience. This course will meet four separate times, and homework will be assigned. In order to complete the course, all four sessions must be attended in their entirety. Writing will be completed and reviewed during class by the student peers with guidance from the instructor. Laptop computers will be available for single-day use, or students may bring their own. Writing by hand is also welcome. Course topics include grammar and punctuation, advanced writing techniques, composition and structure, and applying logical and critical thinking when writing.

Prerequisite: A basic business-writing course taken either with the Judiciary or outside of the Judiciary.



Annual Leadership Conference

This special two-day program, offered annually by the Department of Professional Development, gives Judiciary employees in managerial positions the opportunity to enhance their ability to be effective leaders. Each year's theme reflects current trends and news of importance to the Judiciary. Please note this program is only available for administrative officials, managers, supervisors, and lead workers.



Bridging the Gap between the Generations

Our workplace is changing. We are experiencing new benefits and added challenges to working across multiple generations. For the majority of us, there may be as many as five generations in one workplace. This has a dynamic impact on how we work together. Through an interactive approach, participants in this course will explore how to close the generational gap between colleagues and get the most out of relationships. The course will conclude with an action plan for creating an engaging and inclusive work environment. After all age is just a number.



Business Writing for Professionals

Writing with proper grammar, punctuation, and sentence structure affects how other people perceive us. Even if we are experts in our jobs, writing with errors lessens our credibility. This one-day program helps employees sharpen their writing skills in a fun and relaxed atmosphere. A detailed reference binder is provided. It includes sections on pitfalls in business writing, giving our writing a boost, spelling, grammar, punctuation, capitalization, and much more. Using examples and exercises, we will review best writing principles and help you brush up on those rules that might confuse you.



Change Management 1-4

Change is the process of moving from one state of being to another. Whew... if only it was that easy! Change for most of us comes with great difficulty, but it doesn't have to. The number one area of interest for our Judiciary managers and supervisors is change and conflict management. Both areas are critical when engaged in strategic evolution of an organization, which has been the case at the Judiciary for the past several years. This four-part series is being offered quarterly over the course of 12 months. If you register for this course you are making a commitment to attend all four sessions. Each class will build on the previous class, culminating in the participant developing a plan for managing change and conflict more effectively.

Course 1: Introduction to Change and Conflict Management

Course 2: The Role of Leadership in Managing Change and Conflict

Course 3: Managing Change and Conflict Successfully

Course 4: Change and Conflict Management—Bringing it All Together

Prerequisite: Bring a specific initiative you are currently involved with or gearing up for that requires a change management effort.



Course at the College



Online Course



Webinar



Conducting Interviews

Finding job applicants who are a great fit for your court or office can be a challenge. In this on-line course, you will learn what to do before, during, and after the interview. Time will be spent learning to craft behavior-based questions and eliminate illegal questions. By the conclusion, you will learn how to conduct an effective and lawful interview that will help you select the best person for the position. Before you hire another employee, be sure to make your decision based on facts and not your “gut feeling.”



Conducting Meetings That Don't Put People to Sleep

This webinar explores answers to the question, “Why do people hate meetings?” Participants will learn about the importance of having an agenda, developing ground rules, and keeping members engaged and focused. Class discussion will include best practices for conducting effective and fun meetings.



Conflict Resolution

This course is designed to help participants understand how to use conflict positively to strengthen relationships. Participants will learn what is happening in “high stakes” conversations, biologically and psychologically. We will explore how to create a safe environment for themselves and others during tense discussions (e.g. performance appraisals). Participants will learn how to deal with difficult personalities, bad attitudes, and staff with personal hygiene issues. This course will help participants identify their preferred communication style and methods of dealing with conflict.



Creating a Work/Life Balance

Most of us aspire to live a balanced life. We want to spend the appropriate amount of time and energy in each aspect of our lives. However, more and more this is becoming a challenge. This webinar will help you identify triggers that disrupt your sense of calm/balance, explore strategies to manage your inner critic, and develop an individual plan that includes strategies for blending career and well-being.



Customer Service for Court Professionals

If you have ever worked with customers, you know how challenging, yet rewarding, it can be. In this class, you will learn essential communication skills for dealing with difficult situations and methods to deliver services to the public without “losing your cool.” This is a full-day course and highly recommended for newly-hired Judiciary employees.

Course highlights:

- Using Behavior to Deliver Good Service
- Dealing with Difficult Customers
- Mastering Effective Telephone Communication Skills
- Using the Components of Customer Service to Your Advantage



Dealing with Difficult Customers

When customers are confrontational, over-demanding or unreasonable, it becomes harder than ever to deliver helpful, courteous service. This webinar examines ways to cope with customer demands and complaints, phrases to avoid when dealing with angry customers, understanding what your customer isn't saying by assessing their voice and body language, and how your tone of voice can make the biggest impact on calming angry customers.



Diversity Issues in the Workplace

Participants will learn to appreciate the diversity they add to the Judiciary, as well as the diversity others bring. They will develop techniques to foster respectful communication and will explore the dangers in allowing bias to affect our working relationships. Participants will create strategies for working respectfully with diversity in their work team.



Effective Communication

Your ability to communicate effectively is at the center of a successful career. In this full-day course, learn how to polish your communication skills by focusing on active listening, personal filters, reflecting content, observing non-verbal communication, learning the three modes of behavior, giving and receiving feedback, and examining non-defensive communication skills. Enhance your ability to deliver clear and effective two-way communication.



Effective Meetings

Effective meetings are essential to completing tasks and projects, but few meetings are truly effective. This course follows the flow of a meeting, focusing on the initial decision to conduct a meeting, planning, participating in, and bringing the meeting to a successful conclusion. Learn to manage meeting obstacles such as conflicts and difficult personalities, as well as the influence that effective listening and nonverbal communication plays in a successful meeting.



Employment Law for Supervisors

This course is open to managers and supervisors.

Participants will review the fundamentals of EEO law in order to identify and avoid the pitfalls that lead to EEO complaints. Participants will learn (1) how to conduct effective selection interviews to get useful information, (2) how to make good employment decisions using behavioral-based questions, and (3) how to recognize and avoid asking illegal questions. Managers and supervisors will learn how to identify and distinguish between appropriate workplace behavior and illegal or inappropriate workplace behavior. The course concludes with a section on making the most of EEO complaint procedures and following these procedures to effectively resolve complaints.



Fairly Legal: The Value of Mediation and Conflict Resolution in Your Court

This interactive, high-energy course for Judiciary staff explores the use of mediation as a vital part of our judicial process. The course focuses primarily on mediation, with some examination of other common alternative dispute resolution processes, such as negotiation, conciliation, and arbitration, in addition to settlement conferences and community conferences. Participants will experience some of the skills mediators use that also can be applied in professional settings and interpersonal relationships.



FISH!

In this half-day customer service course, learn how to incorporate methods to make work more enjoyable and still deliver great customer service. Based on the four FISH! philosophy guidelines, participants will discover ways to use their creativity to Play, Make Their Day, Be There, and Choose Your Attitude.



From Staff to Supervisor

This webinar will help recently promoted supervisors transition into their new position. We will discuss the top six challenges new supervisors and managers face when promoted into management: supervising former friends, communication, critical thinking, motivating the staff, problem solving, and delegation.



Fundamentals of Customer Service

As representatives of the Maryland Judiciary, we have a responsibility to foster fair and efficient justice for all of our citizens. Upon the completion of this course, Judiciary employees will be able to demonstrate an understanding of the needs of both internal and external customers, use the most helpful customer service communication skills, and employ constructive techniques for dealing with challenging customers.

This course includes eight modules, with each created to build upon the previous and designed to be completed sequentially.

- Getting Started
- Attitude of Serving
- Customer Basics
- Diffusing Anger
- Improved Communication
- Saying It Better
- Putting It Together
- Structure

This course is designed for Judiciary employees who have the ability to work online during work time for approximately one and a half hours a week for seven consecutive weeks. Online content will include readings, narrated PowerPoints, and activities to support the learning. Employees will be expected to complete all assignments by their due dates in order to complete the course successfully.



Course at the College



Online Course



Webinar



Getting It Done While Getting Along

When spending 40+ hours per week at work, co-workers are likely to have conflict. This webinar can help you overcome conflict, solve several common productivity problems, and stop bad habits often found in today's work environment. Participants will explore how effective communication, tone, and body language can impact relationships with co-workers.



Goal Setting

With so much to get done, setting goals is essential. This course will help learners create S.M.A.R.T goals, identify potential roadblocks, and find ways to overcome them, while setting priorities. Whether short-term or long-term, goals help move us in a new direction.



Introduction to the Myers-Briggs Type Indicator (MBTI)

Have you ever noticed how people can be so different from one another? Of course, you have. So, why do people behave in certain ways you may have difficulty understanding? While we will never be able to predict a person's actions, we can better understand our behavior and the behavior of those around us. By using the Myers-Briggs Type Indicator (MBTI) assessment, we can examine our natural preferences for how we like to take in information, how we prefer to make decisions, and much more. With 50 years of reliability and validity research conducted, MBTI is the most widely used psychological assessment tool in the world. By better understanding our preferences and those of others, we can improve both our personal and professional daily interactions.



The Magic of Performance Management

This is a full day supervisory training that targets all aspects of performance management. Topics include legal issues, writing appraisals, goal setting, and continuous motivation. Special emphasis is placed on preparation, conducting, and follow up on performance appraisals.

Course highlights:

- Examining ways to handle employee reactions to performance appraisals
- Identifying the three stages of the performance appraisal process
- Keeping performance appraisals legally defensible
- Discovering ways to recognize and reward employees



Manager's Guide to Dealing with Change

Someone once said that the only constant in life is change. In the Maryland Judiciary we are undergoing a number of major changes. We have MDEC, GEARS, CONNECT, software and computer upgrades – just to name a few. We also experience change in our personal lives as well.

As a manager or supervisor, you need to not only be able to cope with change, but also be able to help your direct reports cope with their emotional response to change.

In this webinar, which is specifically designed for supervisors, managers, and administrative officials, you will learn why people resist change and how to help your direct reports navigate the change process. You will also learn eight steps for implementing change and to meet the needs of your employees as they experience the change process.



Motivating and Engaging Employees

When our employees are motivated and engaged they are happier, produce better quality work and create a more productive work environment. Whether it is during a time of change or to re-energize the team, learn new ways to motivate, encourage, and engage your employees. This course will cover different types of motivation, key elements of a plan to motivate, relationship between employee engagement and performance. Upon completing the course, learners will create an action plan to increase employee engagement.



New Employee Training

This face-to-face training class will give new employees an overview of the Maryland Judiciary and provide them with an opportunity to meet and learn from several Judiciary leaders and our Human Resources Department.



Persuasive Speaking

This course, modeled after Toastmasters, is presented over four sessions held over four consecutive months. Toastmasters International is a world leader in communication and leadership development that helps individuals gain confidence in public speaking.

Participants will gain experience in giving presentations and receiving peer feedback to support them in enhancing their public speaking skills.



Project Management

Have you ever been faced with a tough challenge to change the way a task is done, improve the way your group performs a function, or implement something new? This Project Management course is in high demand amongst supervisors and managers across the Judiciary, and for good reason! Project Management brings together the application of knowledge, processes, skills, tools and techniques to ensure project success. Once you learn the Project Management tools and guidelines, you can use them over and over again. This course presents the five phases of project management: initiating, planning, executing, monitoring and controlling, and closing. Easy to use templates are provided to help participants take concepts back to their courts to use when faced with managing projects.



Resolving Conflict

Resolving Conflict is an eight-hour, six-week online course. Participants will discover what conflict is, how we view conflict, what contributes to conflict, and how we can successfully resolve it.

Participants will be required to journalize personal experiences with conflict and indicate how their thought processes are evolving as they learn more about what contributes to conflict. They will learn to view conflict through a different lens after reviewing standards of conduct in the workplace and discovering how one method of resolving conflict is not appropriate for all conflicts.

This course is designed for Judiciary employees who have the ability to work online during work time for approximately two hours a week for six consecutive weeks. Online content will include readings and activities to support the learning. Employees will be expected to engage in online discussion, write journal entries, and complete all assignments by their due dates in order to complete the course successfully.



Serving the Multi-Cultural Customer

Court customers come from a variety of backgrounds and providing services to these individuals may be challenging. In this webinar, participants will enhance their understanding of the needs specific to certain cultures and explore techniques for communicating more efficiently across cultures and languages.



Stress Management

Managing stress is something we all must do, but don't always do effectively. In this course, participants will learn to identify the major sources of stress and the physiological changes that occur within the body when under stress. Participants will gain an understanding of how various personalities respond to stress and how to create a work/life balance as a method to reduce stress. How to communicate while managing high stress levels will be covered as well. Participants will develop a specific action plan, focusing on strategies for stress intervention and will walk away with a renewed commitment to themselves in managing their stress more effectively.



Course at the College



Online Course



Webinar



Supervisor and Manager Training

This training includes three phases with a website specifically designed to enhance your training. Each phase of training has an airline theme. Phase One, “Leaving the Hanger,” concerns obtaining your boarding pass by signing up for class and learning about training opportunities for new supervisors and managers. Phase Two, “Flight Simulation,” is a two-day boot camp of classroom instruction to help you get off the ground to a cruising altitude when supervising people. Phase Three, “Lift Off,” is a compilation of web-based resources for new and experienced supervisors and managers, including an online manual of specific topics to help you have a smooth take off, flight, and landing on your supervision and management journey.



Supervisor and Manager Training

This course is a nine-hour, nine-week online course that explores key supervisory and management functions. Learners will be required to journal about personal experiences and insights gained as each module is completed.

Some of the module topics that will be explored include the following:

- Your Changing Role as a Supervisor or Manager
- Best Management Practices
- Leading with Confidence
- Communicating with Purpose
- Problem Solving
- Conducting Meetings that Don’t Put People to Sleep
- Dealing with Change

This course is designed for Judiciary employees who have the ability to work online during work time for approximately two hours a week for nine consecutive weeks. Online content will include readings, videos, and activities to support the learning. Employees will be expected to engage in on-line discussion, write journal entries, and complete all assignments by their due dates in order to complete the course successfully.



Understanding and Managing Stress

In this webinar, participants will examine sources of stress and the toll it can take on physical, emotional, and relational health and explore ways to reduce and eliminate stress. Participants will develop personal strategies to cope with stress.



Working with Personality Types

This online course is designed to introduce Judiciary employees to the Myers-Briggs Type Indicator (MBTI). The MBTI is a personality assessment with over 50 years of reliability and validity research conducted. It is the most widely used psychological assessment in the world. Participants will take the MBTI as part of the course and use it to examine their natural preferences for how they like to take in information, how they prefer to make decisions, how they handle conflict, and much more. While self-discovery is the main focus, time will also be spent considering the preferences of others with whom they work closely and how best to use that information to make their interactions with co-workers more effective. In order to do this most efficiently, temperament types will be introduced. Working with the four temperament types makes implementing the MBTI easier to use in the workplace. As we better understand our preferences and those of others, we can improve both our personal and professional daily interactions.

This course is designed for Judiciary employees who have the ability to work online during work time for approximately two hours a week for seven consecutive weeks. Online content will include readings, videos, and activities to support the learning. Employees will be expected to engage in on-line discussion, write journal entries, and complete all assignments by their due dates in order to complete the course successfully.



Working with the Generations

In this webinar, participants will learn why working with the four generations in the workplace can be challenging and tips for more effective communication.



Writing Effective E-Mail

Do you know how to grab your reader’s attention? Do you practice e-mail etiquette? What do your e-mails say about you? In this half-day course, you will learn how to improve your e-mail communication by using effective writing techniques and the three-step format for structuring your e-mail messages. This course includes valuable time savers for sending and receiving e-mail as well as cautions everyone should know, such as when not to use e-mail.



Your Professional Image

Your image is your brand. Just like any other brand, there are actions that can enhance and distract from your brand. In this webinar, participants will learn about the Judiciary's dress code policy and how their appearance, actions, and attitude can affect interacting with court customers. Participants will also explore the role of non-verbal and written communication in enhancing one's professional image.



Your Role in Preventing Workplace Harassment

Everyone deserves to work in an environment that is free from harassment. This webinar will cover things to avoid to prevent harassment in the workplace and provide you with courses of action that are available to you in the event that harassment does occur. We all have a responsibility in creating a harassment-free workplace.



You and the Judiciary

This nine-week, online course is designed to introduce Judiciary employees to the different offices and courts that together form the Maryland Judiciary. Upon the completion of this course, Judiciary employees at all levels will be able to demonstrate an understanding of the federal and state government structure, explain the difference between civil cases and criminal cases, and identify the types of matters resolved at each level of the state judicial system.

This course includes eight modules and a final assessment.

- Branches of Government
- Civil vs. Criminal Cases
- District Court
- Orphans' Court
- Circuit Court
- Court of Special Appeals
- Court of Appeals
- Court Related Agencies/Court Administration/ Other Bodies

This is a self-paced course; therefore, students may move through the modules at their own speed. However, all course lessons including quizzes and final assessments must be completed no later than the last day of the course.



Certificate Programs - Overview

Applicants to the Professional Development Certificate Programs may be state, county, or city–paid Judiciary employees.

Institute for Court Management Certification Program (ICM)

- Four years to complete.
- Approximately nine training days per year.
- Information presented is applicable on a national and state level.
- Nationally recognized certification awarded at the conclusion.
- Program in existence in the Maryland Judiciary since 2010.
- Must complete an assignment at the end of each course (not pass/fail).
- Applicants may be state, county, or city-paid administrators, managers, supervisors, or lead workers (e.g. responsible for managing a program, providing staff orientation, and training responsibilities, etc.).
- Applicants must submit an essay, a résumé, and a letter of recommendation from their Administrative Official as well as a completed application form.

Court Supervisor/Manager Certificate (CS/MC)

- Three years to complete.
- Approximately eight training days per year, including two electives.
- Information specific to the Maryland Judiciary.
- Program in existence in the Maryland Judiciary since 2004.
- Participants must complete a journal entry for each course.
- Applicants must be supervisors, managers, lead workers, CPC or ICM graduates.
- Applicants must have served two years as a full-time, regular employee of the Maryland Judiciary.
- Applicants must submit an essay and a letter of recommendation from their Administrative Official as well as a completed application form.

Court Professional Certificate (CPC)

- Three years to complete.
- Approximately six training days per year, one elective not included.
- Information specific to the Maryland Judiciary.
- Program in existence in the Maryland Judiciary since 2002.
- Participants must complete a journal entry for each course.
- Applicants must have served one year as a full-time, regular employee of the Maryland Judiciary.
- Applicants must submit an essay and a letter of recommendation from their Administrative Official as well as a completed application form.
- CPC applications will be accepted in the fall of 2017.

Certificate Program Course Descriptions

Courses are listed in the order they occur within each program.

ICM Program Courses

Purposes and Responsibilities of Courts

Purposes and Responsibilities of Courts are the epicenter of the National Association for Court Management (NACM) core competencies. Purposes and Responsibilities of Courts provide the reason, the root, and the foundation for the other nine Core Competencies. Purposes gives legitimacy to the exercise of leadership, informs visioning and strategic planning, and orients the practice of caseflow management and the other six more technical competencies.



Managing Court Financial Resources

The allocation, acquisition, and management of the court's budget impacts every court operation and, arguably, determines how well, and even whether, courts achieve their mission in the American political system. Resources are rarely sufficient to fund everything of value the courts or any other organization might undertake. When resource allocation and resource acquisition are skillful, courts preserve their independence, ensure their accountability, both internally and externally, improve their performance, and build and maintain public trust and confidence.

Fundamental Issues of Caseflow Management

Caseflow management is the process by which courts carry out their primary function: moving cases from filing to closure. This includes all pre-trial events, trials, and increasingly, events that follow closure to ensure the integrity of court orders and timely completion of post-disposition case activity. Effective caseflow management makes justice possible not only in individual cases, but also across judicial systems and courts, both trial and appellate. Caseflow management helps ensure that every litigant receives procedural due process and equal protection. Properly understood, caseflow management is the absolute heart of court management.

Managing Technology Projects and Technology Resources

While it is decidedly not an end unto itself, information technology can help all courts do what they do faster, cheaper, and better. Computerization allows courts to dispense justice in the face of increased expectations of efficient and instant service; significant changes in people's mobility and the social, political, and economic environment; and increased caseload volume and complexity. Court leaders who effectively manage information technology know its limitations and the challenges it presents. They also know if its promise is realized, information technology can improve court and justice system operations, public access to the courts, and the quality of justice.

Court Performance Standards: CourTools

Learn how to use the CourTools and the Court Performance Standards as a framework to guide your court into the future by setting target performances, then monitoring, evaluating and learning from results. Learn how to introduce CourTools into your court as a means of assessing court performance and guiding the decisions of management, planning and leadership.

Managing Human Resources

Courts need good people—people who are competent, up-to-date, professional, ethical, and committed. Effective human resources management not only enables performance but also increases morale, employee perceptions of fairness, and self-worth. People who work in the courts are special. Their jobs and the work of the courts are not too small for the human spirit. With proper leadership, court human resources management contributes to meaning and pride over and beyond the reward of a paycheck. Excellent human resources management is unlikely in an otherwise mediocre court.

Visioning and Strategic Planning

Visions are holistic, inspirational future snapshots. They look forward and reach back to core values: the ends of justice and service and the means of judicial independence, substantive and procedural due process, equal protection, access, and the fair and efficient application of the law to the facts. Visioning invites court leaders, their justice partners, and the community, first to imagine and then to deliver the future they prefer. Strategic planning is a process -- involving principles, methods and tools--to help court leaders decide what to do and how and when to do it. Strategic planning translates vision into plans and action.

ICM Program Courses

Leadership

Leadership is the energy behind every court system and court accomplishment. Fortunately, and contrary to some received wisdom, leadership is not a mysterious act of grace. Effective leadership is observable and learnable, to a significant extent. Academic debate about the difference between leadership and management has resulted in consensus that a difference exists, which is not a matter of “better” or “worse.” Both are necessary “systems of action.” In the memorable words of Warren Bennis: “Managers do things right. Leaders do the right things.”

Education, Training and Development

Education, training, and development help courts improve court and justice system performance and achieve their desired future. Education, training, and development programs are aimed at judges, court staff—especially those in and aspiring to leadership position—as well as others on whom the court depends, both inside and outside the courts. Thus, the term judicial branch education, as opposed to judicial education. Because judicial branch education helps actuate all other competencies and helps courts maintain balance between the forces of change and enduring principles, effective court leaders take responsibility for it. It is not merely remedial and limited to training. Rather, judicial branch education is strategic and involves education, training, and development.

Court Community Communication

If the courts are to be accessible, open, responsive, affordable, timely, and understandable, courts must learn from and educate the public. To interact effectively with their many publics, court leaders must understand the media and its impact on the public’s understanding of and satisfaction with the courts. Understandable courts, skillful community outreach, and informed public information improve court performance and enhance public trust and confidence in the judiciary.

Essential Components

Courts and judges do not just consider evidence provided by the parties, rule on motions, and decide cases on the merits. Increasingly, information is provided to the court by programs annexed to the court or the case rather than by the parties to litigation. Courts must deliver and use this information as well as manage other essential components, which range from the relatively mundane such as court security, courtrooms, clerks, and reporters, to the sophisticated such as child custody evaluations, legal research staff, and indigent defense. These and other services, programs, and infrastructure not dealt with by the other core competencies constitute the court’s essential components. Effective court leaders understand the court’s essential components and, regardless of who has formal authority over them, work to ensure they are well managed.

High Performance Court Framework: Concluding Seminar

In the Concluding Seminar, faculty will guide participants in discussions on the nature of supervision, management, and leadership styles. Faculty and participants will explore how individual styles impact working with others within the court as an organization and externally with the other branches of government. Using this framework, participants will undertake various problem-solving scenarios aimed at synthesizing the learning objectives of the five core courses. The course will also highlight the independence of the judiciary and the separation of powers between the branches of government. The Concluding Seminar is intended as a capstone experience in the development of managerial competence.

As a graduate of the Institute for Court Management Program, I would encourage participation in the program to enrich your career with the Maryland Judiciary. The first class was an eye opener as to how other areas of the Judiciary functioned and how those functions impacted my work within the Clerk of Court’s Office as well as the whole Maryland Judiciary. The shared experiences relating to various topics motivated and inspired me to come back to my job and implement the new ideas or at least start a discussion. I created bonds and associations with people within the Judiciary that I would have otherwise never come in contact with. I know I can call on those individuals for guidance or a new perspective when needed. From time to time I relate back to the subject matter discussed for decisions I currently face. Although the experience requires a significant personal commitment and support from your co-workers, it was well worth it. I applaud the Maryland Judiciary for offering such a unique opportunity for professional development.

**- Susan Braniecki, Chief Deputy Clerk
Circuit Court for Worcester County
ICM Class of 2013**

CS/MC Program Courses

The Maryland Judiciary — An Overview

The CS/MC curriculum opens with a two-day, flagship course on the organization, mission, and vision of the Maryland Judiciary. This foundation course will provide participants with the “big picture” perspective of their place within the court system. It will sharpen CS/MC participants’ court awareness and understanding of Maryland’s legal environment. In exploring the roles and purposes of the statewide court system, participants will gain a deeper appreciation of the internal and external workings of the court, including the appellate levels.

Becoming a New Supervisor and Basic Management Skills for New Supervisors

This two-day course, also a foundation management course, presents the first level of management tools without which supervision or an efficient court environment is impossible. It is designed to assist court managers and supervisors with some of their most difficult tasks and duties, including the shift from “super employee” to the difficult challenges of a court supervisor. In addition, participants will explore the many hats that a court supervisor/manager must wear, such as interviewer, coach, trainer, motivator, disciplinarian, recruiter, etc.

Targeted “how-to” topics: planning work, setting work priorities, decision-making, scheduling and assigning tasks, conducting effective meetings, and effectively delegating authority and work. Human resources management will be introduced. This will be an interactive workshop.

Leadership and Management Styles

This CS/MC course completes the foundation trilogy of basic management. It highlights various leadership and management styles as well as basic organization models. Specific focus will be placed on effective leadership and management styles. The “dos and don’ts” of good management will be explored from case examples. This one-day course will distinguish the differences between leadership and management and emphasize a participatory management style for an achieving judiciary and, thereby, a successful supervisor.

Personnel Policy & Legal Issues Confronting Supervisors

The purpose of this two-day course is to present the thorny legal issues a supervisor must confront in effectively managing Judiciary personnel. The Judiciary’s personnel policy manuals and procedures will be plumbed in this class.

Topics: Family and Medical Leave Act (FMLA) requirements; assuring a safe and secure workplace; addressing the “reasonable accommodation” disability requirements of the Americans with Disabilities Act (ADA); counseling, disciplining and terminating difficult, insubordinate, or poor performing employees; and dealing with employee complaints and grievances.

Human Resources Management

This is a two-day course covering the basics of personnel management. Major topics include human resource planning and recruitment, selection, development, compensation, and appraisal of employees. Critical issues in employee hiring and promotion practices will be addressed. A special focus of this course will include a workshop on interviewing job applicants and a discussion of the causes and impact of performance problems. Methods for measuring individual employee performance will also be included.

Motivating a Productive Workforce

This two-day course builds on the human resources management course and focuses on the most important of all management resources—people. This course enables prospective judiciary supervisors to deal more effectively with agency workloads and tight budgets by maximizing the contribution, effort, and productivity of employees.

The course will emphasize positive steps toward the following topics:

- Proactive Leadership
- Coaching Employees to Success
- Building a Winning Team to Get the Job Done
- Developing Win-Win Strategies
- Eliminating Negativism
- Developing a Reward System
- Gaining Employee Respect Through a Participatory Management Style
- Effective Two-Way Communication and Employee Feedback

CS/MC Program Courses

The Budget Process and the Judiciary

This two-day course provides CS/MC participants with a clear understanding of how a budget is developed in the Judiciary. Such knowledge is important to supervisors/managers since they are the first and last, respectively, in the budget-making and budget-spending process. It also enables them to understand the fiscal constraints in managing their court operations in delivering the business of justice.

The course begins by asking and answering what is a public budget. An appreciation and knowledge of the historical and legal basis of the Judiciary's budget process is gained here. The course covers the development of a public budget with its time lines and the budget execution phase in which procurement occurs and is reported. Terms like appropriations and expenditures are discussed as well as how the Judiciary offices complete the budget cycle with justified expenditure requests and spending reports. This course makes it clear that the budget ties the whole Maryland Court System together.

Effective Communication for Supervisors

The mark of a good supervisor/manager is one with clear and effective communication skills in verbal, non-verbal, and written forms. Good communication enhances productivity, work relationships, customer service, office morale, and team building efforts. And it can reduce legal costs, time consuming investigations, high turnover rates, absenteeism, and employee distrust, anger, and powerlessness.

In this interactive, two-day course, CS/MC participants will engage in exercises to construct clear, concise messages to which employees can positively respond. Effective speaking and presenting to influence others will be covered, as well as appropriate modes of communication.

Other topics: basic elements of successful supervisory communication, avoiding communication pitfalls, skills and techniques in speaking to employees, and how to present a clear two-way communication between the supervisor and employee.

Legal Research

This two-day course provides CS/MC candidates an orientation of the legal publications and documents used in the court system and how to use Maryland's Annotated Codes and Rules. Supervisors and managers will learn the importance of being familiar with these publications that give them the legal authority and direction in performing their jobs.

This course will be conducted in the Maryland Law Library where participants will gain an understanding of the book-based and online sources that go into legal research.

"I am proud to be a graduate of both the CPC and CS/MC Certificate Programs. The programs greatly improved my knowledge of the Judiciary and enhanced my leadership skills."

– Cory Crawley, Supervisor II
Criminal/Traffic Department
Howard County District Court

Managing Respect in the Workplace

This two-day course covers the management steps in preventing sexual harassment and the importance of diversity awareness in the workforce. It will include the role of gender and race within the Judiciary's organizational culture.

Stress Management in the Workplace

This one-day course explores the changing nature of work and stress in the Judiciary workplace with its demands on productivity and impact on personal and family commitments. Focus of the class is on the causes of stress and methods for managing it. Practical approaches to reducing on the job stress and reducing conflict will be covered in this course.

Topics: work interactions and interpersonal work conflicts, anxiety relating to job performance, low morale, and other factors contributing to a stressful work environment.

Tools and Strategies for an Effective Court Manager

A series of management tips will be offered in this one-day course aimed at building a how-to-do-it manager's toolbox.

Topics:

- The Basics of Conducting Effective Meetings
- Ways to Use Employee Feedback to Improve Performance
- Dealing with Difficult Employees
- Practical Employee Feedback Methods
- Progressive Discipline Practices
- Effective Procedures for Assigning Tasks
- Tools on How to Delegate Effectively

CPC Program Courses

The Maryland Judiciary — An Overview

The CPC curriculum opens with a two-day, flagship course on the organization, mission, and vision of the Maryland Judiciary. This foundation course will provide participants with the “big picture” perspective of their place within the court system. It will sharpen CPC participants’ court awareness and understanding of Maryland’s legal environment. In exploring the roles and purposes of the statewide court system, participants will gain a deeper appreciation of the internal and external workings of the court, including the appellate levels.

The Nuts & Bolts of the Circuit and District Courts

This two-day course spells out the different general and limited jurisdiction functions of the Circuit and District Courts. Participants will learn about items like recording a deed, what a District Court Commissioner does, and where adoptions are processed. The array of related state and local court agencies that interact with the courts (the state’s attorney’s office, parole and probation, the sheriff’s office, and the departments of juvenile justice and domestic relations, etc.) will be covered. These first two courses are foundation courses and are basic in becoming a court professional. They give participants an organizational baseline and comprehensive framework of the judicial system, thereby enabling a clear understanding of where and how their jobs fit into the court system.

Ethical Practice in the Court Workplace

This one-day, professional ethics course covers proper ethical behavior and rules of work conduct in the Judiciary. The object of this course is to identify what Judiciary employees can and cannot legally do in their jobs. Topics include how to avoid giving legal advice in the filing of cases, the importance of remaining impartial, and standards for acceptable on-the-job work conduct. Participants will learn that the importance of personal integrity when performing their jobs is the lifeblood of the court system and essential to building public trust and confidence in the courts.

Judiciary Personnel Policies and Rules

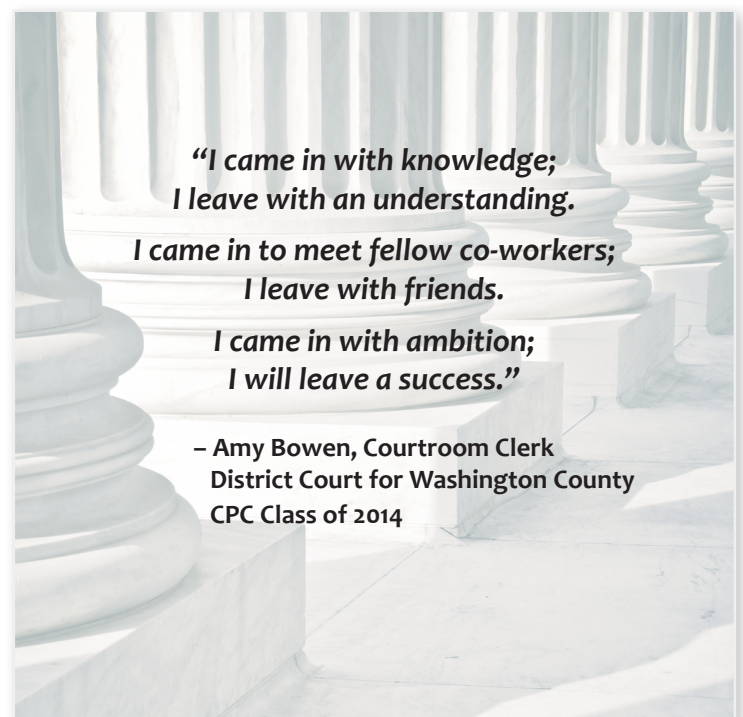
CPC program participants will study the Judiciary’s administrative personnel policies and procedures that govern each employee. Through this one-day course, participants will have a fuller appreciation of the “who, what, where, and why” of the Judiciary’s uniform personnel practices and the responsibility of employees for meeting them.

Topics: types of permitted leave, appropriate computer usage, standards of acceptable job performance, proper dress codes, progressive disciplinary policies, procedures for grievances and disciplinary appeals, and workers’ compensation.

Handling the Caseload Thicket

This two-day course is the “meat and potatoes” of court docket work. It covers landlord tenant, traffic, civil, domestic, juvenile, and criminal cases. Participants will learn critical case flow steps from time-stamping a complaint and discovery to final court disposition. The course also covers case scheduling through major hearing events. All types of court litigation will be explored as well as their panoply of court forms and terms. Participants will explore servicing of papers and the processing of warrants and subpoenas, as well as the rules and procedures governing a clerk’s duties and responsibilities.

Through this course, CPC participants will build a thorough and comprehensive understanding in all aspects of case filing, scheduling, and processing.



CPC Program Courses

Family Law Matters

This two-day course focuses on the various processes and procedures in handling the court's domestic cases. About two-thirds of court litigation deals with family and domestic relation disputes. A court professional needs to be fully aware of the context of this heavy caseload docket in the court system.

Topics: divorce, separation, and annulment; child custody and visitation; peace orders, alimony, child support, disposition of property, and legal rights of children; and domestic violence disputes.

Cashiering and Collecting Court Fines, Fees, and Costs

In this one-day course, CPC participants will examine the basics of court finance that will cover cash handling and cashiering procedures in collecting court fines, fees, and costs. Some focus will also be given to the legislative audit of this function at the courthouse and the importance of sound fiscal oversight and protection of the public's purse. An overview of how court revenues impact Judiciary budget revenues will be incorporated. Completion of this course will provide CPC participants financial insight, not only in cashiering operations, but also in how this function impacts the judicial system.

Serving Court Customers

This one-day course provides practical knowledge for judiciary employees to deliver excellent customer service in conducting the business of the court in different situations and enable participants to meet the Judiciary's goal of fair and equitable access to justice and confidence in the court system. Participants will learn the components of superior customer service, effective customer service skills at the counter and on the telephone, what court information can be provided, and what information is considered legal advice. Participants will develop techniques for dealing with complaints and emotional customers at the counter, and will learn how to maintain a positive work attitude.

Fundamentals in Effective Court Communication

This is a two-day, foundation course relating to all other CPC courses. Positive communication enhances productivity, smooth and professional work relationships, trust on the job, customer service, high office morale, and teamwork. Good communication skills enhance your professionalism. Class participants will learn key legal language and terminology critical to the business of the courts. Fundamental techniques that facilitate effective communication, both written and oral, will be explored.

Computer Applications in the Courts

This two-day course prepares court employees for the age of the electronic court. It recognizes that court professionals must be knowledgeable in computer operations in the court work environment. Topics in this course include orienting participants to the next wave of computer tools and technology coming into the courts. This includes e-filing of civil cases, the computer connections between different court agencies, the electronic courtroom, and the role of the internet in providing efficient and effective court services. The course will expose participants to computer hardware and software terminology. Attendees will become familiar with the existing mix of computers now installed in courthouses as well as their practical application to aid in specific court work.

The Professional Advantage

This course encourages court personnel to examine how their behavior, speech, attitude, and appearance can influence how they are perceived by the public and their co-workers. In today's business world, the "rules" often change quickly and there are few written guidelines. Participants will discover techniques to help them take their professionalism to a higher level. "New business etiquette" advice and how to project a positive, polished image will also be covered. The second day of the course will consist of journal sharing and local tours.

"I have enjoyed being a student of the CPC and CS/MC Programs . Not only have I learned about the different departments within the Maryland Judiciary and their functions, I have learned to enhance my skills and be a better supervisor. I have taken advantage of the networking opportunities and have lasting friendships. I recommend these programs offered through Professional Development. Now on to ICM!"

**– Sonya L. Gibson, Civil Supervisor
Carroll County District Court**

Directions to the Judicial College of Maryland Education and Conference Center (JCECC)

From Baltimore

- Take 695E to 97S.
- Take 97S to 50E.
- Take Exit 24 - Rowe Boulevard. Make a left at the signal onto Bestgate Road.
- Follow through three traffic lights and turn right at the light onto Commerce Park Drive.
- Enter at 2011 Commerce Park Drive.

From the Eastern Shore

- Take 301S to 50W.
- Continue on 50W over the Bay Bridge toward Annapolis.
- Take Exit 24B - Bestgate Road.
- Follow through three traffic lights and turn right at the light onto Commerce Park Drive.
- Enter at 2011 Commerce Park Drive.

From Western Maryland

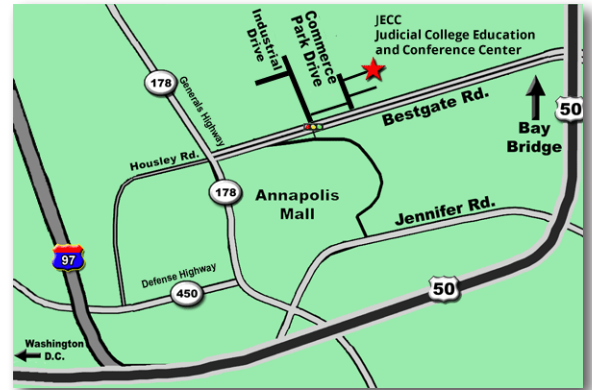
- Take 70E to 32E.
- Take 97S to 50E.
- Take Exit 24 - Rowe Boulevard. Make a left at the signal onto Bestgate Road.
- Follow through three traffic lights and turn right at the light onto Commerce Park Drive.
- Enter at 2011 Commerce Park Drive.

From Southern Maryland Charles County:

- Take 301N
- Take 50E to Exit 24 - Rowe Boulevard. Make a left at the signal onto Bestgate Road.
- Follow through three traffic lights and turn right at the light onto Commerce Park Drive.
- Enter at 2011 Commerce Park Drive.

From St. Mary's County:

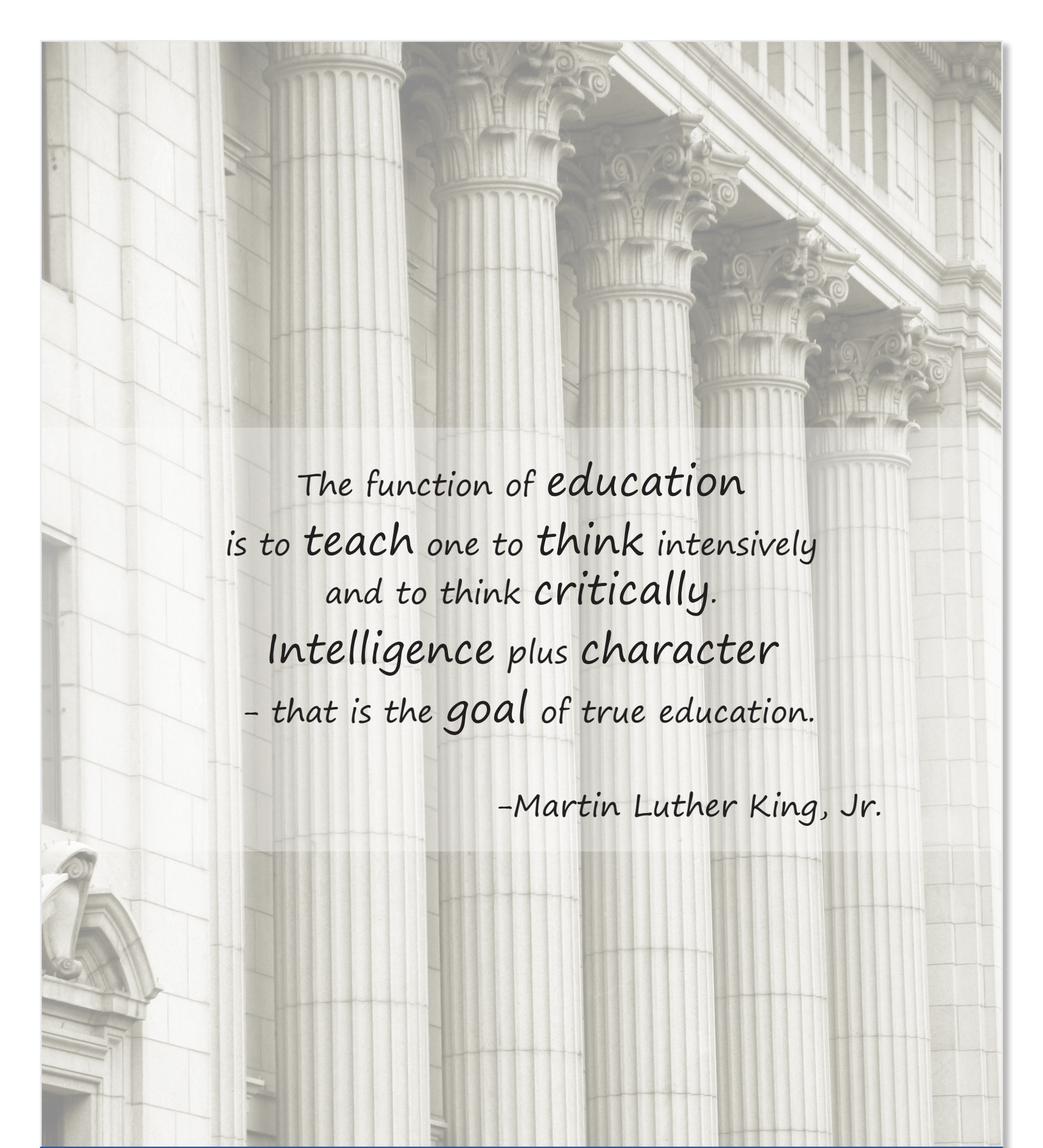
- Take Route 4N to Route 2N.
- Take 50E to Exit 24 - Rowe Boulevard. Make a left at the signal onto Bestgate Road.
- Follow through three traffic lights and turn right at the light onto Commerce Park Drive.
- Enter at 2011 Commerce Park Drive.



Click map to view directions in Google Maps.

Parking at the JCECC

The JCECC has two parking lots with a total of 120 spots and seven handicapped spots. Parking is available in the front and back of the building. Additional parking can be found along Commerce Park Drive. If possible, please carpool with your colleagues when attending classes. **Please do not park in the parking garage located in front of the JCECC; this is not JCECC parking and you will be ticketed.**



*The function of education
is to teach one to think intensively
and to think critically.*

*Intelligence plus character
- that is the goal of true education.*

-Martin Luther King, Jr.

Judicial College of Maryland
Department of Professional Development
2011-D Commerce Park Drive
Annapolis, MD 21401
410-260-3660