

Workforce Management

Virtual

In-Person

Online Self-Study

Optimize and maintain a productive workforce.

The **Workforce Management** course helps organizations maintain a productive workforce by teaching workforce management practices, policies, and procedures. Participants will learn about employment laws, recruitment, selection, retention, performance management, employee relations, and more. Further, participants will learn the importance of organizational development in a diverse world and the importance of career development, mentoring, and succession planning.

About the course

This course can be taken as a standalone class or as part of the Certified Court Manager (CCM) credential.

Workforce Management is available as a 2.5-day in-person class, virtual course, or online self-study course.

The virtual course includes live video lectures, discussions, and group exercises. Zoom breakout rooms will be used for “table group” discussions and exercises. This delivery method consists of four 4-hour sessions offered on the same two days of the week for two consecutive weeks (i.e., Tuesday-Wednesday for two weeks in a row).

The online self-study format includes video lessons, activities to be completed individually, and 3-4 exercises to be written and submitted.

As a result of participating in this course, participants will be able to:

- Identify sound workforce management policies, procedures, and practices for the courthouse work environment.
- Discuss key federal employment laws that impact the courthouse work environment.
- Implement effective recruitment, selection and orientation practices.
- Articulate effective workforce performance management techniques, including workforce development, mentoring, and succession planning.
- Apply employee relations principles, including discipline.

This course is designed for court professionals who are responsible for supervising, leading, or managing court staff, as well as those who are interested in improving human resources practices. A broad range of positions may be involved, including judges, court administrators and managers, human resource professionals, supervisors or team leaders, training and development coordinators, court clerks, and others.



Cost & Registration

The cost is \$495. Register at least one month prior to the start of class.

For more information or to register, go to the course catalog at ncsc.courtllms.org or scan the QR code. To bring an ICM course to your court or state, contact icm@ncsc.org.