

### **Strategic Issue 3 - Promoting Competence, Professionalism and Civility**

Issue description: The effective administration of justice depends upon respect for the Courts as an institution and the competence, professionalism and civility of those who work for or conduct business with the Court. Court personnel and the Pierce County Community are entitled to respectful and professional conduct from all court participants. Public servants must be well-trained and receive the support necessary to achieve excellence and meet the needs of the public.

#### **Goal 3.1 To achieve excellence in the delivery of services in every aspect of the court. Strategies:**

- 3.1(a) Educate judicial officers in case flow management, best practices and emerging areas of law.
- 3.1(b) Implement judicial performance evaluation program for all judicial officers.
- 3.1(c) Survey stakeholders to assess the Court's performance.



#### **Goal 3.2 The Court will employ a highly-skilled and well-trained workforce. Strategies:**

- 3.2(a) Recruit personnel who possess the education, skills and experience to provide effective services.
- 3.2(b) Encourage and support the professional development of judges and court personnel to enhance their service to the Court and the public.
- 3.2(c) Assess, on a continuing basis, the competitiveness of salaries and benefits of court personnel with those provided for equivalent positions in the executive branch and private sector, and advance appropriate recommendations to eliminate any identified disparities.

#### **Goal 3.3 The Court will maintain a positive work environment that fosters high achievement and satisfaction among judges and court personnel.**

##### **Strategies:**

- 3.3(a) Implement programs, policies and initiatives to enhance employee performance, satisfaction, and retention.
- 3.3(b) Develop mechanisms to increase the involvement of judges and court personnel in court planning and operations.
- 3.3(c) Facilitate increased communication between and among judges and court personnel.

#### **Goal 3.4 The Court will promote high standards of conduct and personal behavior among participants.**

##### **Strategies:**

- 3.4(a) Promote adherence to codes of professional conduct, ethical practice standards and/or civility standards for all judges, court personnel, and members of the bar.
- 3.4(b) Require appropriate and respectful conduct, dress, and behavior of all court participants while in the courthouse.