

TEAM BUILDING

Developed by:
National Center for DWI Courts

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STANDARD VIII



A dedicated, multidisciplinary team of professionals that . . .

- ✓ Manages the day-to-day operations
- ✓ Reviews participant progress
- ✓ Contributes observations and recommendations based on expertise
- ✓ Delivers and oversees the delivery of legal, treatment, and supervision services

OBJECTIVES



Composition
and Training

Sharing
Information

TEAM

Communication
and
Decision
Making

Pre-Court
Staffing and
Status Hearings

5 BIGGEST BARRIERS TO EFFECTIVE COMMUNICATION



1. Lack of Clarity

- Be concise
- Avoid sarcasm or being condescending
- Give your point quickly, give the listener context, and check for understanding

2. Inconsistency

- Deliver the same message to everyone
- Be aware how mood and thoughts effect the message
- If inconsistency happens, own the behavior instead of passing blame

5 BIGGEST BARRIERS TO EFFECTIVE COMMUNICATION



3. Language Differences

- Beware of **ACRONMYS**
- Criminal Justice \neq Treatment
- Understand each team member has a vital role they need to advocate for

4. Not Enough Listening

- Communication is a two-way street
- Limit distractions
- Practice Active Listening

5 BIGGEST BARRIERS TO EFFECTIVE COMMUNICATION



5. Non Verbal Cues

- What you don't say is just as important as your spoken words
- Don't assume everyone's non verbal cues are the same (cultural differences)
- Make sure your body language is communicating an open message
- Crossed arms, eye rolling, furrowing your brow = closed to the discussion



KEY FACTORS TO IMPROVE COMMUNICATION

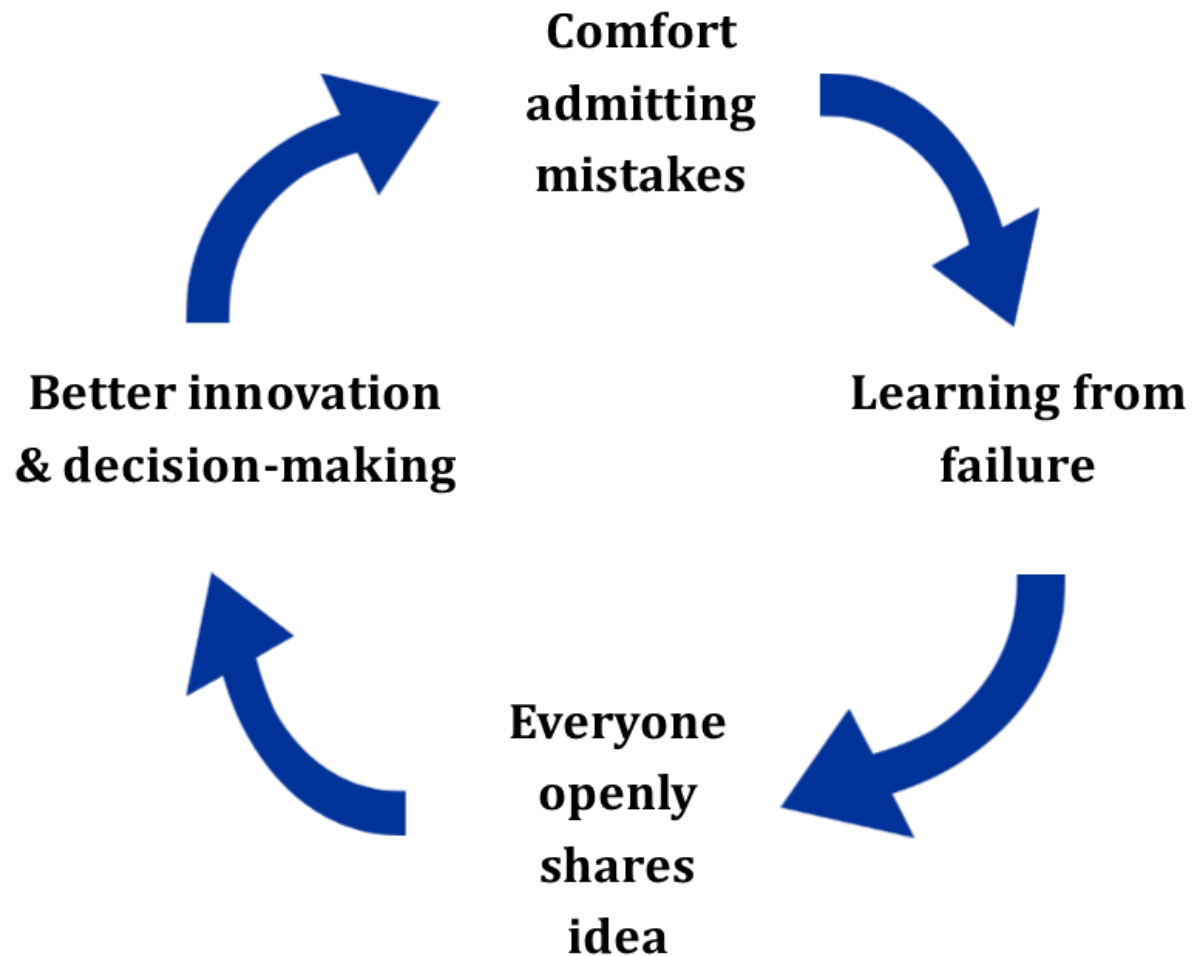
- **Keep email communication about the facts** – arguing your position should be done in person
- **Keep communication professional** – name calling, talking behind people's back, and gossip only harm team dynamics
- **Don't let problems fester** – just undesired problems with clients are dealt with immediately to change behaviors, so must unproductive behaviors of team members that divide the team



PSYCHOLOGICAL SAFETY



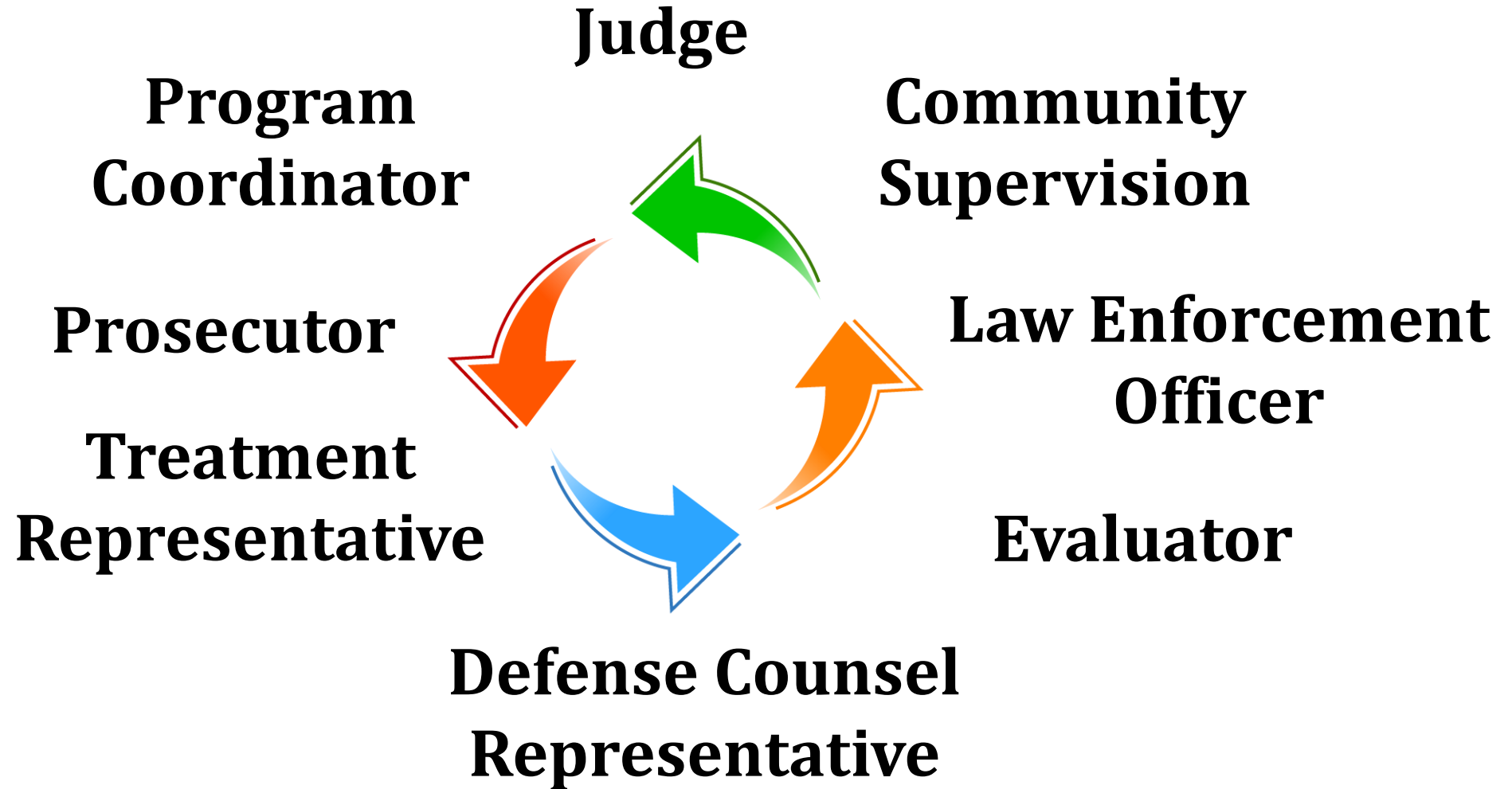
Psychological safety is a shared belief that the team is safe for interpersonal risk taking...being able to show and employ one's self without fear of negative consequences of self-image, status or career





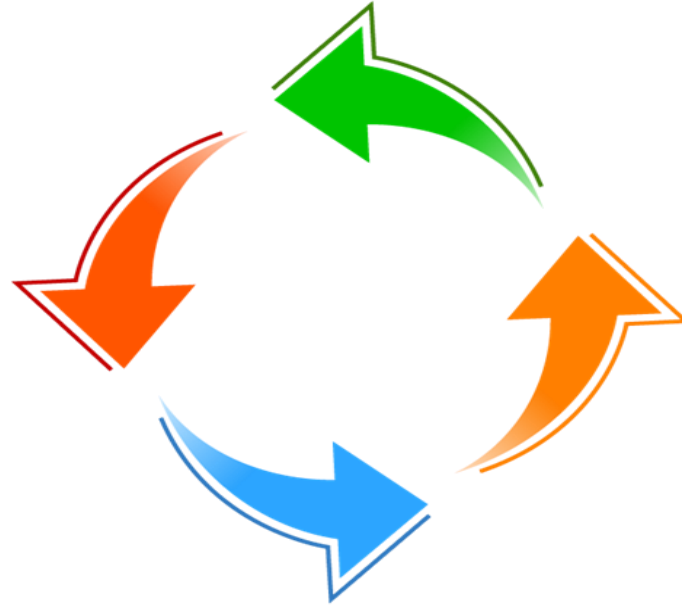
YOUR TEAM

TEAM COMPOSITION



**Law enforcement is a member
of the treatment court team**

Recidivism reduction* ↑ 88%



**Prosecutor attends
staffing**

Cost savings* ↑ 171%

The judge spends an average of 3 minutes or more per participant during status review hearings

Recidivism reduction* ↑ 153%

Cost savings* ↑ 36%

**Defense attorney attends
staffing**

Cost savings* ↑ 93%

**Treatment communicates
with court via email**

Recidivism reduction* ↑
119%

WHAT ARE WE DISCUSSING PRIOR TO STAFFING?



EMAIL COMMUNICATION

- ✓ For updates on clients
- ✓ Arrange special staffing sessions
- ✓ Keep team updated on any changes

DO NOT!!!

- ✓ Advocate positions
- ✓ Express concern over team member's behavior
- ✓ Team splitting



AVOID USING IN EMAIL COMMUNICATION

Sarcasm

- ✓ Verbal Aggression
 - ✓ *Noun* - the use of irony to mock or convey contempt

Speculation

Story Telling

**Send only emails
you are ok with
seeing in the
Washington Post**



EX PARTE COMMUNICATIONS

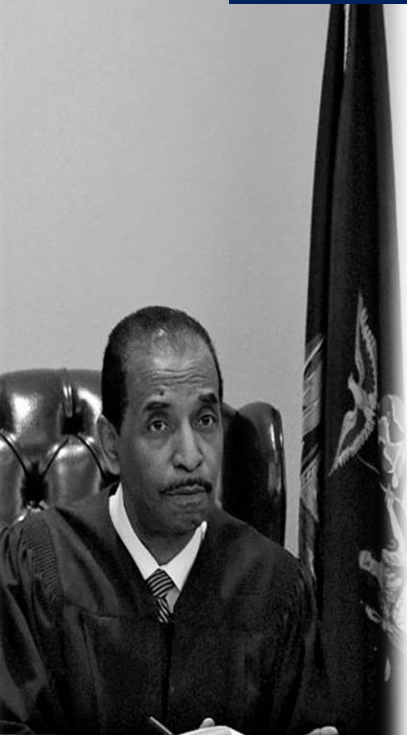
DEFINITION

Any communications to or from the judge outside the presence of the parties

SOLUTION

Include *Entire* Team in Emails
Judge is present at *ALL* Staffings

Review your state cannons of judicial conduct for ex parte communications



Judge
RUSSELL



THE JUDGE & PARTICIPANTS

**Show Support that
Does Not Blur
Lines of Judicial
Impartiality**



Judge
RUSSELL



WHAT ARE WE DISCUSSING AT THE STAFFING?





SHARING INFORMATION

✓ Must have a legally valid, an informed consent document that specifies what data elements may be shared, with whom, and for what authorized period of time

✓ For additional information watch or re-watch the **Confidentiality and Ethics** webinar



DRUG COURT STAFFING / PRE-CASE CONFERENCING

What

- ✓ The purpose of staffing is to present a coordinated response to offender behavior

Who

- ✓ Judge
- ✓ Coordinator
- ✓ Prosecutor
- ✓ Defense counsel
- ✓ Treatment
- ✓ Probation
- ✓ Law enforcement

When

Anytime prior to seeing the participant

- ✓ Eligibility
- ✓ Arraignment
- ✓ Progress report
- ✓ Probation revocation or termination
- ✓ Regression or advancement
- ✓ Return on warrant
- ✓ Pre-graduation or graduation

Why

- ✓ Shared decision making
- ✓ Docket control
- ✓ Informed approach
- ✓ Empowerment of team



BENEFITS OF COLLABORATION



- ✓ Information sharing
- ✓ Resource sharing
- ✓ Accountability of the client is greatly increased
- ✓ Judges are more informed
- ✓ Exposure to each other's roles opens lines of communication and promotes understanding of one functional system

BENEFITS OF COLLABORATION



- ✓ Promotes positive interactions with law enforcement
- ✓ Assists in identification of potential treatment court clients
- ✓ Processes and serves warrants
- ✓ Provides problem-solving assistance
- ✓ Real-time communication of what is happening in the community





SHARING INFORMATION

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Additional Reminders

TEAM TRAINING



New hires complete a formal training or orientation

Recidivism ↓ 57%

All team members received training prior to implementation

Cost Savings ↑ 238%

- ✓ Pre-implementation Training
- ✓ Continuing Education Workshops
- ✓ Tutorials for New Staff
 - ✓ Orientation
 - ✓ Online training at www.dwicourts.org

