

LEADERSHIP COMPETENCY: PUBLIC TRUST AND CONFIDENCE

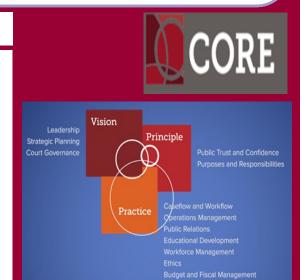
Overview

The Core Competencies published by the National Association for Court Management (the NACM CORE®) equip court leaders with knowledge, skills, and abilities (KSAs) to support excellence in the administration of justice.

Court leaders play a vital role in the judicial branch being viewed with public trust and confidence. Leaders create and sustain the court culture and operational practices for integrity, transparency, and accountability.

Topic Areas and Objectives

- Historical views of the judicial branch
- Linkage of public perceptions to court operations
- Challenges related to public trust in the court as an institution
- Measuring public views and perceptions



Assessing Public Trust

- Collaboration communities and constituent groups
- Public opinion surveys
- **♦ Court user surveys**
- ◊ Informal feedback
- Court performance measures

NACM CORE®

Key KSA's

- Defining public trust and confidence
- Discerning different constituencies and community groups
- Understanding how operational areas impact public trust
- Assessing and leveraging organizational culture to foster integrity, transparency, and accountability
- Measuring court performance

Resources

- Community collaboration practices
- Methods to assess public trust and confidence

Curriculum Content

- Revised November 2018
- 74 pages
- 11 learning objectives and 16 activities
- References and bibliography

Content provided by https://courtleader.net/
Content adapted from NACM CORE® https://nacmcore.org/
Revised 4/30/2021

