



# 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***

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## 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

