LEADERSHIP COMPETENCY:
PUBLIC TRUST AND CONFIDENCE

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.

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<th>Topic Areas and Objectives</th>
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<td>Historical views of the judicial branch</td>
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<td>Linkage of public perceptions to court operations</td>
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<td>Challenges related to public trust in the court as an institution</td>
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<td>Measuring public views and perceptions</td>
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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

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