

Developing a model of communication in court

Purpose

Development and implementation of a communication model in court according to the assumed standard

Assumptions

1. Communication in court should be understood in two ways
2. Firstly, it is a model of agreement between employees, taking into account the relationships resulting from the performance of various functions within the same organisation
3. Secondly, it is a tool for the above process – it is about a purely technical form (such as e-mail boxes) but also a way of examining the model (e.g. surveys)
4. Divisions between different professional groups are very visible in courts – they are very often a communication barrier
5. Such a situation makes it impossible to increase the use of the organization's potential through efficient communication

Create a tool

1. Developing effective communication in court requires a reliable diagnosis of the initial situation
2. It is also necessary to make the users of the communication model (i.e. all employees – including judges) aware of the benefits of being able to receive feedback from a colleague
3. The beginning of the work should focus on developing a target model of communication, taking into account the specifics of working conditions
4. The implementation of the described good practice is a continuous process – in order to avoid the threat of the so-called "creeping scope", subsequent stages should be separated using the objective criterion
5. All employees are responsible for the functioning of communication in the court – the role of the management is to support good practices in this area and inspire the next stages of implementation
6. The model must be supplemented with tools for its implementation
7. Their introduction is often associated not so much with burdening the budget to purchase new solutions, but with convincing employees to use the existing ones
8. The role of management is to encourage the development of communication skills (also by showing direct benefits)

Description of the functioning of the practice

1. Building a communication model in court is a continuous process
2. It is important to achieve gradual results

3. The general principle should be to build a team that is jointly responsible for the work of the court
4. The above process must be based on pre-determined priorities
5. It is important that judges also participate in daily communication and are open to suggestions from administrative staff
6. In practice, the above assumption will only work when the foundations of a team working together to increase the efficiency of the entire organization are built
7. HR activities in court have an important role to play in the communication process
8. Properly designed determination of employee needs is not only information for management, but also a motivating tool
9. The above process significantly facilitates activities related to "change" – important for the implementation of good practices

Benefits

1. Building communication according to the established model allows you to increase the efficiency of the court's work
2. The model is extremely useful in identifying emerging threats to the court's work system
3. Feedback in the case of senior employees allows you to adapt your management model to the situation at a given moment
4. Effective communication is part of the implementation tool with virtually all good practices
5. It allows the court management to clearly communicate messages – in addition, the ability to justify the change as an element of improving the situation is shaped

Cost of implementation

1. Estimating costs when building a communication model is very difficult
2. First of all, there are training costs related to creating awareness of the need for change
3. All activities related to the implementation of good practices must be based on communication – hence the detailed costs appear periodically
4. It should be noted, however, that with the implementation of the communication model, the costs are limited to responding to problematic situations on an ongoing basis

Other necessary expenditures/activities

1. Issuance of the necessary regulations and orders