

PHASE → Purpose | How | Action Plan | SUPPORT | Examine

A Roadmap to Implementation



The Importance of SUPPORT

Court professionals and partners play vital roles and are directly impacted by changes in court operations. **Strategic support through training, coaching, and feedback loops fosters successful adoption, engagement, motivation, and a positive court culture conducive to continuous improvement.**



Elements of SUPPORT

Effective support plans include the following elements:

- 1. Targeted training schedule.** Supporting change efforts include comprehensive training and skill development for court professionals and partners. This ensures they understand the reason for the change and can perform their roles effectively, leading to enhanced confidence, job satisfaction, and performance.
- 2. Individualized coaching.** Quality training is crucial, but insufficient for knowledge transfer to practice. Ongoing coaching with feedback and Q&A opportunities ensures fidelity to the change and successful institutionalization.
- 3. Intentional feedback loops.** Supporting court professionals and partners involves establishing feedback channels for continuous improvement. Seeking input on experiences, challenges, and suggestions during implementation fosters a culture of learning and innovation within the court system.



Connecting the Dots

The components of the PHASE framework are interrelated and interdependent. While each component can be focused on in isolation, decisions and efforts in one area affect and inform the others. **Support focuses on providing training and coaching and cultivating an environment open to change.**

- ▶ **Purpose:** Because training and coaching can feel time-consuming, referring to the purpose of the change during training helps maintain motivation and focus on the long-term goal.
- ▶ **How:** Allow the readiness assessment to inform the types of training needed. For example, if there is a lot of resistance, consider training focused on shifting values.
- ▶ **Action Plan:** Include the training schedule and expectations for coaching in the action plan to document progress on efforts to support court professionals.
- ▶ **Examine:** Data may reflect the need for more training or coaching. If the expected outcomes are not achieved, lack of knowledge transfer into practice may be the problem.

Considerations for Courts

- ▶ Invest in a comprehensive training strategy for real change. Avoid relying solely on one-time sessions; include universal in-person training, discipline-specific specialized training, and individualized coaching. This approach solidifies practice changes and integrates them into day-to-day operations effectively.
- ▶ Recruit champions at all levels, including front-line staff like clerks and attorneys, to support training and coaching. This approach ensures a peer perspective and strengthens the change initiative.
- ▶ Promote open communication and feedback by integrating ongoing feedback loops, continuous quality improvement practices, or reflective supervision into the overall court culture to support court professionals in the long term.



For more information or for assistance applying these principles to implement a new policy, practice, or program in your court, visit www.ncsc.org/phase.