EFFECTIVE COMMUNICATION
AND
JUDICIAL TEMPERAMENT

BY RICK A. WILLIAMS • APRIL 19, 2018 • PRESCOTT, ARIZONA
FIRST, A WORD FROM OUR SPONSOR
OVERVIEW

• LEADERSHIP OF A DRUG COURT TEAM
• EFFECTIVE COMMUNICATION WITH CLIENTS
• JUVENILE DRUG COURT ISSUES
• INCENTIVES AND SANCTIONS
• THE FAX MACHINE
MY STORY
DISCLAIMER

• STILL A WORK IN PROGRESS!
• STILL TRYING TO FIND A BALANCE BETWEEN EFFICIENCY AND EFFECTIVENESS
COMMUNICATION

“GENIUS IS THE ABILITY TO PUT INTO EFFECT WHAT IS ON YOUR MIND.”  F. SCOTT FITZGERALD

“THE SINGLE BIGGEST PROBLEM IN COMMUNICATION IS THE ILLUSION THAT IT HAS TAKEN PLACE.”  - GEORGE BERNARD SHAW
HONEST COMMUNICATION

• BE GENUINE
• RECOGNIZE LIMITATIONS
• LISTEN
TEAM LEADERSHIP

• ATMOSPHERE
• EMPOWERMENT
• COLLABORATION
• TIMELINESS
• FOLLOW-THROUGH
CREATING A DIALOGUE

• OPEN-ENDED QUESTIONS
• WHEN TO CROSS EXAMINE
ESTABLISHING A RAPPORT

• ATTEMPT TO RELATE
  • PARENT-CHILD ISSUES
  • PRIOR ADDICTION ISSUES
  • WORK EXPERIENCES
  • AVOID TOO MANY COMPARISONS

• CELEBRATE DIFFERENCES
  • ENTERTAINMENT (MUSIC, MOVIES)
  • CULTURE/UPBRINGING
  • CARS
  • AGE
LISTEN

• SHOW INTEREST
• LEARN ABOUT YOUR CLIENT
• HEAR WHAT ISN’T BEING SAID
• DON’T BE AFRAID OF AWKWARD SILENCE
EMPATHY

• “THE ABILITY TO UNDERSTAND AND SHARE THE FEELINGS OF ANOTHER”
  - THE OXFORD DICTIONARY

• SOMETIMES MAKING A CONNECTION REQUIRES VULNERABILITY

• BUT REMEMBER...
  • THIS IS NOT YOUR THERAPY SESSION
  • EASY ON THE COMPARISONS
INCENTIVES & SANCTIONS

• TAILORING TO THE INDIVIDUAL INCREASES EFFECTIVENESS
  • ESSAYS
  • GIFT CARDS

Image: The grilled cheese of high fives. For perfect execution, keep upper arm parallel with the ground, palm outward and eyes focused on partner’s elbow as you extend your arm forward to make contact.
THE FAX MACHINE
THE FIRST EMAIL

• TO: MOHAVE COUNTY PUBLIC WORKS

• FROM: WENDY PERKINS, JUDICIAL ASSISTANT TO HON. RICK A. WILLIAMS

• “DIVISION 5 RECENTLY RENOVATED ITS OFFICE. THIS RESULTED IN HAVING TO MOVE OUR FAX MACHINE. THE LINE TO THE FAX MACHINE IS NOW STRETCHED IN FRONT OF JUDGE WILLIAMS’ OFFICE DOOR APPROXIMATELY 18” – 24” OFF THE GROUND. HE HAS TO STEP OVER IT SEVERAL TIMES EACH DAY. CAN YOU PLEASE RE-ROUTE THE LINE? THANK YOU.”
TO: WENDY PERKINS, JUDICIAL ASSISTANT TO HON. RICK A. WILLIAMS

FROM: MOHAVE COUNTY PUBLIC WORKS

“MS. PERKINS, THANK YOU FOR YOUR EMAIL. WE HAVE SUBMITTED A WORK ORDER PURSUANT TO YOUR REQUEST. WE WILL CONTACT YOU IN ADVANCE TO SCHEDULE THE WORK. THANK YOU.”
THE SECOND EMAIL

• TO: MOHAVE COUNTY PUBLIC WORKS
• FROM: WENDY PERKINS, JUDICIAL ASSISTANT TO HON. RICK A. WILLIAMS
• “THIS EMAIL SHALL FOLLOW UP OUR REQUEST TO HAVE OUR FAX LINE RELOCATED. JUDGE WILLIAMS HAS REQUESTED THAT IT BE MOVED AS SOON AS POSSIBLE.”
IN CONCLUSION

• BE CREATIVE
• THINK OUTSIDE THE BOX
• EMPOWER YOUR TEAM
• EMPOWER YOUR CLIENTS