

## **Trainings for Administration Management, and Administrative Staff of Courts and Prosecutorial Offices**

Well functioning of judicial and prosecutorial administration is one of the main conditions for an improved judicial and prosecutorial system. Use of efficient system in judicial and prosecutorial administration in work management, contributes to strengthening of entire judicial and prosecutorial system and it increases quality and the public trust to justice institutions. Administrators and Assistant-Administrators have an important role in administration management and shall have possibility and necessary knowledge to lead processes within the system, in order to develop plans and undertake concrete actions.

Another important component is also other administrative staff of courts and prosecutorial offices. They have responsibilities in developing court and prosecutorial office' activities.

Trainings that are dedicated to these categories aim to provide equal access and favorable conditions for increase of professional qualification in the sense of strengthening judicial and prosecutorial administration, according to standards and professional principles of transparency, efficiency and effectiveness.

## 109. Administration Management of Courts and Prosecutorial Offices

Administration of courts and prosecutorial offices is lead by administrators and assistant administrators. A functional management of courts and prosecutorial offices is one of the preconditions for a fair judicial and prosecutorial system. Trainings for the management of courts and prosecutorial offices will ensure conditions for increase of professional qualification of each category of administrative staff, and it will build a professional administration of courts and prosecutorial offices.

What are standard principles of good management? What are current challenges and deficiencies in the system of the court' and prosecutorial' administration management? How to manage time and stressful situations? What benefits come from the team work?

This training aims to increase knowledge and practical skills of the court and prosecutorial office administration management with the managing functions for improving internal organization and functioning of courts, prosecutorial offices and various administration units.

### Content

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- \* Introduction to court and prosecutorial office administration management, principles and standards of good management;
- \* Human resources management;
- \* Evaluation of managerial styles and presentation on specifics of various types of management;
- \* Role of administrators of courts and prosecutorial offices for implementation of plans and strategic policies;
- \* Leadership, planning and team building;
- \* Time management.

### Objectives

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After completion of this training, participants will be able to:

- \* Learn standard principles of good management;
- \* Evaluate criteria for successful planning;
- \* Organize well time management;
- \* Manage stressful situations and conflicts.

### Duration



One day

### Beneficiaries



Administrators, assistant administrators of courts and prosecutorial offices, and human resources officers.

## 110. External and Internal Communication

Communication means transmission of information among members of one institution and it includes a wide scope of internal strategies like: vertical communication, horizontal communication, formal and informal communication. Cooperative communication characterizes interaction with others, builds infrastructure and creates possibility for others of the staff to cooperate with a lot of effectiveness among each other.

What is internal and external communication? What are styles of communication? How important is communication in support of court and prosecutorial offices' activities?

This training aims to improve communication among administration, it also leads participants towards communication skills in provision of efficient, effective and transparent judicial services.

### Content

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- \* External communication and applicable policies and standards;
- \* Internal communication: information flow, hierarchy, team work and exchange for information, data and information confidentiality, and professional ethics and conduct;
- \* Task delegation, monitoring and supervision;
- \* Planning, setting priorities and task assignment;
- \* Reporting.

### Objectives

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After completion of this training, participants will be able to:

- \* Distinguish external and internal communication;
- \* Acquaint with styles of communication;
- \* Understand correctly the planning and prioritizing.

### Duration



One day

### Beneficiaries



Administrators, assistant administrators and information officers of courts and prosecutorial offices.

## 111. Case Flow Management

Use of efficient systems in judicial administration and in case flow management contributes to strengthening of judicial system and in increase of public trust to justice. Importance of correct case management in justice institutions is very large for the fact that good management initially makes the work easier in these institutions, eliminates unwanted situations, increases work efficiency, eliminates waste of time, creates a better collegial environment, increases the level of accountability at work, impacts directly in completion of cases within legal timelines

and reasonable timeframes, and it impacts in increase of public trust in justice institutions.

What are the rules and applicable legal practices? How to manage efficiently the number of case load? What are challenges and difficulties in case management?

Training will provide necessary instructions for preparation of case management and use of efficient systems in better case management.

### Content

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- \* Rules, regulations, and applicable legal practices;
- \* Specifics in case flow management in courts and prosecutorial offices;
- \* Procedural and practical aspects of case flow management and role of each of the staff category;
- \* Data processing and reporting, respecting timelines, monitoring and ensuring uniformity in administrative practices;
- \* Number of cases and reduction of case load (approved rules, practical approaches, and planning of changes and re-organization).

### Objectives

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After completion of this training, participants will be able to:

- \* Understand concept and importance of case management;
- \* Learn the flow of case file management;
- \* Apply a good management in their working practice.

### Duration



One day

### Beneficiaries



Administrators, assistant administrators, and chiefs of registration offices of courts and prosecutorial offices.

## 112. Legal Writing and Reasoning

The right legal writing and reasoning is important for qualitative work of staff responsible for drafting various acts in courts and prosecutorial offices, ensuring access and uniform standards for drafting of all types of acts and documents issued by courts and prosecutorial offices, an increase of knowledge and practical skills for application of correct grammar and writing styles in drafting documents and other acts in courts and prosecutorial offices.

How to apply IRAC method while drafting court decisions? What are challenges in application of this method? How does application of this method impact on unification of drafting methodology of court decisions?

Training will provide theoretical and practical instructions in drafting court decisions according to IRAC method.

### Content

- \* Types of acts, documents, and notifications of courts/ prosecutorial offices;
- \* Introduction to legal capacities that regulate to form and content of courts and procedures for their elaboration;
- \* Standards, forms and applicable procedures – deficiency analysis;
- \* Tasks and main responsibilities of administration members (secretaries, registrars, etc.) that deal with civil and criminal case files;
- \* Working with case files, keeping evidence, communication flow and reporting;
- \* Use of accurate language and standard of official correspondence.

### Objectives

After completion of this training, participants will be able to:

- \* Analyze basic rules for writing legal acts and documents;
- \* Enhance skills for reasoning of legal acts and documents;
- \* Draft accurately legal acts and reason according to modern methods of legal writing and reasoning;
- \* Develop critical thinking;
- \* Demonstrate research skills for legal matters.

### Duration



One day

### Beneficiaries



Professional associates, legal officers and enforcement officers of courts and prosecutorial offices.

## 113. Induction Course

The newly appointed administrative staff in courts and prosecutorial offices needs to have knowledge on organization of the judicial and prosecutorial system, hence, know the role and their responsibilities in the system that they work.

What is the functional structure of the judicial and prosecutorial system in Kosovo? What is the legal framework that regulates this system? What are competencies of the KJC and KPC?

Purpose of the induction course is to provide general information about the structure and administration of the judicial system, main principles and tasks in performing administrative activities within the system. It also aims to increase service quality offered by members of the administration for the citizens of our country.

### Objectives

After completion of this training, participants will be able to:

- \* Familiarize with the judicial and prosecutorial system of Kosovo;
- \* Acquaint with general information about the structure and administration of the judicial; and prosecutorial system;
- \* Identify latest legislative developments related to functioning of the judicial and prosecutorial system;
- \* Elaborate on the actual structure of courts and prosecutorial offices and their competencies in the Republic of Kosovo;
- \* Learn better about the role and competencies of KJC and KPC.

### Content

#### Module I

#### Duration

Five days

- \* Introduction to judicial system of Kosovo, principles and constitutional regulations (Chapter 7), legislation and relevant institutions (KJC, KPC, courts, prosecutorial offices, Ministry of Justice, KJI, professional associations);
- \* Brief review of the judicial reform in historical aspect, and latest legislative changes that impact the structure and functioning of the judicial and prosecutorial system;
- \* Introduction to judicial administration, respective legislation, functions and responsibilities;
- \* Code of Ethics and professional conduct;
- \* Access to information, data confidentiality and classified information, as well as data protection;
- \* Concept of “Quality oriented services” as to the service of citizens;
- \* Introduction to planning, management, and time and stress management.

## Module II

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- \* Introduction to the work of courts and prosecutorial offices, structure, organizational charts, administrative staff categories, their rights and obligations;
- \* Internal and external communication, and team work;
- \* Main rules for case-flow management;
- \* Work specifics in civil cases, criminal cases and administrative cases – types of cases, judicial acts and court hearings;
- \* Judicial procedures and respective tasks of administrative personnel, delivery of summons, timelines,
- \* Presentation of types of registers and documents maintained by administrative staff – rules and sample.

### Duration



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Three days

### Beneficiaries



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Newly appointed administrative staff of courts/ prosecutorial offices (staff with less than six months of experience).

## 114. Ethics and Professional Conduct

Major goal of the judicial administration in Kosovo, for all the staff belonging to the judicial and prosecutorial system, is to increase professional performance quality, ensuring the right practical application of ethical principles like the professionalism, discipline, impartiality, confidentiality and accountability.

What are standards set forth in the Code of Ethics? How does the administrative staff' behavior impact the public trust in judicial institutions? To what extent are ethical rules applied in daily work of the administrative staff of courts and prosecutorial offices?

Training is prepared in the form that through partially theoretical explanations and through interactive discussions, treat the set rules of ethics and professional conduct.

### Content

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- \* Introduction to Code of Ethics;
- \* Main principles in performing the tasks within the judicial and prosecutorial system (professionalism, work discipline, impartiality, confidentiality, accountability);
- \* Aspects of conflict of interest and inadequate personal behavior.

### Objectives

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After completion of this training, participants will be able to:

- \* Understand the code of Ethics and its principles;
- \* Identify cases when we have to deal with ethical violation;
- \* Know types of ethics violations which are sanctioned.

### Duration



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One day

### Beneficiaries



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Administrative staff of courts and prosecutorial offices.



## 115. Stress and Time Management

The time and stress management is of particular importance. We can only manage stress if we are spiritually and physically in optimal levels of energy, otherwise we are in nervous state from the daily stress. Increase of professional skills of the administration members for good time management, is a prerequisite for more efficient and effective functioning of the judicial and prosecutorial system.

How to manage well the stress and the time? What are elements that impact the stress increase? What

are the techniques that help in time and stress management?

This interactive program offers to the court and prosecutorial office administrative staff the possibility to identify the stress rate in their lives, use of methods for stress reduction and control which is related to their work while performing their tasks.

### Content

- \* Applicable rules in relation to the working time and attendance;
- \* Improve time management and task performance for each category of administrative staff;
- \* Task delegation, monitoring and respecting time-lines, as well as setting priorities;
- \* Measuring your reaction towards stress;
- \* Tiredness from work;
- \* Having a wellbeing life;
- \* Office exercise, meditation techniques and relaxing;
- \* Time management.

### Objectives

After completion of this training, participants will be able to:

- \* Learn the practices and tools that help better organization of the working schedule;
- \* Manage specific situations that they face during working hours and in in private life;
- \* Identify different signs of stress;
- \* Apply techniques that impact the stress reduction.

### Duration



One day

### Beneficiaries



Administrative staff of courts and prosecutorial offices.