



NCBC IMPACT

Dedicated to the professional development of its members

In This Issue

President's Message

Board Corner

NCBC Needs You

From the Editor

Lighten Up the Workplace

NCATT - A Friend & Ally to NCBC

ATCoP Conference

Circuit News

CM/ECF NextGen Update

Bring Your Children to Work Day

Tips on Requesting Training From
FJC

2013 Publication Dates

January 4

March 8

May 3

July 5

September 6

November 1

Articles are due to the editor by the 25th of the month preceding publication

laura.whitehead@nceb.uscourts.gov

Issue # 6

November/2012

A Message From The President

John Horner

NCBC Committee News

The Board Corner for this month features the NCBC committees and lists the names of the committee members. We thank these people for sharing their time, energy, and skills in assisting the NCBC in fulfilling our mission to the members.



An ad hoc committee of past NCBC presidents has been appointed. This committee will advise the board on policy issues on an as needed basis. The members of the committee are Ken Hirz, Chair, Mark Hatcher, Mary Weibel, Ken Gardner, David Bird, Barry Lander, and Brenda Argoe. All of the members currently are Bankruptcy Court Clerks except for Brenda Argoe who is retired. The NCBC is fortunate to have this group help guide it during this time of great uncertainty in the bankruptcy courts. The past presidents committee has already prepared a brief report on the subject of consolidation that was submitted to the National Conference of Bankruptcy Judges (NCBJ) to assist in developing a survey concerning court consolidation. The NCBC has distributed the survey on consolidation developed by the NCBJ's Cost Containment Task Force's Consolidation Subcommittee.

2013 Conference Planning Underway

The Maryland Bankruptcy Court has begun to plan the 2013 Annual Conference that will be held in Baltimore, MD. The conference will be held from August 12 to 15, 2013. As noted in the Board Corner, the members of the education committee have been appointed for the upcoming year. One of the committee's primary functions will be to plan the education program for the annual conference in conjunction with the host court. The host court's staff has also begun to undertake the extensive logistical planning involved in the annual conference.

We would like to thank those serving on NCBC committees. The active participation of our NCBC members is a key in the success of our organization.

Benefits Committee

The members of the Benefit Committee are: Lee Ann Bennett, Chairperson (FLMB), Lisa Garrison (MSSB), Ann Iannarelli (FLMB), Kathy Popejoy (MOWD), Jeane Lucas (KYWB), Sharon Zurowski (ILNB), Annette Fischer (AZB), and Janet Heller (PAWB).

Education Committee

The Education Committee members are: Eddy Emmons, Chairperson (CANB), Ken Ridgeway (MDB, Host Court), Rhonda Patterson (ILSB), Diana Durkee (MOED), Richard Marshall (FJC), Kris Botts (IASB), Eileen Garrity (MAB), Teresa Underwood (OHN), Lee Ann Bennett (FLMB), Kirsten Mahoney (CANB), Barry Lander (CASB), Josh Wiker (TXNB), Sandi Brask, (CACB), and John Held (MDB).

Membership Committee

Teresa Underwood, Chairperson (OHN), Kris Botts, (IASB), and Sharon Gardner (ILCB) are the members of this year's Membership Committee.

Awards Committee

The Awards Committee will once again be guided by Co-Chairpersons Kris Botts and Eileen Garrity. Kris and Eileen will be seeking additional members for the committee.

Impact Editorial Committee

The 2013 Editorial Committee members are: Jeffrey Peirce (NJB), Ellen Haas (FSB), Louis Phillips (TWB), Allyson McNeill (NCEB), and Deanna Tetzlaff (NYSB).



**District of Maryland to host 2013
Conference**

August 12, - 15 in Baltimore, Maryland

Teresa Underwood, Membership Committee Chairperson

For over 30 years, the National Conference of Bankruptcy Clerks has been committed to serving bankruptcy clerks and deputy clerks by providing leadership, advocacy and education. As a result of continued member support, this independent organization has expanded from a few bankruptcy clerks to well over 1300 dedicated members throughout the court community. The NCBC is now accepting applications for Circuit Liaison and Local Representative vacancies, and we invite you to join our membership planning team. The service term for the Circuit Liaison and Local Representative positions is two years, the time commitment is minimal, and the opportunity to network with others is remarkable.

As a *Circuit Liaison*, you will be responsible for participating in periodic Membership Committee conference calls to discuss ways for the NCBC to maintain its membership base and enhance the services we provide. You will also disseminate the information received during meetings to the Local Representatives in your circuit, and meet with them periodically to plan and implement promotional activities locally.

As a *Local Representative*, you will be responsible for periodically meeting with the Circuit Liaison and other Local Representatives to propose membership-building ideas for your circuit, and implementing membership activities or disseminating NCBC information locally.

A list of vacancies is below for your reference. If you are currently a Local Representative or Circuit Liaison and wish to extend your term beyond 2012, or you simply want to get more involved with the NCBC and make a lasting contribution, please take a few moments to apply by submitting a brief statement of interest to Teresa Underwood, Membership Committee Chairman at Teresa_Underwood@ohnb.uscourts.gov. Please include the position for which you are applying, the circuit, and district in your statement. A formal application is not required.

Circuit Liaison and Local Representative Vacancies

<u>2nd Circuit</u>	<u>District</u>	<u>Vacant Position</u>
	<u>Circuit</u>	<u>Circuit Liaison</u>
	Connecticut	Local Representative
	New York Western	Local Representative
	New York Southern	Local Representative
	Vermont	Local Representative
<u>3rd Circuit</u>	<u>District</u>	<u>Vacant Position</u>
	Pennsylvania Eastern	Local Representative
	Pennsylvania Western	Local Representative
<u>4th Circuit</u>	<u>District</u>	<u>Vacant Position</u>
	West Virginia Southern	Local Representative
<u>5th Circuit</u>	<u>District</u>	<u>Vacant Position</u>
	Texas Eastern	Local Representative
	Texas Southern	Local Representative
<u>6th Circuit</u>	<u>District</u>	<u>Vacant Position</u>
	Tennessee Eastern	Local Representative
<u>7th Circuit</u>	<u>District</u>	<u>Vacant Position</u>
	Illinois Northern	Local Representative
	Indiana Northern	Local Representative
	Wisconsin Western	Local Representative
<u>8th Circuit</u>	<u>District</u>	<u>Vacant Position</u>
	Minnesota	Local Representative
	Missouri Western	Local Representative
	South Dakota	Local Representative
<u>9th Circuit</u>	<u>District</u>	<u>Vacant Position</u>
	Guam	Local Representative
	Idaho	Local Representative
	Washington Western	Local Representative
	Northern Mariana Islands	Local Representative
<u>10th Circuit</u>	<u>District</u>	<u>Vacant Position</u>
	Oklahoma Western	Local Representative
	Wyoming	Local Representative
<u>11th Circuit</u>	<u>District</u>	<u>Vacant Position</u>
	Alabama Southern	Local Representative
	Georgia Southern	Local Representative



From the Editor

Laura Whitehead

Reflections on 2012

This is the final issue of Impact for 2012. Every effort has been made to produce a professional grade newsletter focusing on issues that are significant to NCBC members. Our goal for this year was to select subject matter that could be featured on a consistent basis. We have spotlighted court developed programs, partnered with BCAD to keep members updated on the CM/ECF NextGen project, offered tips for training on a shoestring budget with input from the Federal Judicial Center and the Administrative Office, and given each circuit the opportunity to submit articles on newsworthy projects and innovations in their courts. Board members have provided informative articles on benefits, conference updates, the new mentoring program, and the president's message. None of this could have been accomplished without the assistance of the editorial committee.

2012 Editorial Committee

I would like to take this opportunity to thank the 2012 Impact Editorial Committee for their service. Committee members are responsible for editing articles submitted for publication. This group has done an outstanding job.

Committee members: Yvonne Cherokee, (North Carolina Eastern), Laurie Moison (Delaware), Gina Zadra Walton (Washington Western), Kyle Crockett (Utah), Jonathan Silva (Massachusetts), and Gidget Armstrong (Ohio Southern).

What You Can Expect in 2013

When the next issue is published in January 2013, a new editorial committee will be on board. Committee members are listed in the Board Corner article on page 2 of this issue. We will hold our first planning meeting by telephone conference in early December. You can expect to see a continuation of the regular articles that were introduced this year. Additionally, we will start a series of articles on dealing with the stresses of working with a reduced workforce. Danette Neff (CAEB) and I are working on an article for the January issue titled "Working Smarter, Not Harder." If your court has innovative ways of getting the work done and/or keeping morale up, please consider submitting an article and sharing your ideas.

Comments and Suggestions

This is your newsletter! Your comments and suggestions are always welcome. Please feel free to contact me at (252)206-5164 or laura_whitehead@nceb.uscourts.gov

Message to Readers

Our thoughts and prayers are with all of our court family who were impacted by Hurricane Sandy. Since this is the last publication for this year, we also wish everyone a happy and safe holiday season!

If you're not laughing your way through your workday, you aren't alone. In this era of political correctness, the workplace has become humor impaired. People are afraid to tell jokes because they might get fired for offending someone. Workers have stopped laughing, because the boss might think they're not getting work done. And no one laughs anymore in Los Angeles, well, mostly because they can't – too much Botox.

Let's face it, we all want to work with, work for, and even date people who can make us laugh. So why do we abandon our sense of humor as soon as we back the car out of the garage?

To save yourself from going completely bonkers during the next work crisis -- or to prevent employees from calling in for mental-health holidays twice a week -- consider these comedy tips:

1. Joke about yourself: (Everyone else probably is. It's not a receding hairline) -- it's a punch-line! Take your work and responsibilities seriously, but not yourself. A little self-deprecating humor can go a long way, so admit and joke about your defects rather than trying to cover them up. I'm not suggesting saying to your boss, "Yes, I am utterly incompetent, ha ha!" Some things are best not advertised. But a little light humor can set a positive tone for the workplace. So the next time someone asks you, "How are you?" Tell them the truth: "I'm having a bad comb-over day."

2. Use humor in the stressful situations: As a standup comic, I know that life's ups and downs are a great source for comic material. After all, comedy material is based on the "bad" things that happen in life. To a standup comic, it's not a miserable marriage, it's comedy material. When Bob, a sales person presented his report to a prospective client, the client said, "After seeing this report, I can tell that you are a complete idiot." Bob kept his humor and rather than getting defensive he said, "You're so smart! You figured out I was an idiot in five minutes. It usually takes people three months to figure that out about me!" Bob kept his humor, and kept his client.

3. Structure fun: At least once a day, lighten up the office by doing something unexpected. Humor and joking aren't reserved for the brazen. Southwest Airlines proves a little risk is worth the pay off. Their flight attendants are known to sing the emergency announcement over the public address system. Managers wear pig noses during corporate meetings. And guess what?--Southwest has the most productive workforce, lowest attrition and absenteeism rate in the industry, not to mention a reputation for highly creative and innovative management.

4. Diffuse conflict with humor: Being defensive creates tension, lowers your status and it leads to bad business decisions. Putting a positive spin on negative comments is a comedy technique that works well. Whatever the situation, don't leave your humor in the hallway. "This report is just as bad as your last report!" "Well, at least I'm consistent!"-- but then let your boss know that you heard the underlying message too, and that there is a way to accomplish a task that would be more effective, and you'll try. It's just that you won't suffer. Sometimes in tense negotiations, a strategically placed joke, a can shift power to your side.

5. Keep yourself in the comedy zone: Don't wait for life to get better to get a sense of humor. It's not what happens that determines your happiness; it's how you chose to look at it. When things happen that make you want to call suicide hotline, remember: You have a choice. You can get stressed out and drink, or you can laugh... and drink! So don't get mad, get funny.

Judy Carter is the speaker and author of [The Comedy Bible](#). To download Judy's hilarious US Bankruptcy Rap (You've got to hear it to believe it) email her at comedy2@judycarter.com.

Top Ten Signs Working for a US Bankruptcy Court is Stressing You Out

(Judy@judycarter.com)

10. You stay in a bad relationship because you can't handle another ECF system upgrade.

9. You're up at 3 am to go to the bathroom and you check your email on the way back to bed.

8. On PTA night, you refer to your children as your little work measurement formulas.

7. When your partner gives you a love letter, you ask if you can have it time-stamped.

6. When you talk to people without your iPhone, your thumbs still move.

5. When your spouse wants to talk about their emotional needs, you tell them to file a claim.

4. During confession you hand the priest a confirmation order.

3. Before you give your kids their allowance, you make them submit a purchase request in FAST.

2. You cry when you hear that the economy is improving.

1. You have no love life because it's considered an unclaimed fund.

It is no secret that the United States Bankruptcy Court and specifically those at the Clerk's Office have worked closely with the Chapter 13 standing trustees for several decades. In 1978, Congress formalized the appointment of private trustees with the creation of the United States Trustee Program (UST). The UST serves as the “watchdog over the bankruptcy process” and oversees the appointment of the majority of Chapter 13 trustees.

Chapter 13 trustees across the country belong to the National Association of Chapter 13 Trustees (NACTT), with purposes and objectives which are akin to those of the NCBC. NACTT was founded in 1965 by 34 trustees and today its members include over 200 trustees from all 50 states, as well as Puerto Rico. The NACTT is a service organization which seeks to advance education, leadership and the continuous improvement in the administration of bankruptcy cases.

Like the NCBC, the NACTT hosts an annual educational program each year, where trustees, together with judges and lawyers representing debtors and creditors, gather to discuss bankruptcy issues and recent developments in the law. NACTT and its members work to strengthen communications with the court, its clerks and as such, with representatives of the NCBC as well. Like you, we work to enhance the delivery of effective and efficient administration of consumer bankruptcy cases.

A working relationship between the Clerks' Office and the Chapter 13 trustees and their representative associations is indispensable. Chapter 13 trustees, like the Court Clerks, are accountable to the bankruptcy court and its stakeholders. Not to be overlooked, Chapter 13 trustees are dependent on court resources in order to properly serve the bankruptcy community.

The Chapter 13 trustees across the country depend on access to CM/ECF software and the processing and the delivery of electronic data it provides. To that end we are always seeking ways in which to work with you and other stakeholders in the development and optimization of the Court's resources in order to meet our commitment to excellence in the delivery of services to the Bankruptcy community.

I recently attended the NCBC conference in San Francisco and had an opportunity to meet your officers and a number of your co-workers from throughout the country. While there, I learned that through continued communications of our respective organizations, we can work towards the resolution of technological and administrative issues of mutual concern. If you would like to learn more about the NACTT, I would encourage you to visit our association's website at www.nactt.com.

Automation Trainers Community of Practice (ATCop) Conference

Sharon Gardner

The Honorable David Nuffer was the keynote speaker at the 2012 Automation Trainers' Community of Practice (ATCoP) Conference held September 19 -21, 2012, at the Systems Deployment and Support Division's (SDSD) Training Branch in San Antonio, Texas. This was a blended conference with 190 attending in-person and 160 attending virtually. This fit the theme of the conference: *Evolving our Virtual Community*.

Judge Nuffer spoke on the use of technology in the judiciary. He noted that sixty percent of Judges (Appellate, District, Magistrate and Bankruptcy) are currently using iPads. Judge Nuffer asked three subject matter experts (Joe Peters, Assistant Director – OIT; John Leonard SDSD Training Branch Chief; and Jim Buchanan, Director JIT-FJC) to speak regarding using technology to teach. Each of them spoke regarding current and future training needs, available resources, and how local trainers can help. Another subject matter expert Judge Nuffer relied upon was Clint Eastwood. Judge Nuffer pointed out Eastwood's views as: you have to take things into your own hands; expanding, broadening, learning, keeping our minds active and open; and courage.....stimulates people....enables them to move ahead and look beyond themselves.

The three day conference provided a variety of learning opportunities. It was an excellent venue to learn from each other, to learn from great trainers and leaders and to brainstorm solutions to issues facing the courts by embracing change and use of technology. Several hands-on classes were offered, such as MS Word: Introduction, Captivate Basics, Drupal for Websites, Lotus Notes Connections, QR-Internet bar codes, and Adobe Forms LiveCycle Designer. In addition, there were sessions on Change Management, Teaching Old Dogs New Tricks, In-Sourcing, iPad Training, Leveraging Resources, Polish Your Presentation Skills, Computer Security Training, Customer Service Essentials, and Knowing Your Users: They Come First!

THANK YOU to John Leonard and staff for an INCREDIBLE job managing all of the technology for the conference and to Lois McLeod and her committee for an EXCEPTIONAL job organizing the conference. For additional information regarding the conference, visit: <http://at.cop.ao.dcn/media/g/2012atc/default.aspx>.





Alabama Northern Bankruptcy Monitored Live Operations for CM/ECF Release 5.0

The United States Bankruptcy Court for the Northern District of Alabama was privileged to serve as one of five Monitored Live Operations (MLO) courts for CM/ECF Release 5.0. The MLO courts review, test, and implement a CM/ECF release to discover issues that might occur in the live court environment before the software is released to the bankruptcy court community. Our experience as an MLO court may be useful to other courts who are now in the process of installing and going live with Release 5.0

In preparation for the MLO process, our court exported our LIVE data into our TEST database. Using real data allowed us to run a wider range of reports and test with a wider range of data.

On June 1, 2012 we installed 5.0 Release Candidate 6 in our TEST database. Approximately twenty testers were selected from each of our four divisional offices. During the next six weeks we tested both the required features and the optional features of the release. Working with the Testing Services Branch (TSB) we created testing guidelines for each test week. We recommend the documents on the TSB website to all courts; these documents provide a wealth of information and are very helpful in detailing each of the features of 5.0.

In July, 2012, using the software vendor list posted on the Bankruptcy CM/ECF Working Group page, we sent an email to bankruptcy software vendors to notify them of the new release and its upcoming installation. Several of the vendors requested logins to test their software. We continued our outreach by creating a 5.0 Newsletter highlighting the new features coming to CM/ECF. The newsletter and the SDSD Summary for External Users were posted to our website and distributed by email to our users and the software vendors. We also created a summary of the 5.0 features for the benefit of our judges and included recommendations from our managers and supervisors.

We installed 5.0 in our LIVE database on Tuesday, August 14, 2012! Using Compare System Tables, a new feature in 5.0, we were able to quickly copy 5.0 settings from our TEST database to our LIVE database. We discovered that the replication server must be updated at the same time as the other servers to allow the PACER duplicate SSN reports to continue to run daily. We recommend scheduling the upgrade on a weekend so that the replication server can be upgraded at the same time.

The Bankruptcy Functional Requirements leadership group continues to participate in regularly scheduled conference calls to discuss on-going Current and Next Gen CM/ECF issues. Design work continues with the cross-court expert panels in all the task areas prioritized for Release 1.0 - Central Sign On, Workspace, Calendar, Reports, Judges Review Packet (which includes case at a glance) and Bankruptcy Case Opening. The cross-court expert panels meet regularly with AO staff to review design documents and wire frames, answer questions and provide feedback. For a list of all the expert panels and panel members, see http://jnet.ao.dcn/Information_Technology/National_Systems_Supported/MECF_Next_Generation/Expert_Panel_Members_Release_1.html.

The recruitment of court volunteers to work with the AO on design, analysis and programming (see http://jnet.ao.dcn/Bankruptcy/Memos/2012_Archive/ocpb12019.html), either in Washington or at their home court, was successful, with approximately 30 applications received from staff in bankruptcy and district courts. While the deadline for Temporary Duty Assignments (TDY) was September 17, 2012, if any court staff still have an interest but have not yet applied, they may still contact John Hillenbrand, TD, or Robby Robinson, BCAD, about submitting an application, because another round of volunteers may be solicited in the future.

If you have questions regarding the Next Generation CM/ECF Project, they should be directed to Robby Robinson, Bankruptcy Court Administration Division, ([Robby Robinson/DCA/AO/USCOURTS](#)); Dana McWay, Co-Chair, Bankruptcy Clerk of the Eastern District of Missouri ([Dana McWay/MOEB/08/USCOURTS](#)); Richard Goodier, Bankruptcy Judges Division ([Richard Goodier/DCA/AO/USCOURTS](#)); or the Hon. Tamara Mitchell, Co-Chair, Northern District of Alabama ([Tamara O Mitchell/ALNB/11/USCOURTS](#)). You can also check for updates on the Next Generation of CM/ECF J-Net page.

The NCBC Conference group photograph is now available. To access the photograph, login to the NCBC website and the photo will appear.



Wisconsin Eastern Courts Participate in Bring Your Children to Work Day

Janet Medlock, Clerk of Court, Wisconsin Eastern Bankruptcy

The U.S. Bankruptcy Court, U.S. District Court, U.S. Probation Office, U.S. Attorney's Office and Federal Defender Services Office for the Eastern District of Wisconsin sponsored a "Bring Your Children to Work Day" on April 11, 2012. Approximately 67 children participated. Chief District Court Judge Charles N. Clevert started the day by welcoming the children to the historic courthouse. Some of the events included a ceremonial courtroom tour and a career panel presentation which included a U.S. Magistrate Judge, a court reporter, a U.S. Probation Officer, an Assistant U.S. Attorney, a Secret Service Agent and an attorney from the Federal Defender Services Office. The children had an opportunity to "interview" their parents in their respective agencies. They were asked to bring their favorite books, and they went to the library to have a "Read" poster made in which they were the star. The children had lunch together while watching a film which explained the roles of the participants in a jury trial. The highlight of the day was the trial of the "Big Bad Wolf," over which Chief Bankruptcy Court Judge Pamela Pepper presided. Cast members included the Three Little Pigs, Little Red Riding Hood and, of course, the Big Bad Wolf himself. The trial was complete with forensic evidence, which included "fur" from the crime scene.

The day culminated with the presentation of certificates for each of the children signed by Chief Judges Clevert and Pepper. The children's ages ranged from four to 17 and there were activities in between the events for all age groups. They had a great time and learned a lot about not only what their parents do every day but more about the federal government in general.

This was a wonderful opportunity for court employees to educate their children on the work they do every day, learn more about the role of other federal agencies and how their work interrelates with the work of the courts, and it also gave court employees a chance to meet other employees in the building. This was a very educational program and we already have had a request to make this an annual event!



For our final installment on great no cost/low cost training programs for court employees, IMPACT spoke with Stephanie Hemmert, Esq., Assistant Division Director for Clerk's Office Programs of the Federal Judicial Center Education Division. With lean budgets all around (including, at the FJC, too), we wanted to find out if there was a "best" time for courts to make requests for training paid for by the FJC. We also wanted to discover how courts can find FJC sponsored courses that meet their specific needs.

IMPACT: Are courts better off making requests for training paid for by the FJC at the beginning of the fiscal year?

Ms. Hemmert: We at the FJC want our court constituents to feel free to make requests at any time of the year. Please call us with your needs. It may be helpful to know, though, that we generally begin to plan our next fiscal year budget in the *prior spring* so to the extent a court can plan ahead in this way and be consistent with this timing, this helps. Knowing in advance what the courts may be looking for and when is then helpful for us to plan our budget, choose priorities, and properly plan for needs. Once the budget is in place, yes, it is best to get make requests for that fiscal year as early as possible! This helps both with our budget planning for the year and with making sure we can plan for the best, effective use of our time.

IMPACT: What's the best way for courts to make requests?

Ms. Hemmert: Courts can contact the specific Program Manager for a particular program (e.g. Garbo Cheung-Jasik for the Management Excellence Survey); we try to keep this information up-to-date on our FJC Online (fjconline.fjc.dcn).

Contacting an Assistant Division Manager is always an option (Stephanie Hemmert for the Clerk's Office Team; Lori Murphy for the Cross-Court Leadership and Learning Programs Team), especially if someone isn't quite sure where to start with a request.

The Clerk's Office Team also has specific liaisons designated by circuit. They are as follows; feel free to call them.

Circuit Liaisons	
1 - Dana Przesmitzki (202-502-4271)	8 - Rich Marshall (202-502-4120)
2 - Corrin Gee (202-502-4137)	9 - Corrin Gee (202-502-4137)
3 - Dana Przesmitzki (202-502-4271)	10 - Joy Richardson (202-502-4105)
4 - Joy Richardson (202-502-4105)	11 - Dana Przesmitzki (202-502-4271)
5 - Fran Toler (202-502-4128)	Fed - Joy Richardson (202-502-4105)
6 - Fran Toler (202-502-4128)	DC - Fran Toler (202-502-4128)
7 - Rich Marshall (202-502-4120)	

Continued from page 10

IMPACT: What are the top requested FJC training programs for general staff?

Ms. Hemmert: We find that all of our in-district programs are popular and receive excellent feedback! A sample of these are Structured Writing, Code of Conduct for Judicial Employees, Time Management, Trust in the Workplace, Meet on Common Ground, and Preventing Workplace Harassment. "In-district" programs as classes run at a particular court (sometimes with multiple districts or court units at the same time), with a FJC-trained instructor teaching FJC-developed content.

All bankruptcy court staff should definitely check out the Interactive Bankruptcy Online Tutorial, iBOT, as well. Available on both JENIE and CourtsLearn (Blackboard), this online learning program helps court staff learn more about how the Federal Rules of Bankruptcy Procedure and the Bankruptcy Code apply to what they do in the clerk's office.

Another very popular program, is the self-directed "Foundations of Management" course. This course offers knowledge in basic management/supervisory skills. The course is appropriate for supervisors at all levels and individuals interested in assuming a supervisory role. Completing Foundations of Management is a prerequisite for the FJC's Leadership Programs and for other FJC New Supervisors and Managers Programs.

One of Judge Fogel's top initiatives is to make the FJC website more user friendly so people can more easily find the programs we offer. Keep an eye out for the update to roll out early next year. Meanwhile, please call us or call your circuit's liaison. We here to help you find the training that fits your court's needs.

IMPACT: Taking advantage of training opportunities has been a time honored way to show you are serious about advancing your career. There may be a perception that budget cuts mean fewer opportunities for advancement, which may demotivate some employees from seeking training opportunities. Would you share some thoughts around that?

Ms. Hemmert: It's always important to hone your skills no matter where you are in your career. Even if there are not apparent immediate promotion opportunities in your court, you can and should always challenge yourself to learn new skills and expand your knowledge. Foundations of Management is one of the best ones for that—you can complete it at your own pace. The course might give you some insights into a supervisor's position. Then, when an opportunity opens up, you will be poised and ready to say "Hey, I took this course. . ."

