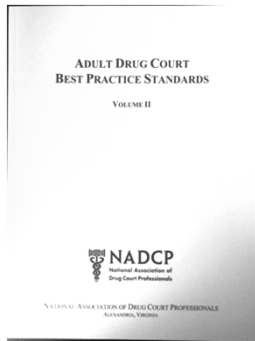


**Communication in Problem Solving Courts:
Consensus, Conflict, or Capitulation**

www.ndcrc.org



Multidisciplinary Team

A dedicated multidisciplinary team of professionals manages the day-to-day operations of the Drug Court, including reviewing participant progress during pre-court staff meetings and status hearings, contributing observations and recommendations within team members' respective areas of expertise, and delivering or overseeing the delivery of legal, treatment and supervision services.

Multidisciplinary Team

Composition &
Training

Pre-Court Staff
Meetings & Status
Hearings

Team

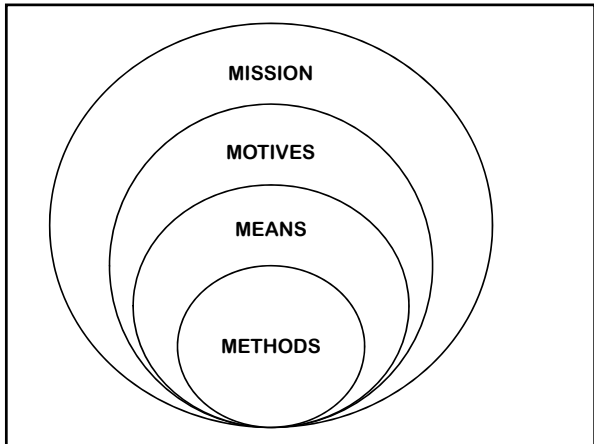
Sharing Information

Communication &
Decision Making

Multidisciplinary Team

- 1) Judge considers perspectives of all team member before making decisions that impact participants' welfare or liberty interests.
- 2) Defense attorneys inform participants and team members whether they will share confidential information concerning participants with other team members.

**UNDERSTANDING
MY PROFESSION**



Whose the Customer?

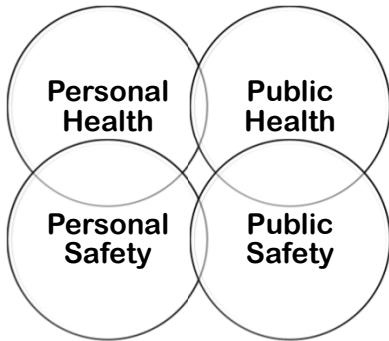
- ▣ Client?
- ▣ Court?
- ▣ Community?
- ▣ Constituency?
- ▣ Concept?

My Focus

Field	Person
Advocacy	Bent
Principles	Bias

UNDERSTANDING MY TEAM MEMBERS

Priority and Perspective



Essential Components

1. Respect Roles and Boundaries
2. Professional Ethics
3. Team Power Dynamics
4. Decisions Making Protocol
5. Participant Best Interests
6. Program Best Interests
7. Public Best Interests

Getting on The Same Track

Aligning the Team

1. **Look for Good Matches, Value Diversity**
2. **Understand Condition, Culture, & Climate**
 - Profession & Provider
 - Resources (leadership, finances)
 - Motivation, Resources, Staff Attributes
 - Language & Lingo
3. **Express Empathy**
 - Appreciate Difficulty of Work & Limitations
 - Respect Expertise and Perspective

Aligning the Team

4. **Find Common Ground**
 - Recognize Strengths
 - Appreciate and Re-Frame Dis-agreements as Differences
5. **Communicate: Realistically, Regularly, and Reciprocally**
6. **Agree if There is Need for Change**
 - Desired Outcome
 - Drug Court Bottom Lines
 - Discipline Specific Bottom Lines

Pitfalls to Avoid

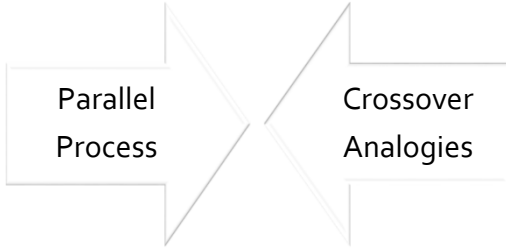
- 1. Secrets
- 2. Hidden Agenda
- 3. Sub-Alliances
- 4. Splitting & Pitting
- 5. Professional Drift

INFLUENCING THE TEAM

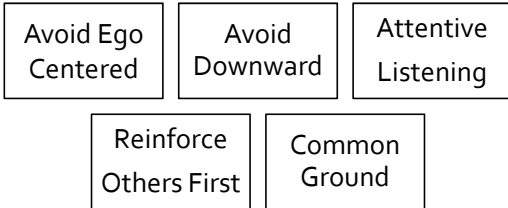
**Value Understanding Over
Being Understood**

**Understanding Facilitates
Influence**

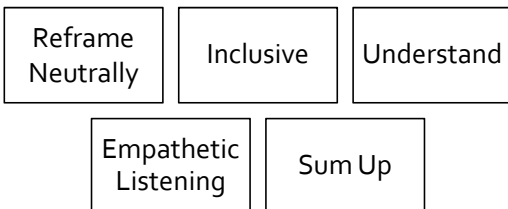
Influencing and Understanding



10 Effective Communication Strategies Proven in Drug Court



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Solving Courts:
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