



# ORGANIZATIONAL LEARNING AND DEVELOPMENT

## HIGHLIGHTS FISCAL YEAR 2019–20

### New Training Courses

Bloodborne Pathogens for Magistrates  
Bookkeeper Responsibilities: Printing  
Financial Checks and Reports  
Change Management Manual and Video  
Estates: Attorney Fees  
Estates: Commissions  
Estates: Criminal Contempt  
Estates: Civil Contempt  
Interview Skills for the New Estates Clerk  
Overview of the Court System  
Responsibilities: Printing Financial Checks  
and Reports

### Top Training Sessions

Active Assailant  
CyberSecurity  
Court Partners and Roles  
Raise the Age  
Unlawful Workplace Harassment  
What Can I Say?

### New Resources

Compelling Process Quick Reference  
for Estates Clerks  
COVID Office Safety Resource  
Host a Remote Proceeding  
Host a Remote Proceeding (video)  
How to Check Magistrate CE Credits  
How to Generate a Transcript Report  
LearningCenter – Completing an  
Acknowledgment  
LearningCenter – New User  
LearningCenter – External Training  
Liquid Files  
One Drive  
Video resources for COVID-19

## LearningCenter

judicial  
education  
online

### LMS Usage

#### 47,366 Total training sessions

- 6,732 Curriculum modules
- 33,871 eLearning courses
- 3,283 Instructional aids
- 2,562 Instructor-led classes
- 607 Video resources



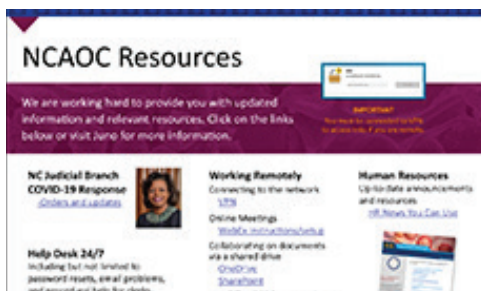
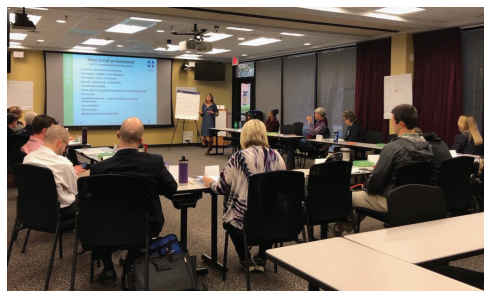
The Organizational Learning and Development Division (OL&D) develops and implements training solutions to support the learning needs of Judicial Branch employees. The division works with stakeholders and subject matter experts to evaluate and assess training needs and to identify solutions to meet those needs. This translates into solid organizational development foundations, effective training, and reliable resources to meet instructional needs.

The division's instructional designers design, implement, and evaluate training and development programs that equip and support the Judicial Branch workforce. As project managers and facilitators of learning program development, they collaborate with stakeholders to create instructional tools and resources. This facilitates access to interactive eLearning, traditional instructor-led courses, video courses, job aids, and other educational resources.

To support the Judicial Branch's overall training objectives, the division's program coordinators work with employee stakeholder groups to plan and manage training conferences and events for Judicial Branch employees. Responsibilities include planning, budget, logistics, communications, and onsite support for scheduled educational conferences, meetings, and other training events. The team also provides support for Judicial Branch events that provide training and information targeted toward external stakeholders.

The division's technology support team provides support for the growing virtual and electronic business environment and provides solutions to unique audiovisual challenges. This includes administrative and technical support for remote technology platforms, virtual hearings, and closed-circuit video testimony for all 100 counties. Additionally, the team collaborates with multiple stakeholders to produce virtual training, coordinate media productions for special events, and provide support for educational training conferences.

Finally, the division administers the LearningCenter, a centralized learning and development system facilitated by the Office of State Human Resources. Responsibilities include cataloging training classes, training registration, documentation of completion, and maintaining the official record for employee training.



## HIGHLIGHTS FISCAL YEAR 2019–20

### (CONTINUED)

#### Educational Conferences

Assistant and Deputy Clerks  
Court Managers  
Court Reporters  
District Court Judges  
Magistrates  
Superior Court Judges

### WHO WE ASSIST

#### Court Officials

Judges, clerks of superior court, magistrates, district attorneys, public defenders, Guardians ad Litem, court managers, court reporters, and other Judicial Branch employees.

#### Agencies

State Highway Patrol, sheriffs, local law enforcement, North Carolina Departments of Public Safety, Insurance, Public Instruction, Health and Human Services, North Carolina Division of Motor Vehicles, and other agencies that interface with NCAOC computer applications.

#### Public

Litigants, attorneys, media, and other users of NCAOC forms and inquiry access

## ABOUT ORGANIZATIONAL LEARNING & DEVELOPMENT

### Services

### Brief Description

#### Instructional Design

OL&D plans, designs, implements, and evaluates training, education, and development programs that equip and support the Judicial Branch workforce to serve the citizens of North Carolina effectively and efficiently. As project managers and facilitators of learning program development, the division's instructional designers collaborate with stakeholders to create developmental resources, instructional tools, and programs. This includes eLearning, instructor-led courses, video courses, job aids, and other resources.

#### Educational Conferences

OL&D works with employee stakeholder groups to plan and manage training conferences and events for Judicial Branch employees. Responsibilities include planning, budget, logistics, communications, and onsite support for scheduled educational conferences, meetings, and other training events. The division also provides support for Judicial Branch events that provide training and information targeted toward external stakeholders.

#### Technology Support

OL&D provides support for the growing virtual and electronic business environment and provides solutions to unique audiovisual challenges. The division provides technical expertise and support for remote technology platforms, virtual hearings, and closed-circuit video testimony for all 100 counties. The division also collaborates with multiple stakeholders to produce virtual training, coordinates media productions for special events, and provides support for educational training conferences.

#### Curriculum Management

OL&D administers the LearningCenter, a centralized learning and development system provided by the North Carolina Office of State Human Resources. Responsibilities include cataloging training classes, providing a means for training registration, documenting completion of training programs, and maintaining the official record for employee training. The division also uses the system to track interest in course materials, provide follow-up and revision information regarding course materials, and obtain course evaluations.