

**WORKSHOP ON INCORPORATING
THE INTERNATIONAL FRAMEWORK FOR COURT EXCELLENCE
WITH THE STRATEGIC PERFORMANCE MANAGEMENT SYSTEM**

**PHILIPPINES
AGENDA
MARCH 30-31, 2017**

Objective: Conduct two-day workshop-seminar with Philippine judges and court officials on incorporating the International Framework for Court Excellence (IFCE) with the Strategic Performance Management System (SPMS)

Faculty: The Honorable Robert Torres, Justice Guam Supreme Court
Daniel J. Hall, Vice President National Center for State Courts

Resource Person: The Honorable Jose Midas P. Marquez, Court Administrator,
Supreme Court of the Philippines

Location: Supreme Court of the Philippines

Materials: **The IFCE Implementation Guide (attachment and link)**
<http://www.courtexcellence.com/Implementation/Implementing-the-Framework.aspx>

The IFCE Self Assessment Scoring Templates (attachment & link)
<http://www.courtexcellence.com/Resources/Self-assessment.aspx>

March 30, 2017

10:00am Registration

10:15am Opening Ceremonies
Ecumenical Prayer for the Courts
Philippine National Anthem
Supreme Court Hymn

Welcome and Introductions –
Honorable Jose Midas Marquez, Court Administrator
Honorable Robert Torres, Justice of the Supreme Court of Guam
Mr. Dan Hall, Vice President for Court Consulting Services,
National Center for State Courts

- 10:30– 11:00am Overview of the Strategic Performance Management System (SPMS) in the Judiciary- **Atty. Megan Musni**
- 11:00 – 11:45 am Presentation - Introducing the *Framework* – **Justice Robert Torres**
- How and why it was developed
 - What is the Framework
 - 10 Values
 - The 7 Areas of Excellence
 - Performance Measures
 - Continuous Quality Improvement
- 11:45 – 12:15pm Presentation & Group Discussion
Explaining How the *Framework* Can Be Used - **Dan Hall**
- Assessment
 - Prioritization
 - Planning
 - Implementation
 - Measurement
- 12:15 - 1:30pm Lunch
- 1:30 – 1:45pm Review Results of the Self Assessment Survey (15 minutes) – **Dan Hall**¹
- 1:45 – 2:30pm Small Group Exercise 1— Assessing your Court (45minutes)
- 2:30 – 3:00 pm Sharing the results of the of the exercise (30 minutes)
- 3:00 – 3:15 pm Break
- 3:15 – 3:45pm Presentation—Measuring Performance: What Are the Possible Measures and How to Use Performance Measures for Monitoring Improvement – **Justice Robert Torres**
- 3:45 – 4:30 pm Small Group Exercise2--Identifying Appropriate Measuresfor Each of the Assessed Areas(45 minutes)
- 4:30 – 5:00pm Sharing the results of the exercise (30 minutes)
- 5:00 – 5:15 pm Break
- 5:15 – 5:30pm Presentation -- How to Use a Continuous Quality Improvement Cycle to Address those Problems – **Dan Hall**

¹ Workshop participants and other Judiciary employees will have completed the on-line International Framework Self-Assessment Tool prior to the workshop. Copies of the results will be given to each break-out group for exercises 3 and 4

5:30 – 6:30pm Group Exercise 3 -- Each small group takes a problem that participants have identified in a pre-workshop survey and chart how they would address that problem using a quality improvement process

6:30pm Adjourn for the Day

March 31, 2017

9:00 – 9:30 am Sharing the results of Exercise 3 from the previous day

9:30 – 10:00 Discussion of day one and lessons learned

9:30 – 10:15 am Presentation & Discussion – Introducing Change in a Court / Understanding the Benefits of Engaging in Continuous Quality Improvement

10:15 – 10:30 am Break

10:30 – Noon Leadership—the role of the judge in implementing change: leadership tools and skills.

Group Exercise 4: Building trust—getting from agreement to commitment

Sharing the results of the Exercise 4. (30 minutes)

Noon Lunch

1:00 – 1:30 pm Implementation examples from other countries

1:30 – 3:00 pm Group Exercise 5 – Setting Priorities and developing an Implementation Plan. What are the five things each judge will do when returning to their court.

Sharing the Results of the Exercise (30 minutes)

3:00 – 4:00 Discussion on Incorporating IFCE with SPMS (Plenary Session)

4:00 – 4:30 Wrap-up

4:30 Workshop Adjourns