



Court Leadership and Problem Solving

Issue #6

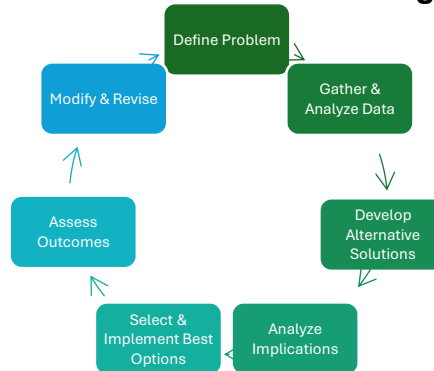
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This Topic and Why

Court leaders continually face the need to solve problems. This series shares different problem-solving techniques. Models build from the traditional problem-solving pattern as depicted to the right and offer different approaches, and maybe inspiration, to use a process to resolve issues.

This issue offers a technique of problem solving using a process that considers specific focus areas or “domains” for change and transformation.

Traditional Problem Solving



Focus in This Issue:

Transformation Domains

The Concept in Practice: Institutional and organizational changes may be considered through five domains. These domains are targets for innovation, transformation, or problem-solving, whether incremental or radical. Domains include:

- Service delivery – provision of functions and services important to and expected by customers
- Operational practices – for efficiencies and effectiveness of processes and routines
- Policies – to identify best practices and operations within policies and procedures
- Monitoring and evaluation – as elements to assess operational success and outcomes
- Workforce and talent – as vital resources to ensure operational results

Transformation Domain Worksheet

Set Priorities

- Priority #1
- Priority #2
- Priority #3
- Priority #4
- Priority #5

Consider the Priorities within the Transformation Domains

- Service Delivery
- Operational Practices
- Policies
- Monitoring and Evaluation
- Workforce

Outline and Take Actions

- ☐ Actions for Service Delivery
- ☐ Actions on Operational Practices
- ☐ Actions for Policies and Procedures
- ☐ Actions for Monitoring and Evaluation
- ☐ Actions on Workforce and Talent

Tips

- Start by noting the targets, goals, and priorities for problem solving
- Evaluate those priorities through the lenses of the five transformation domains
- Identify and detail specific actions to take and commence targeted actions
- Consider action items in each domain area, or narrow focus in one or two areas
- Repeat the process to refine priorities, domains for attention, and actions

Contact:

www.courtleader.net
jcornellaz@cox.net
[linkedin.com/in/janet-g-cornell-consultant/](https://www.linkedin.com/in/janet-g-cornell-consultant/)

Resources (content is adapted from these sources)

5 Domains of Government That Are Ripe for Transformation, Governing.com, January 19, 2021

<https://www.governing.com/next/5-domains-of-government-that-are-ripe-for-transformation.html>

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