

(Georgia Council of Court Administrators/AOC) Atlanta, GA (16 hrs.)

### Day 1 (Monday, November 18, 2019)

- 8:30-8:50 Welcome & Overview
- 8:50-10:10 Module 1: Essentials of Caseflow & Workflow Management (Lesson 1)
- 10:10-10:20 Break
- 10:20-11:30 Module 1: Essentials of Caseflow & Workflow Management (Lesson 2)
- 11:30-12:00 Module 2: Fundamentals of Caseflow Management (Lesson 1)
- 12:00-1:30 Lunch
- 1:30-1:50 Module 2: Fundamentals of Caseflow Management (Lesson 1) cont.
- 1:50-3:30 Module 2: Fundamentals of Caseflow Management (Lesson 2)
- 3:30-3:45 Break
- 3:45-5:00 Module 2: Fundamentals of Caseflow Management (Lesson 2) cont.

### Day 2 (Tuesday, November 19, 2019)

- 8:30-9:30 Module 2: Fundamentals of Caseflow Management (Lesson 2) cont.
- 9:30-10:30 Module 2: Fundamentals of Caseflow Management (Lesson 3)
- 10:30-10:40 Break
- 10:40-11:00 Module 2: Fundamentals of Caseflow Management (Lesson 3) cont.
- 11:00-12:00 Module 3: Calendaring, Case Assignment, and Influences (Lesson 1)
- 12:00-1:30 Lunch
- 1:30-2:15 Module 3: Calendaring, Case Assignment, and Influences (Lesson 2)
- 2:15-3:15 Module 4: Case Treatment and Handling (Lesson 1)
- 3:15-3:30 Break
- 3:30-4:00 Module 4: Case Treatment and Handling (Lesson 1) cont.
- 4:00-5:00 Module 4: Case Treatment and Handling (Lesson 2)

### Day 3 (Wednesday, November 20, 2019)

- 8:30-10:00 Module 5: Implementation: Change Management and Action Planning (Lesson 1)
- 10:00-10:15 Break
- 10:15-11:45 Module 5: Implementation: Change Management and Action Planning (Lesson 2)
- 11:45-12:00 Conclusion, Evaluation, Certificates