Building Effective Relationships in the Courthouse

Texas Association of Counties
PREPARING TO TAKE OFFICE
All the tools you need to succeed

Welcome to office.
The Significance of Your Role and Your Office

• Public perception
• Public expectations
Public Service

Who do you serve?
The Courthouse Culture

• You don’t get a second chance to make a good first impression

• Working together
The Courthouse Culture

• Ethics
• Shared fate
• Courthouse politics
Responsibility

You may delegate authority, but not responsibility.
Change

• A fundamental part of progress
• Be sure change is necessary
A Smooth Transition

Gradual changes
Communication is Key

- Internal Communication
- External Communication
- World wide communication
Workplace Ethics

- Employees are valued
- Communication is courteous and polite
- People are treated as they wish to be treated
- Conflict is addressed in a positive and respectful manner
- Disrespectful behavior and harassment are addressed
- Never make co-workers look bad
- Learn to appreciate the differences in others
- Remember that the greatest hunger that people have is to be needed, wanted and loved
- Don’t try to impress others, let them impress you
Internal Communication

- With Commissioners Court
- With Department Heads/Elected Officials
- With your employees
External Communication

➢ With the media
➢ With the public
World Wide Communication

The Social Media Campaign by Gary Hayes & Laurel Papworth 2008

involve create discuss promote measure

Welcome to office.
World Wide Communication

- Once it is out there.....
Always Remember...
Help is only a phone call away!

(888) 275-8224
TAC HELPLINE