

District Court Clerks Certification Program

Crowne Plaza - Little Rock, Arkansas

Friday, February 12, 2016

- 8:00 - 8:30 **Registration/Continental Breakfast**
- 8:30 - 9:30 **Are You Prepared for an Active Shooter?**
*Pete Hollingsworth, Administrative Office of the Courts
Director of Court Security and Emergency Preparedness*
- 9:30 - 9:45 **Break**
- 9:45 - 10:30 **Ethical Considerations for Clerks: Can You Help Me with This Ticket?**
*David Sachar, Executive Director
Judicial Discipline & Disability Commission*
- 10:30 - 10:45 **Break**
- 10:45 - 11:30 **Arkansas Lawyers & Judges Assistance Program, What is it?**
Sarah Cearley, PhD, Executive Director
- 11:30 - 12:30 **Lunch**
- 12:30 - 2:00 **Oops, Your Attitude is Showing! Tips for Better Customer Service**
*Pete Rearden
Platform Speaker, Humorist, and Educational Entertainer*
- 2:00 - 2:15 **Break**
- 2:15 - 3:30 **Change Your Day, Not Your Life!**
*Andy Core
Work-Life Balance Coach*