

Video Number	Name	Course Category	Skill	Description	Length (approx.)	Instructor	Written Material on Website?
1997-04	Developing the Record	Mandatory	Hearing Management/Conducting Hearings	Judges Marousek and Futch identify specific problem areas, such as dealing with pro se clients; dealing with attorneys who are inexperienced in administrative law; using interpreters; handling "difficult" parties; and handling record-making problems that arise when one party is present in person and the other party is appearing by telephone. Some of these problems will be illustrated by scripted live-action actors	90	Linda Marounek, Review Judge, WA State Dept. of Social & Health Services Monty Futch, ALJ, WA State Office of Administrative Hearings	N
1999-02, 04	Judicial Demeanor and Temperament - Pt 1 and 2	Mandatory	Hearing Management/Conducting Hearings	Part I - Hearing officials will be asked to step back and evaluate the judicial temperament and demeanor of themselves and their colleagues. Workshop participants set aside any preconceived notions of their own impartiality or infallibility and look at themselves in new ways. During the workshop, the presenters review ways to control the hearing without limiting the ability of participants to fully and fairly present their cases.	150	Lawrence Geller & Peter Hemenway	N
2005-01	Controlling Disruptions in the Hearing	Mandatory	Hearing Management/Conducting Hearings	How should a hearing officer or ALJ handle situations where a pro se party disrupts a hearing? What are the best ways to control attorneys who cross the line with contemptuous conduct? This seminar looks at the techniques that hearing officers and administrative law judges might employ in these situations	90	Jim Gerl, Attorney & Special Education Hearing Officer	N
2010-01	Is This A Circus or An Administrative Hearing	Mandatory	Hearing Management/Conducting Hearings	Lights . . . Camera . . . Action! This interactive course will focus on how to prepare for and conduct an administrative hearing in light of media presence and interest. Participants will have the opportunity to participate in a mock practicum designed to hone their skills in responding to media inquiries and controlling the hearing process.	60	Michelle Mowry Johnson, Communications Director, TN Dept. of Human Services	N
2010-03	Dealing Effectively with the Pro Se Litigant	Mandatory	Hearing Management/Conducting Hearings	The program discussion will cover the unique challenges of effectively handling a pro se appellant (or appellee) in a hearing setting, focusing on the perspective of that pro se party. The issues will include reduction of anxiety, dealing with confusion and a lack of understanding, understanding the role of the hearing officer, and balancing the rights of the parties without sacrificing the process or giving up too much control.	75	Douglas A. Blaze, Dean, University of TN College of Law	N
2010-04	Culture of Respect	Mandatory	Hearing Management/Conducting Hearings	This workshop will address primary and secondary dimensions of diversity and how those impact the workplace. It will also address how our actions, guided by stereotypes and generalization, can lead to workplace behavior that is unlawful. An overview of the law and the steps we can take to prevent unlawful harassment and discrimination is also covered.	60	Debra Moser, Outreach Coordinator, EEOC	N
2018-04 Pt 1 and 2	How to be An Administrative Hearing Officer	Mandatory	Hearing Management/Conducting Hearings	This session goes to the very heart of what a hearing officer does. There will be discussion on the following: making a complete record, controlling the proceeding, dealing with witnesses, exhibits, objections and related topics. The presenter, James Gerl, will reveal his 8 rules for conducting a hearing.	120	Jim Gerl, Attorney & Special Education Hearing Officer	Y
2018-08	Handling Hearings Involving Pro Se Parties/Witnesses Who Cannot Read	Mandatory	Hearing Management/Conducting Hearings	In this highly interactive session, Jim Gerl explores administrative hearing officer strategies for dealing with both difficult pro se parties and witnesses or parties who are illiterate. Best practices as well as constitutional requirements will be examined.	60	Jim Gerl, Attorney & Special Education Hearing Officer	Y
2018-09	Problematic Communications & Obstructions to Decisiveness	Mandatory	Hearing Management/Conducting Hearings	This session explores (1) the handling of ex parte communications with the hearing officer by parties, witnesses and the press and (2) methods to reduce delays and stress that flow from the indecisiveness that naturally occurs for hearing officers in pursuit of fairness	60	Karen Gorman, Inspector General & Chief Hearing Officer, Los Angeles MTA	Y

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2019-02	Conducting Telephonic & Video Hearings & Assessing Credibility By Telephone	Mandatory	Hearing Management/Conducting Hearings	This session addresses issues such as authenticating identity, maintaining control, and determining credibility during an administrative hearing conducted by telephone or video conference	60	Toni Boone, ALJ (retired)	Y
2019-04	Managing Hearings Involving Self Represented Litigants	Mandatory	Hearing Management/Conducting Hearings	This session discusses how to make the administrative hearing process accessible to pro se parties and representatives	60	Brian J. Curley, ALJ US Coast Guard and Richard Murrell, ALJ State of Tennessee	Y
2020-01	Virtual Access to Justice: Conducting Remote Hearings Using Video Conferencing Platforms	Mandatory	Hearing Management/Conducting Hearings	This class, timely created to address the “new normal” includes a thorough discussion of Technology and Equipment Concerns and Recommendations; Planning For the Video-Conference Proceeding, Including Notice Issues; Essential Prehearing Preparation That Will Help to Ensure a Smooth Hearing; Opening Scripts for Video-Conference Hearings; Special Rules to Establish for a Video-Conference Hearing; How to Make a Favorable Impression on Camera; Handling Jurisdictional and Identification Issues; Recommendations Regarding Handling of Documents and/or Exhibits; Due Process Concerns; Assessing Credibility in Remote Hearings	90	Toni Bonne, ALJ (retired)	y
2020-03	Developing the Record of In-Person, Video, and Telephonic Administrative Hearings.	Mandatory	Hearing Management/Conducting Hearings	Class topics include: What does a well-developed record include? Whose record is it anyway? Opening the hearing in a way that facilitates record development; Communicating more effectively with parties, attorneys, and witnesses; How to ask questions to elicit evidence without crossing the line into advocacy; When is going off the record permissible? Post-hearing development of the record, including reopening the record, if needed; Additional concerns regarding developing the record for hearings conducted online	90	Toni Boone, ALJ (retired); W. Michael Gillette, Associate Justice, Oregon Supreme Court (retired).	y
2021-02	Overcoming Intergenerational Barriers in Administrative Hearings: Bridging the Gap from Generation to Generation	Mandatory	Hearing Management/Conducting Hearings	Boomers v. Millennials: Is the clash myth or fact? If generational conflicts exist, why, and why now? What are the bases for intergenerational conflicts? How intergenerational conflicts impact: Administrative Hearings and Workplace Relationships; Preventing intergenerational disputes in hearings; Best practices for conducting hearings involving petitioners of all ages, including: Very elderly witnesses and petitioners; and School-age witnesses and petitioners; Calming and controlling the intergenerational disputes that may arise during hearings; Proven communication strategies to improve intergenerational interaction; Creating a hearing environment that assures all ages of a fair and impartial hearing.	90	Toni Bonne, ALJ (retired)	y
2021-04	Bench Skills for Hearing Officials	Mandatory	Hearing Management/Conducting Hearings	What are bench skills and why do you need them? This is the course that shows you how due process touches every step of the administrative process and the role the administrative adjudicator plays to ensure impartiality and prompt resolution of administrative matters. In this course you will learn essential habits to manage your case assignments and identify potential due process problems before they happen; develop effective practices to conduct your hearings fairly and to ensure that you have a full and complete record; and offer tips for preparing your written decision.	60	Mary Long, ALJ Pa. Public Utility Commission	
2021-10	Hearing Challenges	Mandatory	Hearing Management/Conducting Hearings	It is not possible to predict every challenge that might arise for an administrative adjudicator in every administrative hearing that he, she, or they might conduct. With the advice and assistance of an experienced ALJ, it is possible to anticipate many problems and to prepare, in advance, to deal with them.	50	District Chief ALJ Jennifer Gee (retired)	