

Video Number	Name	Course Category	Skill	Description	Length (approx.)	Instructor
1998-04	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	
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
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	
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	
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	
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	
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	
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
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
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)
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