



Courts' Excellence in a Changing World 9 – 10 December 2013

9 December

9:00 – 9:30 am – Conference Registration

9:30 – 9:40 am - United Arab Emirates National Anthem followed by "The History of Dubai's Courts" – suggest we ask a professional agency to combine our respective videos to provide a synthesis describing the two courts working side-by-side.

9:40 – 9:50 am - Conference opened by H.H. Sheikh Maktoum Bin Mohammed Al Maktoum Deputy Ruler of Dubai and Chairman of the Judicial Council - refer to the vital importance of justice in the vision for the development of the UAE and Middle East

9:50 – 10:10am - Welcome - IACA President, HE Dr Ahmed bin Hazeem and HE Michael Hwang, CJ

10:10am – 10:50am - Opening key note address - Suggest leading judge from Islamic World - CJ Zaki of Malaysia?

10:50 – 11:00 am - Honouring of Sponsors

11:00am – 11:20am - Coffee and networking

11:20am – 12:50pm **What is court excellence?**

Concepts of quality and excellence are no longer the monopoly of the private sector and government agencies with specialised services. In fact, there are increased societal demands from the courts to adopt these concepts (including pro-active case management) in the handling of their affairs. There are many successful experiences and best practices that have been applied to the work of courts.

Suggest President of ICFC moderates a panel with a representative from the ME, Asia, Europe and the Americas. Suggest one has a commercial court background, one a criminal court background, one an insolvency related background and one from a world-wide perspective (UN etc.)

12:50pm – 2pm Lunch Tour of DIFC Courts or Dubai Courts

2:00pm – 2:30pm - **Launch of the ICFC for the Middle East** - hosted by HE Justice Ali Al Madhani and on the panel will be representatives from the ICFC and HE Justice Ali's Middle East board of IACA.

2:30pm – 4:00pm - **Leadership and change management: The Roles and challenges in change and transformation management in courts**

Leadership plays a prominent role that becomes pivotal in the courts' ability to manage change successfully. That is because of the complexity and sensitivity of the work of the courts. Therefore, this theme allows for the exchange of best practices, experiences and highlights the success stories of leadership in courts.

4:00pm -5:30pm - The role of strategic planning and performance management in raising the efficiency of courts.

The pace at which contemporary life is accelerating, its complexities impose on courts the need to raise their efficiency in areas such as implementation of management strategies, and performance management. While fulfilling such needs courts must maintain high level of transparency and provide equal access to justice to all folds of society.

In an era of globalization, the level of expectation of those dealing with the courts has escalated in the light of comparisons and knowledge about best practices in other countries. This puts courts administrations under additional challenges that can only be overcome through innovation and encouraging creativity in the design and management of the means and methods, which lead to facilitate litigation continuously.

5:30pm Wrap up - President or CEO of IACA



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9:00am – 9:15am - Welcome to day 2 - President or CEO of IACA

9:15am – 10:45am – **Best practices in technology to maximise efficiency and public confidence.**

The internet, smart phone applications and social media: Their impact on enhancing confidence of customers and society in courts. Successive developments and growing interaction of society with the internet, social media and the expansion of smart phone users impose the need for further research and exchange of experiences in harnessing these tools in the work of courts. This is to avoid the most dangerous implications of such trends.

10:45am – 11:00am - Coffee and networking

11:00am-12:00pm – **Stakeholder Alignment: Managing the interests of stakeholders and their impact on achieving excellence in the work of courts in collaboration with the government and private sectors and educational institutions.**

Courts cannot function in isolation from other sectors and their partners who share influential roles with them. This collaboration requires the development of effective programs to ensure a positive impact on courts performance and to avoid any shortcomings. Among the most important partners are the government and private sectors and educational institutions.

12:00pm – 1:00pm **Empowering the administrators: Pros and Cons: latest models for development and empowerment.**

1:00pm – 2:30pm - Lunch followed by a tour of Dubai Courts or DIFC Courts

2:30pm – 3:00pm – **Global Economic Instability – Consequences on budgets and caseload.**

Local and global economic variables and other more complicated matters that sometimes suddenly burden the courts directly influence courts work. This reality calls for dealing with this aspect of exchanging experiences and drawing on lessons from contemporary experiences in this area.

3:00pm – 3:40pm - Closing key note address - HE The Minister of Justice for the UAE - reiterating the UAE's commitment to justice and the sharing of best practices etc.

3:40pm – 4:00pm - Conference wrap up and welcome to Sydney conference- President IACA

This gives people some free time in daylight-we could organise a tour up the Burj Khalifa tower.