

RECORD TIMES

FEBRUARY
2020

Vol. 26 / No. 2

A monthly newsletter for employees of the Clerk of the Superior Court's Office

COMING IN
2020



The CASE for 2020 is about to arrive at the Clerk's Office

The annual employee recognition program allows staff to nominate co-workers for special awards

A new court case coming to the Clerk of the Court's Office is a common daily event, but when "the CASE" makes its once-a-year appearance in the Office, it is something for all staff to observe. The day for its annual appearance this year is **March 2**.

So, what is "the CASE" and why does it appear only once a year? It is the name of the Office's Annual Employee Recognition Program and it stands for Celebrating And Saluting Employees. March 2 is the day the program officially kicks-off for the 2020 awards and it will be time when employees have the once-a-year opportunity to nominate their co-workers for the various special recognition awards. This year the award categories are: Excellence, Teamwork, Customer Service, and Leadership.

An email announcement will be distributed to employees on March 2 that will provide the details of the program and include the form to nominate co-workers for a CASE award. The deadline for the nominations is **3:23 p.m. on 3/23**.

Below are the dates, times, and places of the 2020 ceremonies for the Office's CASE Awards. In addition to the CASE awards, service pins will also be given to employees at these times and locations. An announcement on who the service pin recipients are this year will be listed in the March issue of the *Record Times*.

This year, **65 employees** are scheduled to receive a service pin. The recipient's service ranges from 5 years to 35 years to the Clerk of the Superior Court and/or to Maricopa County.

IN THIS ISSUE:

Page 2 - Clerk
Connection

Page 5 - Timely
Service

Page 6 - Clerk
Work

Page 8 - The County
Line

Page 9 - Employee
Spotlight

Page 10 - Employee
News

Page 11 - Special
Features

Page 12 - Put to the
Question

Dates, locations, and times of the 2020 CASE/Service Events

- May 6 - Northeast / 12:15 p.m. / Jury Room
- May 13 - Customer Service Center / 12:15 p.m. / 1st Floor Break Room
- May 20 - Southeast (Adult & Juvenile) / 12:15 p.m. / Cactus Room @ SE Juvenile
- May 28 - Durango Juvenile / 12:15 p.m. / Large Conference Room #1164
- June 1 - Northwest / 12:15 p.m. / Office Area behind the File Counter
- June 17 - Downtown / 12:15 p.m. / Supervisors' Auditorium

CLERK CONNECTION

The newest courtroom opens in renovated hospital facility

A new courtroom was opened this month by county, court, and health officials that will be used in mental health cases. The courtroom is located in the former Abrazo Hospital in Maryvale, which was recently renovated to become a Behavioral Health Center to help address the growing mental health needs in the community. Clerk of the Court **Jeff Fine** and several office leaders attended the opening ceremony since the Office has been a part of the project's planning, implementation, and will have a presence in the new courtroom through the assignment of a courtroom clerk.

The creation of the new courtroom and renovated facility came about after the Maryvale Hospital closed in December 2017. Valleywise Health then purchased the property for \$7 million and spent \$68 million in renovations to convert it into the Behavioral Health Center, which also offers a 24/7 full-service emergency care for the community. In April 2019, the first 48 mental health beds and the emergency care were opened. The number of mental health beds will increase to 192 when the facility is fully-built out.

The opening of the new courtroom eliminates the need to transport patients for court hearings from

either the Phoenix or Mesa Valleywise campus, which has been difficult for the patients and their families.

Commissioner Elisa Donnadiou is the judicial officer at the new Valleywise Maryvale and **Amber Hatfield** is the primary courtroom clerk.



County/Court Dignitaries at the Courtroom Opening were: (from left) Clerk of the Court Jeff Fine, County Supervisor Steve Gallardo, former County Supervisor Mary Rose Willcox, County Supervisors' Chairman Clint Hickman, Presiding Superior Court Judge Joe Wilty, and County Attorney Allister Adel.



Representing the Clerk of the Court's Office at the Courtroom Opening were: (from left) Courtroom Services Administrator Debora Wells-Guevara, Deputy Director Valerie Clark, Clerk of the Court Jeff Fine, Senior Deputy Director Nancy Rodriguez, Courtroom Services Manager Leslie Wilkins, and Courtroom Clerk Amber Hatfield.



Courtroom Clerk Amber Hatfield stands by her new work space in the courtroom. She said, "I'm excited that I have been given this opportunity to be the courtroom clerk at the new Maryvale mental health court site because this court will provide a much needed service to the West Valley."

The County Communications Office produced a video of the new Courtroom Opening in the Maryvale Behavioral Health Center. You may view it [here](#).

Three significant milestone Office anniversaries this month

The Office has three employees with significant milestone anniversaries this month - **Andy Rodriguez** (35 years), **Lisa Kellar** (30 years), and **Tina Barrett** (25 years). Each of them was asked "What three or four words would describe your career and/or feelings about your long career." Here's what they said:

- ▶ **Andy** - Service, Understanding, Accurate, and Complete
- ▶ **Lisa** - Blessed, Team, Change, and Service
- ▶ **Tina** - Opportunity, Grateful, and Thankful

Happy Anniversary

Congratulations to Andy, Lisa, and Tina on their service achievements this month. On behalf of the Office, the *Record Times* has four words to you: "Thank You" and "Happy Anniversary!"

CLERK CONNECTION

Two Leap Days occur this month for some staff

This month, the **Marriage License and Passport (ML&P)** employees will experience two Leap Days in February. First, they have the traditional Feb. 29 Leap Day (which is coming up) and second there was Feb. 14 (Valentine's Day). The reason why Valentine's Day was also a "Leap Day" to them is due to the influx of customers who came in to purchase a marriage license. The significant increase in couples appearing that day to get their marriage license caused the staff to *leap* from one customer to another.

Traditionally, Valentine's Day is the busiest day of the year for the ML&P staff to issue marriage licenses to couples. On average, the Office issues about double the amount of licenses than they do on a normal business day. This year, was definitely no exception. The Office issued **171 marriage licenses**, which is the third highest amount on record. The all-time record was set in 2014, with 221 licenses.

This year, Valentine's Day fell on a Friday. Of the five work days, Friday has proven to be the busiest for a Valentine's Day for the ML&P staff. This includes when Valentine's Day falls on a Saturday or Sunday customers still like to come in on Friday to get a marriage license. A Monday Valentine's Day has the second highest average of customers visiting ML&P and a Tuesday Valentine's Day is the least popular of the five work days.

In recognition of Valentine's Day being on the 14th, the following are 14 years of the total amount of licenses ML&P staff issued on Valentine's Day or the Friday before when the holiday fell on a weekend.



Marriage licenses issued on Valentine's Day and the Friday nearest to Valentine's Day



CLERK CONNECTION

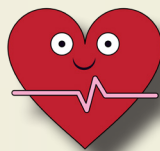
Staff who red-ily supported Healthy Heart Month

On Feb. 7, several staff members were red-ily to start the month off in support of "Healthy Heart Month." They did so by wearing the color red as part of a county-wide effort called "Wear Red Day," that was sponsored by the County Wellness Program to encourage employees to take care of their heart health. Below are photos of those in the Office who wore red.



1) Courtroom Services (From left, back row) - Stephanie Motzer, Sheryl Brown, Christina Mai, Debe Adams, Nancy Johnson, Pam Culp, Angie Walker, Heather LeMaitre, Sondra Thompson, Patty Noell, Leslie Wilkins, Margaret Brickman, Kim Schell, Jamie Eaton, and Betty Lopez-Mori (Front row) - Patricia McKinley, April Cannon, Shannon Stulz, Tracy McMillian, and Desiree Henderson (Floor) Debora Wells-Guevara. **2) Central Court Building** (From left, back row) - Ken Lindler, Angus McLoone, Gaile Raines, Kelly Marquez, Maria De La Cruz, Brendaliz Gonzalez, and Chris O'Neil (Middle row) - Aida Plascencia, Angela Romero, Laura Martinez, Maridel Soileau, Ashley Hatch, Anna Valenzuela, Cathy Diaz, Shantel Tavares, Lidia Spears, and Andy Rodriguez (Bottom row) Clarissa Cruz, Jenela Fierro, Maye Patterson, and Eva Castillo. **3) ITG** (From left) - Vanathi Marappan and Ravi Goud. **4) Durango Juvenile** - (from left) Andrea Rodriguez, Rocio Venegas, Monique Perez, Carmen Camacho, Annette Young, Lucia Avena, Janneth Damian, Juana Chaidez, Anahi Molina, and Grace Cabrera. **5) Downtown Justice Center** (From left, back row) - Fernando Castillo, Joe Legander, Shiloh Giles, Mike Nimitz, Valerie Clark, and Rich McHattie (Front row) - Chris Driscoll, Anita Avila, Tierra Earls Haas, and Jennifer Fotinos. **6) South Court Tower** (from left) - Donna Van Nostran, Sharon Rochford, Charlotte Concholar, Chris Kilgus, and Flor Rivas. **7) Northwest Office** (from left, back row) - Aurora Avina, Margie Stacy, Michelle Wolf, Julie Garcia, and Stephanie Katena (Front row) - Vincent McIvor, Jackie Ortiz, Savanna Sharp, and Jennifer Holguin.

More photos of employees wearing red are on [Page 10](#)



Timely Service

Timely Service - A section of recent email messages, note cards, phone calls, and letters about Clerk employees who provided *timely service*.

CO-WORKER COMPLIMENTS

To: Denise McGraw

From: Veronica Morales

"I would like to thank **Denise McGraw** for her dedication and willingness to go the extra mile. At 5 p.m. on a Friday, over 300 exhibits for a hearing were dropped at our office. The majority of courtroom clerks had left for the day or were leaving for the day and these exhibits needed to be marked for the hearing, which was scheduled for Monday morning. Denise was walking past me and I asked her if she was willing to come in over the weekend and mark these exhibits for this hearing. Without hesitation, Denise said 'yes' and was more than willing to help out and dedicate any additional time necessary to see that these exhibits were marked and ready for Court and counsel by Monday morning. I truly appreciate Denise for going above and beyond to get the job done!"

To: Staff involved with new Maryvale Court set-up

From: Debora Wells-Guevara

"I wish to thank the many people within our COC team who came together to help with the development and completion of the Maryvale Court. Your patience and professionalism have been so appreciated. I particularly wish to thank members of the Courtroom Services team including Managers **Leslie Wilkins** and **Linda Berger**; Supervisors **Wendy Thompson**, **Tracy McMillian**, and **Tracy Henninger**; Courtroom Clerk Lead **April Covarrubio**; Courtroom Clerks **Patty Morquecho-Espinosa**, **Amber Hatfield**, and **Teresa Nestor-Donohue**; and those who have been cross-training on the mental health case type. I also need to thank many others on our COC team who contributed to the Maryvale project including **Vonda Culp**, **Francis Horst**, **Chuck Gobble** and **Dave Rosenthal**. Congratulations and again, many thanks."

From: Lori Fiscus

About: Farah Azadeh

"I want to congratulate Trainer **Farah Azadeh** on recently receiving the Associate Professional in Talent Development certification, which is administered by the Association of Talent Development (ATD). The certification confirms her knowledge about instructional design, training delivery, learning technologies, and evaluations. These competencies are the core building blocks for talent development professionals and play a large role in training. I commend her for her hard work in achieving this certification, which will help her to even better assist our team members in recognizing and executing their career goals."



CUSTOMER COMPLIMENTS

About: Catherine Diaz

eFile Team's **Catherine Diaz** was recently the subject of a very complimentary email from a customer. The customer said Catherine is an excellent customer service professional. She said that Catherine understood her request and went beyond the call of duty by calmly looking up additional information that was helpful to her. She thought the extra help and attention was particularly awesome. The customer said her experience with Catherine was easy, painless, and it was very refreshing to have someone help her who is so professional and who has the human touch of kindness.

Clerk Work

Work within the Clerk of the Court's Office

"Going the extra day" to serve customers

The phrase, "going the extra mile" is a frequently heard expression about the service offered in the Clerk of the Court's Office, but now the Office has decided to go beyond even that and "go the extra day" to serve their customers. In March and April, the Office will extend its service beyond Monday - Friday and open its doors from 8:45 a.m. - 3 p.m. on two select Saturdays to provide customers with the opportunity to purchase a marriage license or process a passport application. The Saturday Service Days will be held at the Customer Service Center on Saturday, March 28 and on Saturday, April 25.



This is the fifth year in a row, the Office has held Saturday Service Days. Last year, the Office processed **390 passport applications and 206 marriage licenses** on the Saturday Service Days.

The results of thinking inside the box

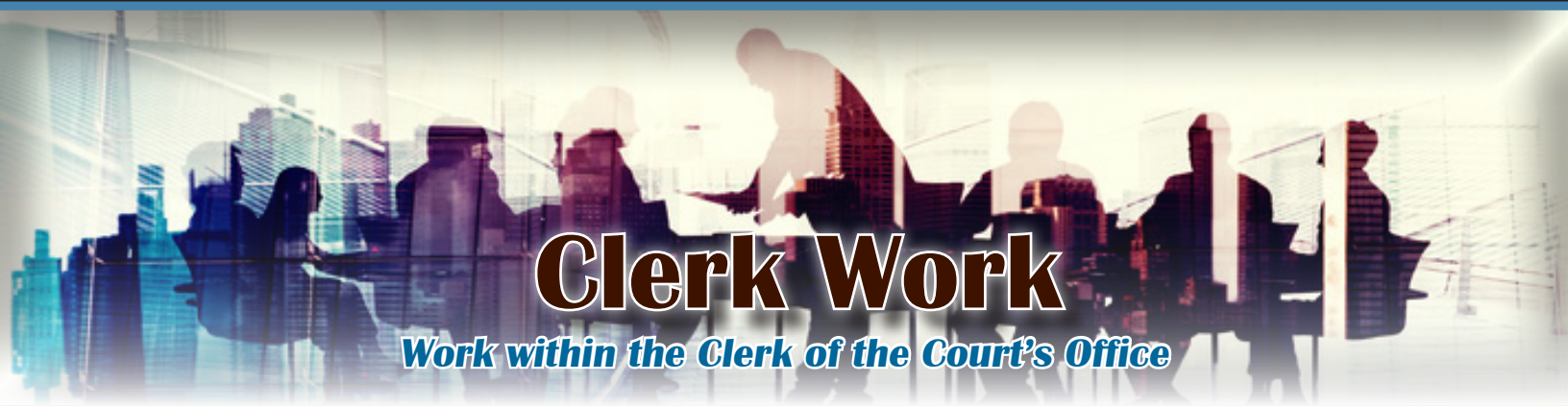
The Clerk of the Court's Office is great at thinking outside of the box, but it is also known for doing well thinking inside the box...in fact more than 77,000 times last year the Office was appreciated for its inside the box mentality. The "Inside the Box Thinking" comes from the Filing Depository Boxes the Office offers to customers to put their filings **inside** of each day as an alternate to the Filing Counter. The Office has both internal and external boxes for customers. The external boxes (located at Southeast, Northeast, Downtown, and Northwest) are available 24 hours-a-day, seven days-a-week. The internal boxes (located in the main lobby area of the Central Court Building and in the lobby of the Northeast Court) are available 8 a.m. - 5 p.m., Mon. - Fri.

Last fiscal year, the filing boxes received a total of **77,292 filings** (21,266 from the external boxes and 56,026 from the internal boxes).



Have A Question for Jeff - Clerk of the Court Jeff Fine is preparing for another round of meetings with employees that will be scheduled at the different Office locations. If you have a particular question/topic you would like for him to address at the upcoming sessions, please send it to **Fernando Castillo**.

ALL IN A DAY'S WORK - In the past six years, an average of **35,647 pieces of paper** are filed with the Office each day and the Office processes an average of **14,578 documents** a day.



Clerk Work

Work within the Clerk of the Court's Office

Survey held to determine the best photos employees have ever taken with the *Record Times*

Since 1998, the *Record Times* newsletter has had a special photo feature showing employees posing with the newsletter while they were on vacation. During this time, the newsletter has appeared in 44 states and over 40 countries around the world. **This month, a special survey was provided to all employees via email for them to vote on the "All-Time Best Photos Ever Taken."**

The survey included 30 photos that were organized into six categories. Employees were able to select their favorite photos in each category, and also select what they think is the best photo ever taken in the United States, the best foreign country photo, and the best overall photo. The photos were narrowed down from earlier voting that took place through weekly emails, the newsletter, and the editor's determination. The results of the survey are being released in phases in the *Record Times*.



Current ITG employee **Ravi Goud** has two photos that were voted among the best ever taken for the newsletter. The photos above are not those two, but show him at other times in different places – (top) at St. Peter's Basilica in Rome, Italy and (lower) on the Cayman Islands.

[See Page 11](#) for the first release in a series of announcements showing the **"Best Ever Employee/Newsletter Photos."**

"Then" and "Now" photos of the Distribution Area

The photos below show the Office's **Distribution Area** more than 10 years ago when it was located in the West Court Building and what it looks like today, where it is located in the Customer Service Center. Today, Distribution consists of two-and-a-half reps and two specialists. They mail out an average **45,000 documents** a month including minute entries and court orders. They also perform the pro per and attorney changes of addresses. The staff also process return mail for the Office that includes minute entries and court orders with the average **4,190** a month. Specialists process redactions and handle the outgoing Meeds mailbox (Minute entries and court orders mailed to attorneys).

Distribution 10+ Years Ago



In the West Court Building

Distribution Today



In the Customer Service Center

The County Lines

News items from Maricopa County

Take a step in joining county hikes



Did you know that Maricopa County has a hiking group? Well, it does and there are four hikes scheduled through the month of March for employees to participate in if they are interested. The hikes are:

DAY	TIME	PARK	WHERE TO MEET	DETAILS
Sat., Feb. 29	8 a.m.	Estrella Mtn. Regional Park	Coldwater Trailhead	8 miles Intermediate Level
Sun., March 1	10 a.m.	San Tan Regional Park	Goldmine Trailhead	4.3 mile loop. First half difficult then moderate
Sat., March 21	10 a.m.	Estrella Mtn.	Gila Trailhead	Beginner level
Sat., March 28	8 a.m.	Cave Creek	Visitor Center	4 - 6 miles

For more details about the group and the hikes, you may email **Jan Hertzfeld**.

The Wellness Clinic and Pharmacy is moving



On Friday, March 6, the **Wellness Clinic & Pharmacy** will move from the 2nd floor of the County Administration Building (301 W. Jefferson in Phoenix) to the basement of the building. The Clinic/Pharmacy will have a grand re-opening celebration on **Tuesday, March 10 from 11 a.m. - 1 p.m.** You may stop by and meet Nurse Practitioner Stacy Sanchez, get a free blood pressure check, and get free swag.

County is 149 years old this month, preparing for 150

Maricopa County celebrated its 149th anniversary this month on Valentine's Day, Feb. 14. Next year will be its Sesquicentennial Anniversary (150 years). The County Communications Office has posted a video of a project that celebrates the county's history on the 3rd Ave. Bridge Walkway in Downtown Phoenix. You may view the [video here](#).

The Communications Office is also asking employees to **share the most meaningful projects they have worked on** while serving at the county. Employees may send their submissions to media@mail.maricopa.gov



Important County dates to note

- The **County Employee Discount Fair** is 11 a.m. - 1:30 p.m on March 4 and 5 (County Admin. Bldg.)
- **Open Enrollment** will be April 13 - May 8. • **Bike to Work Day** is April 15.
- June 30 is the deadline to earn your **Wellness Incentive**. Visit the [Staywell Portal](#) for more information.

Employee Spotlight

This Month: **Nikki Swiss**



Title: Court Operations Manager | **Years with Office:** 2 years
Something You Enjoy About Your Job: I enjoy my team! We have a lot of hard working people and they make my job so enjoyable.

What Are Some of Your Job Responsibilities: My daily responsibilities are to manage the Southeast Marriage License, Passport, and Public Records areas, as well as the File Counter to insure our customer's needs are met. I also manage the Docket and EDM team to make sure we are getting all documents processed according to procedure.

Your First Job: My first job was working with my mom at the law firm she worked at where I filed papers and that sort of thing.

Hometown: Elburn, Illinois | **A Favorite Activity:** I love to

read! Mostly fiction, but anything really.

Something Memorable You Have Done: I lived in a foreign country for two years without any preparation to live there. I had to learn the language and just figure things out along the way.

Best Vacation Spot: Any beach, anywhere, as long as there is sand and surf!

Favorite Meal: Any type of seafood! | **Favorite Place To Eat Out:** Love my deep dish pizza - Lou Malnati's of course!

Favorite Sports Team: Well, since my dad was a pro hockey player and I from Chicago...the Chicago Blackhawks!

Who Is Someone You Would Like To Meet: Queen Elizabeth I - I am intrigued by this powerful female leader back when it was not the norm. I would love to understand how she did it.

Favorite TV Show/Movie: *Dateline*, *48 Hours*, and true crime shows. | **Favorite TV Growing Up:** *Scooby Doo!*

Something You Are Proud Of: I am proud of the fact that I set a goal to come to work for Maricopa County Courts about six years ago, and through perseverance and determination, I made it happen.

What Would You Like To Be For A Day: A millionaire! | **Something On Your Bucket List:** I would love to swim with the sharks! | **A Favorite Quote:** "Change is a good thing."

An Interesting Job You Have Had: I worked on a dairy farm feeding all the calves.

What Do You Like Most About the Office: How much we value a job well done. We make a difference in people's lives and it is important to recognize that, and I believe we do!

Advice For A New Clerk Employee: Hang in there, there is a lot to learn, but the help and assistance you provide are life-changing for some people. Be proud to make a difference! | **Important Business Skills to Have:** Lead by example. Always be able to encourage others, and always try to see the positive through the negative.

What Do You Like To Do In Your Spare Time: Read or do homework right now.

A Dream Car: BMW325xi - red please! | **Favorite Animal:** My dog Coco

Who Would You Like To See in Concert: Gary Clark Jr. - love some blues, soul, and rock all mixed together. | **A Pet Peeve:** Tardiness

The Most Influential Person In Your Life: My mom. She has taught me to be a positive person. Always go for the big goals, and to be an independent person.

Best Advice Someone Has Given You: Be kind to people and treat others as you would want to be treated.



The Inside Track

on Employee News



BIRTHS

- Congratulations to Courtroom Clerk **Tawny Sherwin**, who gave birth to a 7 lb. 8 oz. baby boy on Feb. 8. Her new son's name is Vincent.

OFFICE ANNIVERSARIES

The following Clerk of Court employees celebrate a milestone anniversary with the Office this month:

- 35 YEARS - Andy Rodriguez** **30 YEARS - Lisa Kellar**
- 25 YEARS - Tina Barrett** **20 YEARS - Diana Eaton and Flor Rivas**
- 15 YEARS - Gail Verbil, Sonja Draper, and Deborah Johnson**
- 5 YEARS - Akin Matthews, Oni Boston, Carmen Camacho, Celina Lopez, Tammy Schnurr, Kimberly Hampton, and Caitlyn Troxel**

Congrats!

NEW EMPLOYEES

The Clerk of the Superior Court's Office welcomes the following new employees:

- **Customer Service Center Marriage Licenses and Passports - Luz Smith**
- **Downtown Filing Counter - Divine Holmes**
- **ITG - Robert Korzeniowski**
- **NE File Counter, Passports, Marriage License, Public Records, Docket and EDM - Anita Hernandez and Rachelle Flores**
- **Non-Criminal Docket/Efile Team - Ash Jones**
- **Human Resources - Terri Ham**
- **SEA RCC/EDC - Megan Johnston**

Happy you are here!

Welcome!

EVENTFUL EMPLOYEE PARTICIPATION

Employees at the **Northeast Office** who wore red as part of "Wear Red Day" on Feb. 7.



1) Molichia Vallente and Sheri Jaffe 2) Sarah Montuori and Duane Bicoy 3) Amber Sutton and Jen Ford 4) Rebecca Bennett and Kelly Sleeseman 5) Christine Jacobsen and Sandy Seeley 6) Gabriela Roa, Leslie Groeneveld, Camille Atkins, Sonja Olmos, Jen Ford, and Kelly Sleeseman 7) Sandy Seeley, Molichia Vallente, Naomi Marruffo, and Kelly Sleeseman

Special Features

Where in the world has the Record Times been?



Newsletter seen twice in same town at different times

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month, the newsletter was seen with an employee who was relaxing on the beach on the Cayman Islands. This month it is seen twice with two different employees who were in the same town at different times.

Pictured first is Business Analyst **Dorothy King**, who was visiting the Old Mission Santa Barbara while on vacation in Santa Barbara, California. Pictured next is Courtroom Clerk **Kat Faso**, who

is also in Santa Barbara at a different time. She is with her husband. They were in town for her son's wedding. This is the newsletter's first and second appearance in Santa Barbara. 😊

You may submit a photo of yourself with the *Record Times* at any time. To submit a photo: **1)** Print the newsletter front page; **2)** Take a photo(s) with the page during your vacation; **3)** Email the photo to Len Keso with your name, department, and a description of the photo, along with any other interesting details of the photo/vacation. Anyone who submits a photo, will receive a Maricopa County lapel pin (pictured here).



The All-Time Best Photos Ever Taken As Voted On By Employees

As mentioned on page 7, since 1998 the *Record Times* has had a special photo feature (see above) showing employees posing with the newsletter while they were on vacation. During this time, the newsletter has appeared all over the United States and the World. A contest was held this month that allowed employees to decide which photos they think are the best ones ever taken for this feature. The top 30 photos were organized into six categories for employees to make their selections. The contest also allowed employees to say which photo they think is the best ever taken in the US, in a foreign country, and the one that is best overall. The results will be posted in phases in future issues of the *Record Times*.

This Month's Category: The Best Use of Artwork/Objects



Where: Abraham Lincoln Presidential Library, Springfield Illinois.
Who: Current staff, **Jennifer Escarcega**
When: 2018



Where: Hans Christian Andersen Museum, Odense Denmark
Who: Former staff, **GeorgeAnn Smith**
When: 2005



Where: Standin' On A Corner In Winslow, Arizona
Who: Former staff, **Candy Cole-Terry**
When: 2006



Where: Pioneer Park, Fairbanks, Alaska
Who: Former staff, **Sheila Bullock**
When: 2015



Where: - Inside A Shark Mouth at Disney-World in Orlando, Florida
Who: Former staff, **Merriel Reynolds**
When: 2013

Other Future Photo Results Appearances

- Best USA Photo Ever Taken
- Best Foreign Country Photo Ever Taken
- The Best Overall Photo Ever Taken

Next Month's Category - Best World Famous Photo

Put to the Question



Employees answer a work-life question this month

What qualities does a good work team have?

Yanica Wilson - "The qualities of a good work team are integrity, trust, and fairness. Individually and together, each of these traits create the foundation to a 'good team' and contributes to reaching the collective goal!"

Ravi Goud - "T - Together, E- Everyone, A- Achieves, M- Mutual Respect."

Anna Castaneda - "A good team will have qualities that allow each person to be their best every day. Each engaged person will communicate professionally and directly. They will collaborate together, not against one another."

Brian Turner - "Leadership, Energy, Networking, Kindness, Enthusiasm, Solidarity, Optimism. That is what makes a good work team."



LeAnn Baukol - "I think communication, honesty, and laughter are very important in a good work team. Being able to communicate with your fellow workers is so important, especially when you need their help and advice when you are faced with a tough situation. Also, good communication and honesty is important with co-workers if any issues arise so that solutions can be found that are beneficial for both. Being able to work things out together sets up your team for great success. Lastly, when you make mistakes, laugh it out, don't take it so seriously, nobody's perfect."

Susan Morris - "A positive attitude, a sense of fun, and the desire to do a good job for both personal satisfaction and for the good of the team!"

Jennifer Cardenas - "Great teams are made up of a diverse group of members that have an appreciation for each other. They are supportive, they trust and respect each other, and they understand that disagreement and conflict are healthy. A good team understands how to communicate within the group, this turns any conflict or disagreement into an opportunity to strengthen the team."

Debora Wells-Guevara - "A good work team is one where people have trust of one another, including leadership. They all collaborate by contributing their unique skills to the accomplishment of a common purpose. There is an environment where each member of the team feels respected, appreciated, has the ability to communicate openly, and feels supported. This is my challenge and hope."

Sheri Jaffe - "Qualities that I believe are important for a good work team include: Awareness of the strengths and weaknesses of the team and how you can contribute to the overall success; Communication – Offer assistance when you can; know when to ask for help and always be kind and professional; and Initiative & Flexibility – Assess each day and remain flexible to the ever-changing needs of the office. So many more things....so little space!"

Leslie Groeneveld - "I think a good work team comes down to communication and respect. When everyone is communicating what's going on and what they're dealing with, then no matter what comes your way as a team, you have the power to handle it because you know what each piece is doing. Respect is just as important because when you have a team who respects each other, they will all do more to be communicative and be invested in the success of the team as a whole."

Sarah Dignard - "I believe that to have a good working team they must have communication, respect for each other and knowledge of their department."

Maye Patterson - "Focus, goal-oriented, a plan for success, organized, and good leadership are some of the qualities of a good team Also, the team members are diverse, they share ideas, and they support and respect one another."

