

RECEIVED

STATE OF NEW HAMPSHIRE

Honorarium or Expense Reimbursement Report
Executive Branch - RSA 15-B

NOV 09 2020



NEW HAMPSHIRE DEPARTMENT OF STATE

Type or Print all Information Clearly:

Name: Michelle Heaton Work Phone No. 271-2399
First Middle Last

Work Address: 21 S. Fruit St, Suit 14, Concord, NH 03301

Office/Appointment/Employment held: NH Insurance Department, Administrative Hearings Judge

List the full name, post office address, occupation, and principal place of business, if any, of the source of any reportable honorarium or expense reimbursement. When the source is a corporation or other entity, the name and work address of the person representing the corporation or entity in making the honorarium or expense reimbursement must be provided in addition to the name of the corporation or entity.

Source of Honorarium or Expense Reimbursement:

Name of source:
First Middle Last

Post Office Address:

Occupation:

Principal Place of Business:

If source is a Corporation or other Entity:

Name of Corporation or Entity: The National Judicial College

Name of Corporate/Entity Representative: Joseph R. Sawyer

Work Address of Representative: Judicial College Building/MS 358. Reno, NV 89557

Value of Honorarium: Date Received: If exact value is unknown, provide an estimate of the value of the gift or honorarium and identify the value as an estimate. Exact Estimate

Value of Expense Reimbursement: \$199 Date Received: 10/21/2020 A copy of the agenda or an equivalent document must be attached to this filing. Exact X Estimate

Briefly describe the service or event this Honorarium or Expense Reimbursement relates to:

Scholarship for an online continuing education course

"I have read RSA 15-B and hereby swear or affirm that the foregoing information is true and complete to the best of my knowledge and belief."

Signature of Filer (Handwritten Signature)

11/5/2020 Date Filed

RSA 15-B:9 Penalty. Any person who knowingly fails to comply with the provisions of this chapter or knowingly files a false report shall be guilty of a misdemeanor.

Return to: Secretary of State's Office, 107 North Main Street, State House Room 204, Concord, NH 03301



THE NATIONAL JUDICIAL COLLEGE

Effective Communication in Virtual Hearings

Friday, October 23, 2020

7:00 am Hawaii / 10:00 am Pacific / 11:00 am Mountain / 11:00 pm Central / 1:00 pm Eastern

Table of Contents:

Page

1. *Faculty Biographies* (Oct. 2020) [NJC Document]2
2. Description and Learning Objectives.....3
3. Melanie Sampson, Katy Straub, Jill Tolles, *Effective Communication in Virtual Hearings* (Oct. 2020) [NJC PowerPoint]5

Description and Objectives

The judicial branch and the administrative judiciary have worked for years to ensure that judges communicate effectively during hearings and trials. With the advent of COVID-19, judges must confront new barriers to effective communication, the online, virtual hearing. Whether conducted in WebEx, Zoom, GoToMeeting, or some other online conferencing platform, judges need to learn how to effectively communicate in the virtual court. Using a series of role plays and videos, a team of communication experts and judges will demonstrate best practices for effective online communication in today's virtual court.

During this course, you will learn to:

- Deliver the same quality of hearing virtually as you would deliver in-person;
- Apply effective communication techniques to the virtual hearing;
- Create a strong agenda for virtual hearings;
- Set the stage for virtual hearings including tone and staging;
- Use appropriate language to ensure access;
- Recognize barriers to communication and listening; and
- Control the parties in a virtual hearing.

Faculty

HON. ANTHONY RIZZO

Judge Anthony Rizzo is the Deputy Director and General Counsel for the City of Chicago Department of Administrative Hearings. The Department of Administrative Hearings conducts over 500,00 adjudications per year and utilizes 74 independent Administrative Law Judges. Deputy Director Rizzo supervises the four Senior Administrative Law Judges who oversee the Department's operating divisions. Deputy Director Rizzo also serves as the Department's training coordinator.

MELANIE SAMPSON, M.A.

Melanie Sampson is the Content Director at Literacy Works' Clear Language Lab. Through training, consulting, and materials review, she works with mission-driven professionals in various sectors, from healthcare to human services to legal aid and others, to prioritize their audiences through clear communication and plain language practices. Melanie assists with a variety of content including but not limited to flyers, handbooks, forms, presentations, and more, with a special emphasis on meeting the needs of readers who have experienced barriers to education. She previously spent nearly a decade working in adult education as an instructor, program administrator, and volunteer coordinator in one of Chicago's most diverse neighborhoods, Rogers Park. She has an MA in linguistics with a TESL concentration from Northeastern Illinois University as well as a BA from the University of Michigan; she has a certificate in plain language from the continuing studies program at Simon Fraser University. She is also currently a Board Member of Chicago Books to Women in Prison.

HON. KATY STRAUB

Judge Straub is Deputy Director for the Illinois Department of Central Management Services' Bureau of Administrative Hearings. In her position, Judge Straub is responsible for managing the Bureau's provision of fair, prompt, and impartial administrative hearings, providing centralized coordination and support for administrative proceedings Statewide. In that capacity, she coordinates technology solutions for hearings units; promotes uniform, user-friendly procedural rules; facilitates professional development for the State's adjudicators; and seeks to improve the administration of justice by working collaboratively with all stakeholders.

HON. LESLIE ANN TAYLOR

Judge Leslie Ann Taylor is the Bureau Chief/Chief Administrative Law Judge for the Bureau of Administrative Hearings, within the Office of the General Counsel at the Illinois Department of Healthcare and Family Services. In her role, Judge Taylor manages a team of Administrative Law Judges that facilitate administrative hearings that the department must provide to individuals and entities adversely affected by official department actions. Applicants and recipients of Medical Assistance and All Kids, custodial parents, responsible relatives and medical providers are all entitled to hearings on decisions of the department which adversely affect their rights.

PROFESSOR JILL C. TOLLES, M.A.

Jill C. Tolles is an adjunct professor at the University of Nevada, Reno in the Department of Communication Studies where she received her bachelor's and master's degrees in communication studies. She specializes in teaching organizational communication, listening, argumentation and debate, and interpersonal conflict. Professor Tolles has also been an instructor at Truckee Meadows Community College and Multnomah College. Previously, she worked for a non-profit and then joined the private sector as the Northern Nevada regional manager for Automatic Data Processing (ADP). Professor Tolles also serves in the Nevada Legislature as the Representative for Assembly District 25. She joined the faculty of The National Judicial College in 2013.

HON. AUDREY WADE

Judge Wade is the Supervising Hearing Officer for the Chicago Housing Authority. In her position she manages eight hearing officers who preside over contested administrative termination hearings in connection with the Housing Choice Voucher Program which services approximately 45,000 participants. She was also a former Administrative Law Judge for the City of Chicago where she presided over cases involving Municipal Code Violations and was appointed to the Illinois Supreme Court Committee on Character and Fitness 1st District in 2015.