

Video Number	Name	Skill	Description	Length (approx.)	Instructor	Written Material on Website
1993-01 Pt 1 & 2	Basic Evidence	Evidence		180	Prof. Melvin B. Goldberg, William Mitchell College of Law	N
1996-01	ADR: Mediation - Part 1		Part I of a skills-based course designed to give participants an introduction to the theory, statutory requirements, and techniques needed to serve as neutral third party mediators. Practice pointers for the judge as mediator will be discussed.	90	Gene Valentini, South Plains Assoc. of Gov't Dispute Resolution Center, Lubbock TX	N
1996-02	ADR: Mediation - Part 2		Part 2 of a skills-based course designed to give participants an introduction to the theory, statutory requirements, and techniques needed to serve as neutral third party mediators. Practice pointers for the judge as mediator will be discussed.	90	Gene Valentini, South Plains Assoc. of Gov't Dispute Resolution Center, Lubbock TX	N
1996-03	ADR: Mediation - Part 3		Part 3 of a skills-based course designed to give participants an introduction to the theory, statutory requirements, and techniques needed to serve as neutral third party mediators. Practice pointers for the judge as mediator will be discussed.	90	Gene Valentini, South Plains Assoc. of Gov't Dispute Resolution Center, Lubbock TX	N
1996-04	ADR: Mediation - Part 4		Part I of a skills-based course designed to give participants an introduction to the theory, statutory requirements, and techniques needed to serve as neutral third party mediators. Practice pointers for the judge as mediator will be discussed.	90	Gene Valentini, South Plains Assoc. of Gov't Dispute Resolution Center, Lubbock TX	N

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1996-06	Legal Research: Traditional Part I	Non-Attorneys	Part I of a seminar which surveys the use of the law library's resources to find the most recent and applicable case law, statutory, and regulatory materials. The course is a refresher for those who have been out of law school for a while or as a foundation for the technically trained adjudicator	60	Kay Schluter, Librarian, TX State Law Library	N
1996-08	Stress Management		If you need stress relief (and who doesn't?), this class is essential! It includes lecture, group discussion and information sharing regarding stress that is associated with rapid changes in the work place. Participants also practice both effective and ineffective stress management techniques.	90	David Biemer, Human Resources Specialist, Tx. Dept. of Human Services	N
1997-01	Burden of Proof: Something to Prove	Evidence	This seminar helps you to discover or review how courts have worked out some of the most challenging aspects of decision-making - who has to prove what and how do they prove it? This will boost your ability to make sound evidentiary rulings and decisions by finding out what these terms really mean.	95	C. Robert Wallis, Review Judge, WA State Utilities & Transportation Commission Lisa Anderi, Senior Attorney, US West, Inc., Greg Kopta, Esq. Seattle, WA	N
1997-02	Credibility 1997	Witness/Evidence Credibility	In this seminar, participants examine what adjudicators believe and why, exploring the basic assumptions underlying fact finding.	80	Lawrence Geller & Peter Hemenway	N
1997-03	Decision Writing 1997	Decision Writing	This workshop stresses the importance of writing legally sufficient findings of fact and conclusions of law. Subjects include: identifying the law, finding of facts from the evidence, drafting preliminary findings of fact, and deriving conclusions of law from the facts and the statutes. This course also addresses how to distinguish	105	Greg Kopta, Esq. Seattle, WA	N

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			findings of fact from discussions, considerations in drafting, and the role of peer\supervisor review of decisions prior to issuance.			
1997-04	Developing the Record	Hearing Management/Conducting Hearings	Judges Marousek and Fetch 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
1998-01	Advanced Evidence - Beyond the Basics	Evidence	This advanced evidence seminar focuses on evidentiary problems commonly confronted by hearing officials in administrative hearings. Because of jurisdictional variations in rules, the Federal Rules of Evidence will be used as a starting point for class discussion. Topics include hearsay, relevance, official notice, admission of documentary evidence and problems in rulings.	85	Carrie McLarty, ALJ, TX Dept. of Human Services	N
1998-02	Decision Writing 1998 - Part 1	Decision Writing	Part I. Dean Burnett discusses the processes of finding facts, applying law, and exercising sound discretion; the roles of lawyers, judges, and hearing officials as professional writers (whether they view themselves that way or not); techniques for enhancing the	70	Dean Burnett	N

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			logic and persuasive power of written decisions; and the development of individual checklists for persuasive written communication.			
1998-03	Decision Writing 1998 - Part 2	Decision Writing	Part 2. Dean Burnett continues the discussion of the processes of finding facts, applying law, and exercising sound discretion; the roles of lawyers, judges, and hearing officials as professional writers (whether they view themselves that way or not); techniques for enhancing the logic and persuasive power of written decisions; and the development of individual checklists for persuasive written communication.	70	Dean Burnett	N
1998-05	History and Theory of Administrative Law 1998	History of Administrative Law	This seminar covers basic principles of administrative law and includes the Administrative Procedure Act and an overview of due process in administrative hearings.	80	Carrie McLarty, ALJ, TX Dept. of Human Services	N
1999-01 Pt 1 & 2	Administrative Law	History of Administrative Law	Professor Albert, who was the attorney who made the oral argument in Goldberg v. Kelly before the United States Supreme Court, presents this seminar on the theory and history of administrative law. Prof. Albert focuses on due process mandates for administrative hearings since Goldberg.	150	Prof. Lee Albert, Univ. of Buffalo Law School	N

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1999-02, 04	Judicial Demeanor and Temperament - Pt 1 and 2	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
1999-03	Ethics for and Before the Hearing Official/ALJ	Ethics	Dean Ewald explores and examines ethical issues and dilemmas commonly faced by hearing officials in the administrative process. Active involvement of participants of participants will help you discover how to respond to these issues in your daily practice.	85	Linda Sorenson Ewald, Associate Dean, Univ. of Louisville, Brandeis School of Law	N
1999-05	Perspectives on Decision Making		This seminar focuses on the ways to discuss, analyze, and understand values in the decision-making process.	60	Mark Bennett, Esq., Decision Resources, Inc.	N
1999-06	Due Process in Administrative Hearings	Due Process		60	Prof. Lee Albert, Univ. of Buffalo Law School	N
2002-01	Administrative Review of Decisions		This seminar includes a brief overview of the administrative review process, and focuses on things that hearing officials do that may cause an appellate body to reverse, set aside or remand a case. Helpful hints and practical suggestions will be provided concerning both hearing procedure and decision writing.	85	Hugo Franco, Appeals Board, Arizona Dept. of Economic Security	N
2002-02	Credibility of Witnesses	Witness/Evidence Credibility	This seminar considers demeanor evidence in determining credibility of witnesses in the fact-finding process.	30	Prof. Gregory Ogden, Pepperdine University School of Law	N

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2002-03	Due Process 2002	Due Process	This advanced seminar discusses the theoretical foundations of the administrative hearing.	70	Prof. William R. Anderson, Univ. of Washington School of Law	N
2002-04	Judicial Ethics for ALJs and Hearing Officials	Ethics	Ethical issues and dilemmas commonly faced by hearing officials in the administrative process are explored and examined.	90	Prof. Gregory Ogden, Professor of Law, Pepperdine University	N
2003-02	Evaluating Evidence	Evidence	Hearing officials accept as evidence a sworn (or unsworn) statement, an agency document, a medical report, or a printout from an employer that states how much an individual has earned. Hearing officials accept hearsay testimony by persons lacking first-hand knowledge of the events described, or testimony from individuals when the event occurred years ago. What weight is or should be given to this evidence?	95	Edward Toussaint, Jr., Chief Judge, Minnesota Court of Appeals	N
2003-03	History of Administrative Due Process	History of Administrative Law	This seminar offers a historical review of the evolution of administrative due process from the beginning – the “right vs. privilege” distinction – the federal administrative procedures act – welfare and civil rights litigation and the seminal case of Goldberg v. Kelly.	75	Steven Moore, Administrative Appeals Referee, Minnesota Dept. of Human Services	N
2003-03	History of Administrative Due Process 2003	Due Process	This seminar offers a historical review of the evolution of administrative due process from the beginning – the “right vs. privilege” distinction – the federal administrative procedures act – welfare and civil rights litigation and the seminal case of Goldberg v. Kelly.	75	Steven Moore, Administrative Appeals Referee, Minnesota Dept. of Human Services	N
2003-04	Judicial Decision Making: Subjective, Objective or Both		Participants will gain insight into how judicial officers make decisions, what factors influence decision making, how personal values affect decision-making and what	70	Judge Kathleen Gearin, 2nd Judicial District of Minnesota	N

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			practical steps can be taken to encourage good decision-making.			
2003-05	Justice vs Prejudice and You	Equity and Inclusion	Laurence Geller presents a provocative view of our system of justice and the role prejudice plays.	30	Laurence Geller	N
2003-06	Developments in Admin Law in 2003		Professor Murphy reviews selection of recent administrative law cases from the federal courts.	75	Prof. Richard Murphy, William Mitchell College of Law	N
2005-01	Controlling Disruptions in the Hearing	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
2005-02	Due Process: When Is Judicial Review Required	Due Process	The United States Supreme Court has never clearly indicated whether judicial review of agency action by an Article III court is constitutionally required. This presentation describes and critiques the Court's jurisprudence on the availability of review and propose an alternative to the Court's current approach.	80	Sidney A. Shapiro, University Distinguished Chair, Wake Forest University	N
2005-03	Elder Law	Elective	This session will discuss what elder law attorneys do, their intake process, and common strategies regarding Medicaid eligibility. The attorneys also discuss common issues appealed, the reason for the appeal, and the independence of the hearing officer.	90	Tim Takis, Esquire, Elder Law Attorney; Mr. Begley, Jr., Esquire, Elder Law, Civility Law and Estate Planning	N

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2005-04	Evidence Basics for Hearing Officials	Evidence	This seminar presents basic principles of evidence for hearing officials including the following: admissibility of evidence (including relevance and materiality); hearsay rule, hearsay exceptions, and legal residuum rule; privileges, including self-incrimination, and attorney-client privilege; burdens of proof, prima facie case, presumptions, and reliability; foundation, authentication, and judicial notice; impeachment, prior inconsistent statements, and character for truthfulness; making a record, fact finding and standards for judicial review.	88	Prof. Gregory Ogden, Professor of Law, Pepperdine University	N
2005-06	High Volume Hearings		This seminar focuses on how the administrative judiciary can process cases expeditiously while being responsive to the legal requirements of due process.	60	unk.	N
2005-08	Atmospheric Conditions Affecting Administrative Hearings: When is a Judge Not a Judge		Closing session of the 2005 conference as presented by John Hardwick.	45	Hon. John Hardwick, retired Executive Director of NAALJ	N
2006-05	Evidence 2006	Evidence	Discussion of the theory behind the rules of evidence.	90	Prof. Martha Davis, Thurgood Marshall School of Law, TX Southern University	N
2007-01	Ensuring Unbiased Administrative Hearings: Projecting Appropriate Demeanor	Ethics	Paul Biderman discusses how hearing officials can protect litigants, attorneys, witnesses, and others with whom they work from perceiving bias in their hearing processes or in their offices. Participants will be better able to articulate the likely reactions of those who experience such behavior as biased in their hearings and	90	Paul Biderman, Director Institute of Public Law, University of New Mexico School of Law	N

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			other official acts; and they will be able to take appropriate action to eliminate bias from their hearings.			
2007-02	Judicial Review of Administrative Decisions Parts 1 and 2		Discussion of the availability of judicial review of administrative agency decisions, its constitutional and statutory basis, including the Administrative Procedure Act, the required exhaustion of administrative remedies, standing to seek judicial intervention and other related procedural doctrines. Judge Bustamante will also discuss the scope of judicial review such as deference accorded to agencies on findings of fact, weight of the evidence and credibility, the de novo analysis of conclusions of law, and the standard of review and other perspectives from the bench on selected cases.	90	Hon. Michael D. Bustamante	N
2007-04 Pt 1 & 2	Ruling on Objections - Parts 1 and 2	Evidence	Part I of a 2-part interactive program concerning how a hearing officer properly rules on objections raised during a hearing. The first part of each session will involve a brief review of the generally applicable administrative rules of evidence. This will be followed by extensive practice by participants in ruling on objections in a series of mini-mock hearing scenarios. Other participants and the presenter will then provide constructive feedback as to the rulings.	120	Jim Gerl, Attorney & Special Education Hearing Officer, State of W. Virginia	N

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2008-01	History & Evolution of Administrative Law 2008	History of Administrative Law	<p>Discussion of the nature, history, and evolution of American administrative law. Topics will include the history of administrative law in the United States, starting with the early federal agencies (ICC, FTC), the new deal expansion of federal agencies, the adoption of the federal APA, the later expansion of federal agencies in the 1960's and 1970's, and the evolution of state administrative law, including the rise of worker's compensation agencies, and state pension laws, the adoption of the MSAPA, and the development of state agencies in social welfare fields as a response to federal laws, and money. Other topics include types of agencies and administrative agencies functions in the executive branch, development of administrative adjudication, and rulemaking, and the important roles played by the courts in developing the law governing administrative agencies.</p>	60	Prof. Gregory Ogden	N

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2008-02	Due Process in an Era of Budget Constraints	Due Process	In a remarkably prescient presentation, the chief administrative law judge in Florida, Bob Cohen, discusses strategies for maintaining excellence, including in providing due process, in the face of tight budgets. The head of the Division of Administrative Hearings (DOAH), Mr. Cohen in his opening remarks at the 2008 NAHO Conference held in Orlando explains how budget cuts require innovation. Often with increasing numbers cases and decreasing numbers of hearing adjudicators, we must utilize new technologies, such as electronic filing, video conferencing, telecommuting, or other methods of saving time and money so cases can still receive the attention and due process they require. Mr. Cohen emphasizes that training, whether at conferences, in service, or online, is even more important than ever for understanding how the due process parties are entitled to may be delivered.	60	Hon. Robert Cohen, Chief ALJ, Florida Division of Adm. Hearings	N
2008-03	Judicial Ethics for Hearing Officials 2008	Ethics	Professor Ogden discusses core ethical principles such as impartiality and neutrality in decision-making; typical ethical issues common to all adjudicators.	60	Prof. Gregory Ogden	N
2008-04	Writing the Decision: Nuts and Bolts	Decision Writing	This class will focus on the following issues: (1) whether the issue was clearly defined and properly identified; (2) whether the facts and findings of fact were supported by the identified evidence; (3) whether the law cited was clear, appropriate and tied in to the facts; (4) whether the	80	Laurence Geller, Peter Hemenway	N

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			legal conclusions were clear to be understood by the parties; (5) whether the Order was clear; and (6) whether a reviewing court would find the decision sufficient.			
2009-01	Researching Administrative Law	Non-Attorneys	Examples and explanations on how to research federal administrative rules and regulations in print, using the Code of Federal Regulation (CFR), List of CFR Sections Affected (LSA), and the Federal Register, and how to do the same using the electronic versions of these publications. Discussion of these equivalents on the state level, and how to access administrative decisions and documents from the various states.	100	John Ascombe?	N
2009-02	Docket Management		"The Mad Hatter vs. Rowdy Yates." Practical advice to administrative law judges on how to manage dockets and individual cases.	90	Hon. Gary Payne, Administrative Law Judge, OK	N
2010-01	Is This A Circus or An Administrative Hearing	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

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2010-03	Dealing Effectively with the Pro Se Litigant	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	Equity and Inclusion	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
2011-01	Legal Research	Non-Attorneys	The purpose of legal research is to find "authority" that will aid in finding a solution to a legal problem. In this seminar we'll provide an outline of the process, define certain terminology, identify the principle sources of case law and do a demonstration of how to perform legal research using Westlaw online.	90	Anthony J Baratta, Associate Chief Administrative Judge (retired), Atomic Safety & Licensing Board.	N
2011-03	Nuts & Bolts Look at Due Process	Due Process	What exactly does "due process of law" mean in terms of the work that a hearing officer does? This will not be an academic or law school style review of court precedent. Instead, we will examine what due	90	Gerl, Jim	N

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			process is and what it should look like in our hearings.			
2012-01	Alternative Dispute Resolution		This class will cover the techniques for recognizing which cases are appropriate for alternative dispute resolution and will address how ADR professionals evaluate cases and decide which method of dispute resolution is appropriate for each individual case. The class will explain the standards of conduct and the ethical considerations of ADR. It will provide tips to improve your negotiation skills and will include instruction on how to avoid problems and prevent the classic errors that often block reaching agreement.	80	Don Philbin, Attorney/Mediator	N
2012-02	Writing Skills	Writing	Improve the quality of your writing and write more concisely	90	Paul Keeper, Administrative Law Judge, TX State Office of Administrative Hearings	N
2014-02	Mediation of Administrative Disputes		Mediation—some agencies use it successfully as an adjunct to administrative litigation, and some agencies view mediation as beyond the limits of their jurisdiction. In this course, an ALJ and a mediator-trainer will team-teach an interactive program that will avoid the blather of the usual courses on mediation. Among the topics will be: How could I use mediation even if my agency doesn't provide mediation services?; If my agency wanted to start a pilot mediation program, how would we begin?;What are the ethical issues for an ALJ to serve as a	70	Paul Keeper, Administrative Law Judge, TX State Office of Administrative Hearings; Mary Thompson, President, Corder/Thompson & Associates, Austin TX	N

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			mediator?;"Where could I get (or sharpen) my mediation skills?"			
2016-01	Security in the Workplace		Across the country threats against the Federal Courts and incidents of workplace violence have been on the rise. This series of videos provides simple, common-sense tips to ensure your hearing site is as safe and secure as it can be..	30	US Marshals Service	N
2018-01	How Due Process Impacts Administrative Hearings	Due Process	Long time hearing officer and popular NAHO lecturer Jim Gerl asks you to consider exactly what "due process of law" means for a hearing officer. This will not be an academic review of court precedent. Instead, we examined what due process is and what it should look like in our hearings.	60	Gerl, Jim	Y
2018-02	Ethics: Independence, Impartiality & Integrity	Ethics	This class by Peter Hemenway examines how to recognize pressures which may affect hearing officers and discuss how to safeguard the hearing process from the slightest appearance of partiality.	60	Peter Hemenway	Y
2018-03	Evidence: Handling Controversial or Problematic Admissibility Questions	Evidence	Determining what evidence to admit and what to exclude in a hearing is one of the integral and most difficult parts of a hearing officer's job. Hearsay evidence is often problematic. Bonny Fetch, James Gerl and Paul Keeper address how to handle these questions in this session.	60	Bonnie Fetch, Jim Gerl, Paul Keeper	N

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2018-04 Pt 1 and 2	How to be An Administrative Hearing Officer	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
2018-05	Examining & Eliminating Implicit Biases	Equity and Inclusion	Many hearing officers believe they have few biases and, if they do, they're aware of them. This class by Peter Hemenway will explore whether these beliefs are true and, if untrue, how biases affect us when we conduct hearings, make findings of act and write decisions.	120	Peter Hemenway, Administrative Law Judge, CA Dept of Social Services (ret.)	Y
2018-06	Judicial Reasoning for Hearing Officials		Decision making is at the heart of a hearing official's work. If you struggle with the cognitive process of decision making or if you often wonder if you've reached the right conclusions, this session will help you better understand the process	60	Toni Boone, Administrative Law Judge (retired); Janice Deshais, Esq. : W. Michael Gillette, Associate Justice, Oregon Supreme Court (retired)	Y
2018-08	Handling Hearings Involving Pro Se Parties/Witnesses Who Cannot Read	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	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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2018-10	Rulemaking & Why You Need to Know About It		This seminar examines what happens when agencies make mistakes during the rulemaking process. Does failure to follow the process invalidate the rule? Can the mistake be cured? Judge Gillette also focuses on the hearing officers' powers and obligations when a rule is challenged on jurisdictional grounds	60	W. Michael Gillette, Associate Justice, Oregon Supreme Court (retired)	Y
2019-01 Pt 1 and Pt 2	Sanctioning Authority of Administrative Hearing Officials		This course addresses whether hearing officials have sanctioning authority related to parties, attorneys or other hearing representatives	120	Gregory Ogden, Professor, Pepperdine Univ. School of Law	Y
2019-02	Conducting Telephonic & Video Hearings & Assessing Credibility By Telephone	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
2019-03	Why All This Talk About Hearsay?	Evidence	This course is an opportunity for hearing officials to deepen their understanding of what hearsay is, what it is not, and when it matters. The session also explores the relationship of hearsay to evidence concepts, such as relevancy and materiality	45	Peter Halbach, Chief Hearing Officer, North Dakota Dept. of Transportation	Y
2019-04	Managing Hearings Involving Self Represented Litigants	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
2019-05	Common Issues in DUI/Implied Consent Admin Hearings		This session address common issues such as admissibility of evidence, elements of "actual physical control" and what constitutes a refusal. Other topics include the distinction between due process and admissibility of evidence in criminal proceedings compared to administrative hearings	60	Peter Halbach, Chief Hearing Officer, North Dakota Dept. of Transportation	Y

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2019-06	Procedural Due Process: Essential Elements	Due Process	In this session, we'll break down the elements of due process from a common sense perspective. Different types of administrative hearings are compared and contrasted with respect to the degree of process that is "due" in each case	60	Toni Boone, ALJ (retired); W. Michael Gillette, Associate Justice, Oregon Supreme Court (retired).	Y
2019-07	Judicial Ethics for Hearing Officials 2019	Ethics	This lecture discusses core ethical principles such as impartiality and neutrality in decision making. Note: The first hour of this class was not recorded.	60	Prof. Gregory Ogden	Y
2019-08	Legal Research & Terminology for Non-Attorneys	Non-Attorneys	This session outlines the legal research process, defines terminology, identifies sources of case law, and gives examples of research strategies	60	Anthony J Baratta, Associate Chief Administrative Judge (retired), Atomic Safety & Licensing Board.	Y
2019-09	Leadership: Effectively Supervising Administrative Adjudicators		This lively, interactive class will identify the errors many managers make and provide real world suggestions for inducing your employees to willingly follow your leadership and direction	60	Toni Bonne, ALJ (retired)	Y
2019-10	Hearing Official Safety		This discussion focuses on how to identify risks and develop a hearing security plan.	60	Avon Jackson, Sr. Inspector, US Marshals Service	N

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2020-01	Virtual Access to Justice: Conducting Remote Hearings Using Video Conferencing Platforms	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
2020-02	Medicaid Disability Adjudication		Persons under 65 that do not have minor children living with them must prove they are disabled to qualify for Medicaid, in addition to income limitations. Many states also have a separate category for disabled children. This session will provide an in-depth explanation of Medicaid disability requirements, types of evidence that will satisfy those requirements, the process for Medicaid hearings, and the regulations that form the bases for all. The class will feature small-group breakouts for discussion with your peers across the country.	90	Colleen T. Q. Clark, Hearing Officer South Carolina Department of Health and Human Services	y

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2020-03	Developing the Record of In-Person, Video, and Telephonic Administrative Hearings.	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
2021-01	Online and In-Person Security Recommendations for Administrative Adjudicators	Security	Security and safety measures of which to be aware when using any online conferencing platform; Tips to prevent unwanted intrusions from outsiders during your online hearings; Dealing with hostility or aggression during hearings, whether online or in-person; Calming an angry or disruptive hearing participant, whether online or in-person; Deescalating volatile situations: What to do and say; Threat assessment – determining who is dangerous; Warnings for the wise: general recommendations for your safety and security	90	John Muffler, Principal Aequitas Global Security LLC	y

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2021-02	Overcoming Intergenerational Barriers in Administrative Hearings: Bridging the Gap from Generation to Generation	Hearing Management/Conducting Hearings; Bias and Inclusion	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	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	

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2021-05	Organizing and Writing Findings of Fact, Conclusions of Law and Orders	Decision Writing	This class will cover organizing and writing Findings of Fact, Conclusions of Law, and Orders, how, when writing, to think ahead about the possibility of appeal, how to avoid remand, and how to deal with remand when it can't be avoided. Attendees may also learn a bit about the interesting history of writing administrative law decisions, which dates back to veterans' appeals to Congress for benefits based on Revolutionary War service	60	Teresa Rankin, Appeals Officer formerly with the Department of Administration, Hearings Division (ret.)	
2021-06	Virtual Supervising		If you're a leader in today's workplace, you've likely been tasked with managing your team from a distance. This class examines the benefits and challenges of virtual leadership and the keys to guide and encourage your team virtually. Three experienced, tech-savvy managers of hearing officials will provide practical advice on communicating clearly via virtual means, building strong working relationships despite physical distance, verifying that goals are being met, and building morale in inventive ways. Non-supervisors will also benefit from this class and are welcome to attend.	60	Sarah Huber, Hearing Officer, North Dakota Department of Transportation; Wendy Johnson, Lead Hearings Officer for the Health and Human Services Commission (TX); Bobbie Marshall, Hearings Manager for Texas Health and Human Services Commission	
2021-07	Ruling on Objections 2021	Evidence	Hearing officials must all rule on objections but it need not be anxiety causing. While the rules of evidence vary somewhat from one jurisdiction to another, the objections we hear are pretty much the same. This session will encourage you to embrace the rules of evidence so you can confidently respond to the most common objections.	60	Peter Halbach, Chief Hearing Officer, North Dakota Dept. of Transportation	

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			Knowing what to do and, perhaps as importantly, what the objecting party must do and when, will help you hold fair hearings for all parties while producing a better record for any subsequent review.			
2021-08	Implicit Bias	Equity and Inclusion	Hearing officials have an affirmative duty to be neutral and impartial but as human beings, we're subject to implicit or unconscious biases. This class will focus on lesser-known biases, such as dealing with uneducated parties, Highly Sensitive Persons (HSP), the disabled, and other groups that are frequently encountered in hearings but are seldom discussed.	60	Aaron Smith, Administrator of the Arizona Department of Economic Security's Office of Inspector General, Appellate Services Administration	
2021-09	Due Process in School Discipline Hearings	School Discipline	This class covers aspects of due process for school hearing officials and compares and contrasts school hearings with civil and criminal trials. The three essential elements of due process—Notice, Opportunity to Present and Cross Examine, and a Decision Based on the Evidence Presented in the Case—are examined in detail. Also covered will be hearings with pro se litigants, basics of hearsay evidence, and the use of subpoenas. Presenters will share evidence and proceeding documents used by school hearing officials and will cover issues related to appeals, including those to State Boards of Education and Superior Courts.	60	Cindy Antrim, Assistant Director of Student Discipline and Behavioral Intervention as well as Hearing Officer for Gwinnett County (GA) School District; Colleen Ulrich, Assistant Director of Student Discipline and Behavioral Intervention and Hearing Officer for Gwinnett County (GA) School District; Jimmy Stokes, Executive Director of the Georgia Association of Educational	

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					Leaders (GAEL)(ret.)	
2021-10	Hearing Challenges	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)	Y
2021-11	Judicial Demeanor	Ethics	Headlines and bar association journals across the nation have recently reported the names of administrative judges, as well as judges in the traditional court system, who have been disciplined or were forced to leave their positions for displaying demeanor that was inappropriate. Exactly what demeanor is appropriate? What does "judicial demeanor" entail? Further, how does an adjudicator maintain the proper judicial demeanor when faced with warring parties and contentious counsel? Courtroom (or hearing room) civility seems to be a thing of the past, yet every	90	Richard Murrell, Chief ALJ	

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			code and canon of ethics and professional conduct require us to deport ourselves in the proper manner despite what others may do. Join us for a practical look at the importance of maintaining a cordial, yet dignified temperament, realistic instruction on how to do so, and a review of the ethics canons which require us to provide "judicial demeanor."			
2022-01	Ease Stress and Foster Wellness	Stress Management	Learn some new techniques to alleviate mental and emotional stress and foster wellness in your daily life. Stress is part of daily life but when it becomes elevated for extended periods of time, it can cause physical and psychological damage. Learn how to activate your parasympathetic relaxation response to release stress through soothing breathing practices and self-massage and experience the cooling, calming effects of meditation.	60	Bonnie Fetch, ALJ (retired)	N
2022-02	My Hearing is Over, Now What: The Art of the Written Adjudication	Decision Writing	In this course you will learn tips to organize your thoughts and materials in preparation for writing, the basics of the formulation of findings of fact and conclusions of law, and the role of clear writing in providing due process	60	Mary Long, ALJ Pa. Public Utility Commission	Y

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2022-03	Ethics: Application and Accountability	Ethics	This class assumes you have a general understanding of the ethics governing administrative hearings. While the Canons of Ethics will be referenced, the class will focus on the practical application of the canons using actual ethical dilemmas that have been faced by administrative adjudicators. With each scenario, class participants will be asked to decide the action that the hearing official should take in each situation. The class will focus on choosing the best course of action when faced with ethical dilemmas.	60	Toni Boone, ALJ (retired); W. Michael Gillette, Associate Justice, Oregon Supreme Court (retired).	Y
2022-04	Evidence Challenges: Privileges	Evidence	Many of us are governed by a statute stating we are not "bound by evidence rules, except those on privilege." These privileges, as in privileged communication or privileged evidence, are a result of a right expressed in the U.S. Constitution or in a statute. This class will cover the broad, general principles that inspired the concept of privileges and will look at how and when privileges might apply in administrative hearings. Techniques for dealing with privileges on a day-to-day basis will also be included, using examples taken from actual administrative hearings.	60	Toni Boone, ALJ (retired); W. Michael Gillette, Associate Justice, Oregon Supreme Court (retired).	Y
2022-05	History and Development of Administrative Law	History of Administrative Law	Haven't you ever wondered how we got here? Why does the U.S. use this process of administrative adjudication to settle some disputes between citizens and government entities? Did you know that administrative hearings date back to colonial times? And much more, including what's ahead. You'll gain a better	60	W. Michael Gillette, Associate Justice, Oregon Supreme Court (retired)	

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			understanding of the way administrative law touches almost every conceivable aspect of life and a newfound respect for the work that you and your colleagues perform.			
2022-06	How to Hire the Best People, Especially in the Area of Ad Law		Everyone wants to hire the best candidate, especially when the vacancy is for a person to serve as an impartial trier of fact—a representative of the justice system of administrative adjudication. Nowadays, the average government employee remains in a position for 6 years. More hearing officials are being hired. Frequent turnover and additional openings mean competition for the best candidates is tough. More adjudicators result in the hiring of additional support personnel too. The best person isn't looking for work—they're working somewhere else. How do you advertise for and recruit that person? How do find someone with the right skills? How do you screen to select those you want to interview? What traits make someone a good fit for your office?	60	Toni Bonne, ALJ (retired)	N
2022-07	Constructing a Comprehensive Administrative Hearing Record	Hearing Management/Conducting Hearings	This course discusses the importance and purpose of the hearing record; what the hearing record entails and how it is created; techniques for creating a clear, complete record of the proceeding; special techniques when your hearing includes self-represented litigants and the nuts and bolts of		Toni Boone, ALJ (retired); W. Michael Gillette, Associate Justice, Oregon Supreme Court (retired).	

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			stipulations, types of evidence, offers of proof, expert witnesses etc.			
2022-08	Implicit Bias and Its Impact on ALJ Decision Making	Equity and Inclusion	In this course, you will learn how perceptions are recorded, retained and reinforced by your unconscious brain; define and explain "implicit bias" and identify biases that are common in judicial decision-making.	90	Toni Boone, ALJ (retired); W. Michael Gillette, Associate Justice, Oregon Supreme Court (retired).	N
2022-09	Advanced Mediation Issues: Understanding Causes of Impasse		Mediation is a process wherein parties involved in a dispute meet with a neutral go-between who assists them in the negotiation of their differences. Mediation is a wonderful tool in settling disputes except on those occasions when negotiations are at an impasse. In September's one-hour webinar, an experienced mediator will explain different techniques for getting the parties out of deadlock and moving toward settlement again.	60	Richard Murrell, CALJ (TN)	Y
2022-10	Ethics: Avoiding Impermissible Ex Parte Communications	Ethics	An ex parte communication occurs when a party to a case, or someone involved with a party, speaks to, writes to, or otherwise communicates directly with an adjudicator about the issues in a case pending or impending before the adjudicator without the knowledge of the other parties. Any administrative adjudicator, regardless of job title or the type of hearing over which he/she/they may preside, must consider only the evidence presented to them that is a part of the record of the hearing.	80	Peter Halbach, Chief Hearing Officer, North Dakota Dept. of Transportation	Y

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2022-11	Building your Bench Skills - Ruling on Objections	Hearing Management/Conducting Hearings	Ruling on objections need not cause anxiety. While the rules of evidence vary somewhat from one jurisdiction to another, the objections we hear are pretty much the same. Knowing what to do and, perhaps as importantly, what the objecting party must do and when, will help you hold fair hearings for all parties while producing a better record for any subsequent review.	60	Mary Long, ALJ Pa. Public Utility Commission	Y
2022-12	Ethics: Remaining Independent and Neutral	Ethics	Hearing officials, by conducting hearings, resolve disputes between government agencies and the public they serve. If hearings are to be fair, hearing officials must base their decisions solely on the facts and the law, without being influenced by the desire of the agency to receive a favorable outcome. How can hearing officials be wholly impartial in cases involving agencies which pay their salaries? This class will include real-life examples of what not to do from hearing officials who should have known better.	60	Peter Halbach, Chief Hearing Officer, North Dakota Dept. of Transportation	Y

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2022-13	Interrupting Racial, Ethnic and Gender Bias	Equity and Inclusion	This session will explain implicit bias and provide examples of its subtle manifestations. After review of anti-discrimination laws and statistics, we will discuss specific race, gender, and ethnic biases in legal proceedings with these three objectives in mind: (1) show hearing officials how to identify manifestations of implicit bias; (2) provide concrete strategies for reducing their own biases; and (3) demonstrate communication tips for addressing and responding to biases in others	75	Prof. Chris Chambers-Goodman	Y
2022-14	Default and Due Process	Due Process	This course will cover the basics of due process, identify the points in the default process where an adjudicator should pay special attention to due process considerations, and address best practices for ensuring that a case warranting default is both timely and considerately managed.	60	Carolyn Stephens Ryker, Administrative Judge (IN)	Y
2022-15	Record-Based Fact-Finding: Making Decisions When They Don't Come Easy	Decision making	Discussion of challenges to decision making, elements essential to objective judicial decision-making; explaining what is meant by the weight of the evidence	60	Richard Murrell, CALJ (TN)	Y

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2023-01	Time and Caseload Management for Hearing Officials	Docket Management	Most of us have fallen behind in our decision/order writing and had a backlog of cases waiting to be written up. There are ways to reduce a backlog, make better use of your time, and there are various approaches to do more work in less time. This class provides common-sense techniques and practical methods for preventing backlogs, as well as tips for keeping up with your workload that have been successful for other hearing officials.	60	Toni Boone, ALJ (retired); W. Michael Gillette, Associate Justice, Oregon Supreme Court (retired).	Y
2023-02	What You Should Know: Administrative Hearing Fundamentals	Hearing Management/Conducting Hearings	Hearing Officials need to be grounded in many areas. This session is a survey of several areas. Its history reveals administrative hearings to be a more flexible approach to resolving disputes with agencies. The minimum requirements of due process will be discussed as well as bench skills, including ruling on objections and the sources and principles of evidence. The role of the hearing officer in fact finding, including the evaluation of credibility, and providing a written decision based upon fully developed record will be discussed. Hearing officials must also always be aware of their ethical obligations in maintaining a fair and impartial forum for hearing participants.	60	Peter Halbach, Chief Hearing Officer, North Dakota Dept. of Transportation	Y

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2023-03	Using Demeanor Evidence to Determine Facts	Witness/Evidence Credibility	This session discusses the nature, history, and use of demeanor evidence to determine witness credibility in fact-finding by administrative adjudicators, analyzes credibility determinations involving demeanor evidence in the written decisions of adjudicators, and examines the use of demeanor evidence using hypotheticals drawn from administrative hearings.	60	Gregory Ogden, Professor, Pepperdine Univ. School of Law	Y

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2023-04	Recent Developments in Administrative Law - Spring 2023		<p>In <i>West Virginia v. EPA</i>, the U.S. Supreme Court mandated that administrative agencies must point to clear legislative endorsement for the authority claimed when deciding “major questions”. Do you know when and whether the issues before you are “major questions”? Agencies have long relied on the deference afforded by <i>Chevron USA Inc. v. Natural Resources Defense Council</i>, but appellate courts have recently opined that the <i>Chevron</i> doctrine applies rarely and narrowly. Do you know under what circumstances it may or may not in your hearings? In <i>Lucia v. SEC</i>, the U.S. Supreme Court held that some ALJs lacked the property authority to decide certain cases. Might the same logic be applied to state or local administrative adjudicators or to adjudicators hired on a case-by-case/hourly basis? U.S. Supreme Court decisions can impact how we do what we do. Do you know when and how? This thought-provoking class will provide context and understanding to grasp these important concepts.</p>	60	W. Michael Gillette, Associate Justice, Oregon Supreme Court (retired)	Y

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2023-05	Creating and Preserving the Record for Review	Hearing Management/Conducting Hearings	A dispute was settled by hearing but the petitioning party didn't like the outcome. Due process demands there be a means of review for the dissatisfied party. The reviewing entity can't speculate regarding whether the adjudicator determined the case correctly. They must rely upon the record to determine whether the adjudicator made any legal errors and whether the facts found were supported by the evidence. This class addresses best practices and pitfalls on creating and preserving hearing records.	60	Toni Boone, ALJ (retired); W. Michael Gillette, Associate Justice, Oregon Supreme Court (retired).	Y

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2023-06	Conducting a Prehearing Conference		<p>Hearing officials have the responsibility of managing every casefile from the time the case is assigned until the decision or order is issued. The prehearing conference is an effective tool in managing this process. This class covers the various types of prehearing conferences, their purposes and functions, and the best practices for scheduling a prehearing conference. Also, discussed will be techniques for dealing with discovery, common prehearing motions, and how to decide whether to set a second or subsequent prehearing conference or to set the case for hearing. Also included will be creating prehearing conference agendas, issuing orders for and notices of the prehearing conferences, and issuing post-prehearing conference orders.</p>	60	<p>Janice Deshais, Director (retired) Office of Adjudications of DEEP (CT) ; Mary Long, ALJ, Pa. Public Utility Comm'n</p>	Y

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2023-07	Prehearing Preparation for High Volume Hearing Officials		<p>Many NAHO members preside over hearings with only a few issues but have case calendars with a dozen or more hearings per week. For these hearing officials, prehearing conferences may be rare. But preparing for hearings in advance is just as important, if not more important, for those with high-volume dockets. Prehearing casefile preparation leads to a better, less time-consuming hearing experience. Prehearing preparation can identify (and often eliminate) problems that would otherwise go undiscovered until the hearing. A checklist on prehearing casefile review will be provided. Learn how prehearing casefile review provides a “roadmap” to get through the subsequent hearing quickly, efficiently, and effectively.</p>	60	Toni Bonne, ALJ (retired)	Y

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2023-08	Prepare for Medicaid Unwinding		Join us for an informal discussion for Hearing Officials conducting Medicaid Eligibility hearings and the increase in workload due to continuous Medicaid unwinding. Beginning April 1, 2023, states could terminate Medicaid enrollment for individuals who were no longer eligible because of the expiration of the Covid-19 public health emergency. States have up to 12 months to return to normal eligibility and enrollment operations. This means millions upon millions of individuals will have their Medicaid eligibility reviewed, which means more denials and--you guessed it--more appeals! How will you and your state handle this increase in appeals?	60	Bobbie Marshall, Assistant Director of Fair and Fraud Hearings for the Texas Health and Human Services Commission	Y
2023-09	Attorneys Behaving Badly	Hearing Management/Conducting Hearings	<p>This class provides many examples of actual and somewhat shocking statements that were really made in administrative hearings and furnishes a specific verbal response to give in return.</p> <p>If you think your hearings can be vexing, just wait until you hear some of the statements made in other administrative hearings. This class will cover several disrespectful situations and statements and will give you the words to calmly respond with dignity and courtesy.</p>	60	Toni Boone, ALJ (retired); W. Michael Gillette, Associate Justice, Oregon Supreme Court (retired).	Y