This workshop was held at the 2018 Equal Justice Conference in San Diego, California.

Title:
We've Got Sunshine in Our Pocket...and Other Ways to Ensure Access to Justice

Presenters:
Nalani Fujimori Kaina, Legal Aid Society of Hawaii, Honolulu, HI
Alison Paul, Montana Legal Services Association, Helena, MT
Julia Wilson, OneJustice, San Francisco, CA

Uncertainty. Not knowing what's next. Another funding loss. Sometimes it can be hard to maintain dedicated commitment to legal services and pro bono work. Sharing stories and tips to get through tough times, presenters will get you reenergized and exciting about your work again. Come prepared to laugh, smile...and maybe even dance.
Playlist – The Legal Aid Experience

Side 1 - Songs to give you inspiration for your Management Challenges (occasionally explicit)

1. Cheap Motel – Southern Culture on the Skids
2. Rock Bottom, Population 1 – Robbie Fulks
3. Trouble – Iggy Azalea
4. Run Myself out of Town – The Holmes Brothers
5. Waiting on You – Greg Brown
6. Where it At – Trombone Shorty
7. I Don’t Want to Have a Nice Day – Greg Brown
8. Over It – Southern Culture on the Skids
9. Gabbin’ Blues – Big Maybelle
10. Sick of You – Cake
11. Chain of Fools – The Commitments
12. Pissin’ On a Skunk – Saffire
13. You’ll Be Back – Jonathan Groff (Hamilton)

Side 2 – Inspiration and Rebellion

1. Birdhouse in Your Soul – They Might be Giants
2. Free Me – Joss Stone
3. Just Fine – Mary K. Blige
4. Human – Ran N’Bone Man
5. I Will Survive – Cake
6. Chains of this Town – BRS-49
7. Think – Aretha Franklin
8. I Get Evil – Pat Benatar
9. I Don’t Want No Man – Big Time Sarah
10. I’m Still Standing – Elton John
11. U Can’t Touch This – MC Hammer
12. Sir Duke – Stevie Wonder
13. So Long Baby, Goodbye – The Blasters

Prepared by – Alison Paul, Montana Legal Services Association, May 8, 2018
We’ve Got Sunshine in Our Pockets And Other Ways to Ensure Access to Justice

Panel

Nalani Kaina  
Executive Director  
Legal Aid Society of Hawaii

Alison Paul  
Executive Director  
Montana Legal Services Association

Julia Wilson  
Chief Executive Officer  
OneJustice
Who are you?

- Name
- Program
- Position
- Favorite Feel Good Song

OVERVIEW

Help your program get through the tough times and uncertainty

- Morale
- Planning
- Distributed Leadership
- Staff Engagement
- Effective Communication
OUR STARTING POINT

6 Waves of Emergency Responses

- Muslim Ban
- Deportation & Raids
- Threat of LSC Funding Elimination
- End of DACA
- Two Sets of Fires
Difficult to See to the Other Side

Overwhelmed
Uncertainty
Fatigue

Management Vacuum = Bad Habits = Poor Access to Justice
YOUR STARTING POINT
What are some of the key challenges that you’re facing in your program?

How do you look on the bright side? There is no bright side here. None!

- Branch
Five Things...

1. Morale
2. Planning
3. Distributed Leadership
4. Staff Engagement
5. Effective Communication

“The best morale exist when you never hear the word mentioned. When you hear a lot of talk about it, it’s usually lousy.”

Dwight D. Eisenhower
Always Secure Your Mask First

Insanity

Doing the Same thing Over and Over and Expecting Different Results
“It takes as much energy to wish as it does to plan.”

Eleanor Roosevelt

Hawaii

Vision, Mission and Commitments

Key Strategies

Return Back Constantly
Montana
Planning Process
Tailor to Situation
Staff Input is Key

OneJustice
Reboot on Strategic Plan
Quarterly All-Staff

Provide life-changing legal help to those in need by transforming the legal aid system

Everyone has access to high-quality civil legal aid

- Infrastructure: refine the revenue model
- Infrastructure: strong and effective board
- Infrastructure: strong and effective staff
- Innovation: Project Replication Initiative to study, package & sell successful projects
- Innovation: Labs to identify, develop, incubate, test, and spin off transformative projects
- Program: Undertake national policy to proactively change systems affecting Californians
- Program: Deliver an effective mix of projects to transform the legal aid system
distributed leadership

“The function of leadership is to produce more leaders, not more followers.”

Ralph Nadar
Why?
Resiliency
Creativity & Innovation
Better Decisions
Increased Buy-In
Build the Bench
Equity & Inclusion
FUN!

MOCHA
Clear Decision-Making
Manager
Owner
Consulted
Helper
Approver
Gradients of Agreement

A method for hearing all perspectives and moving toward agreement

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<tr>
<td>Whole-hearted endorsement</td>
<td>Agree with minor difference(s)</td>
<td>Support with reservations</td>
<td>Abstain</td>
<td>Disagree</td>
<td>Formal disagreement</td>
<td>Block</td>
<td></td>
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<td>&quot;I really like it.&quot;</td>
<td>&quot;Basically I like it.&quot;</td>
<td>&quot;I can live with it.&quot;</td>
<td>&quot;I don't have an opinion.&quot;</td>
<td>&quot;I disagree and my perspective has been heard.&quot;</td>
<td>&quot;I want my disagreement noted as a divergence.&quot;</td>
<td>&quot;I need to continue the conversation.&quot;</td>
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Maya Angelou

“We can learn to see each other and see ourselves in each other and recognize that human beings are more alike than we are unalike.”

Maya Angelou
Encourage Rebellion

Transparency
Opportunity
Ownership

9 Employee Engagement Archetypes
Ask people how they perceive their jobs and how they behave at work. Then map their answers.

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<th>PERCEPTIONS</th>
<th>Positive</th>
<th>Underachiever</th>
<th>All Star</th>
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<td>Indifferent</td>
<td>Delinquent</td>
<td>Drifter</td>
<td>Workhorse</td>
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<td>Negative</td>
<td>Saboteur</td>
<td>Cynic</td>
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<td>Destructive</td>
<td>Neutral BEHAVIORS</td>
<td>Constructive</td>
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SOURCE: VIRTUAL
FROM: "THE TWO SIDES OF EMPLOYEE ENGAGEMENT," BY SEAN GRABER, DECEMBER 2015
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effective communication

“Mai kū me ka hōʻolo, akā e kū me ke akahai.”

Don’t stand in an air of superiority, but stand in modesty.

‘Ōlelo No'eau

What to Share

Transparency
How to Share

Tonality
Authenticity
Humanize

ONE ASK

What’s one thing is springing to mind after this presentation?

WRITE IT DOWN

Get support, suggestions, and help from your small group.
What is one thing that you’ll take back with you?

INSPIRE
How will you help others in your program?

ACTION
What’s one action that you’ll take when you get back?

Happiness isn’t something you put inside you. It’s already there! Sometimes you just need someone to help you find it. And I don’t think it, I feel it!