



Working with High Conflict Clients: Ethics & Risk Management

Presented by

Bill Eddy, LCSW, JD, CFLS

Objectives

After this seminar, you will be able to describe:

- Five common personality patterns of high-conflict behavior
- Recent brain research in managing high-conflict clients
- How to avoid boundary violations with high-conflict clients
- Four-step method of working with high-conflict clients

- How to manage confidentiality issues and duties to warn others of risks
- Risks & opportunities of new roles in conflict settings
- Professional standards of care to avoid malpractice risks
- How to avoid burn-out and negativity while working with high-conflict clients

J&K Seminars Home Study Program - 6 hours CE credit - Fulfills Ethics Requirements

Understanding High Conflict Clients

- 5 High conflict personality disorders
- Impact on parenting behaviors
- Recent brain research
- Negative advocates
- Targets of blame
- The Cycle of high-Conflict Thinking

Managing High Conflict Clients

- Clear responsibilities and boundaries
- Confidentiality and Duties to Warn
- Arms-length, client-centered relationship
- Connecting with empathy and respect
- Analyzing options and self-determination
- Responding to misinformation
- Setting limits, educating about consequences

Managing High Conflict Environments

- Dual relationships and scope of practice
- Family counseling and conflict resolution
- Divorce and Family Court
- Standards for court-involved therapists
- Workplace coaching and dispute resolution
- Ethical standards as a mediator
- Managing professional splitting

Therapists As Targets of Blame

- Malpractice and standards of care
- Administrative Complaints
- Professional standards of practice
- Risks of violence
- Restraining orders
- Managing terminations and transfers
- Managing risk while enjoying your work
- Future of pain management

Bill Eddy, LCSW, JD, CFLS

Bill Eddy, LCSW, Esq., is President and co-founder of high Conflict Institute based in Scottsdale, Arizona. He is an attorney in California with 17 years experience representing clients in family court. He is also a Licensed Clinical Social Worker with 12 years experience providing therapy to children, adults, couples, and families in psychiatric hospitals and outpatient clinics. He is Senior family Mediator at the National conflict Resolution Center, in San Diego, California.

Bill obtained his Master of Social Work degree in 1981 from San Diego State University and his law degree in 1992 from the University of San Diego. He began his career as a youth social worker in changing neighborhood in New York City and first became involved in mediation in 1975 in San Diego.

He has taught Negotiation and Mediation at the University of San Diego School of Law and serves as adjunct faculty at the National Judicial College, and Straus Institute for Dispute Resolution at Pepperdine University. His articles have appeared in national law and counseling journals. He is the author of several books including those listed on the cover of this brochure.

Eddy provides seminars and training on managing high-conflict people for professionals in human resources, employee assistance programs, mental health, law enforcement, judges, attorneys, mediators, and other professionals. He has presented and consulted in over 25 states, Canada, Sweden, Australia and France.

Approved Home Study CE Hours for Psychologists Counselors Social Workers Nurses AOTA

Exam Enclosed Participant Practice Level—Intermediate