



Working with High Conflict Clients: Ethics & Risk Management

Presented by
Bill Eddy, LCSW, JD, CFLS

Bill Eddy describes the common personality patterns of high-conflict clients and the challenges they present to those they relate to including therapists. The program includes discussion of ethical issues and risks in working with such clients. Bill also describes therapeutic environmental approaches and techniques for handling clients who have aggressive personality disorders.

Social workers will be able to apply the information presented to work more effectively and safely with high conflict clients in their clinical work.

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

6 Hours CE Credits, including 3 Ethics CE Credits
(Social workers receive 5.5 CE credits total including 3 Ethics CE Credits)

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 case
- 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
Practice Level—Intermediate

Accreditations

*J&K Seminars, LLC is approved by the **American Psychological Association** to sponsor continuing education for psychologists. J&K Seminars, LLC maintains responsibility for this program and its content. (6 clock hours)*

*J&K Seminars LLC, Provider #1080, is approved as a provider for social work continuing education by the **Association of Social Work Boards (ASWB)** www.aswb.org, through the Approved Continuing Education (ACE) program. J&K Seminars LLC maintains responsibility for the program. ASWB Approval Period: 01/27/2018 – 01/27/2021. Social workers should contact their regulatory board to determine course approval. Social workers participating in this course will receive (5.5 continuing education clock hours.)*

*This course has been approved by J&K Seminars, LLC, as a **NAADAC Approved Education Provider**, for educational credits. NAADAC Provider #757, J&K Seminars, LLC is responsible for all aspects of the programing*

***American Occupational Therapy Association (AOTA)** – 0.6 hours*

***Pennsylvania Department of Education – Act 48** approved for (6 hours)*

***Pennsylvania Certification Board** (6 hours)*

*J&K Seminars, LLC is an approved provider of continuing education by the **Pennsylvania State Nurses Association**, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation (6 hours)*

***Ohio** Counselor, Social Worker, Marriage and Family Therapist- RCST111404 (6 hours)*

***State of Illinois** Department of Professional Regulation – J&K Seminars, LLC is a Registered Social Worker Continuing Education Sponsor – License #129-000833, and Marriage and Family Therapy Continuing Education Sponsor – License #168-000195 (6 hours)*

*This course is approved by the Association of Social Work Boards – **ASWB NJ** CE Course Approval Program. Provider 88 Course #1934 from 10/10/2018 to 10/10/2020 Social workers will receive the following type and number of credits: Ethics 3, Clinical Social Work Practice 2.5*

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