



Managing High Conflict Clients: Ethical & Risk Management Considerations

Presented by

Bill Eddy, LCSW, Esq.

Friday, May 19, 2023

LIVE INTERACTIVE WEBINAR 9 a.m. - 4:15 p.m. ET

Overview

Clients with “high conflict” personality disorders or traits pose several risks for therapists, including boundary violations, ethical complaints, recruiting therapists to take sides in their personal or legal disputes, administrative hearings, lawsuits, online shaming, and violence.

This 1-day Webinar will address research on the common conflict dynamics of Cluster B personality disorders, warning signs of potential risk to therapists, how to avoid malpractice in high conflict cases, techniques for managing high conflict clients, and managing risks with family members and other professionals, including lawyers.

9:00 Understanding Cluster B: The High Conflict Personality Disorders

- Research on personality disorders as interpersonal disorders especially Cluster B
- Overview of DSM-5-TR Cluster B diagnostic criteria and common high conflict behaviors
- Identifying high conflict clients with the WEB Method®
- Addressing brain dynamics of some high conflict personalities

10:30 Break

10:45 Avoiding Ethical and Legal Actions by High Conflict Clients

- Understanding and avoiding legal malpractice
- Ethically responding to the sexually or financially seductive client
- Ethically responding to the disclosure of illegal behavior
- Ethically and safely terminating or transferring a high conflict client

12:15 Lunch Break

1:00 Techniques for Managing High Conflict Personalities

- Structuring the therapist-client relationship to minimize risk
- Calming upset clients with EAR Statements®
- Setting limits with the CARS Method®
- 10 Tips for avoiding lawsuits and administrative hearings

2:30 Break

2:45 Managing risk from Family Members and Other Professionals

- Family members and professionals as negative advocates
- Communicating with aggressive people with a written BIFF Response®
- Dealing with lawyers pro and con
- Managing your own stress in high-conflict situations

4:15 p.m. Adjournment

Bill Eddy, LCSW, Esq.

Bill Eddy, LCSW, Esq. is the co-founder and Chief Innovation Officer of the High Conflict Institute in San Diego, California. He pioneered the High Conflict Personality Theory (HCP) and has become an expert on managing disputes involving people with high conflict personalities. He was the Senior Family Mediator at the National Conflict Resolution Center for 15 years, a Certified Family Law Specialist lawyer representing clients in family court for 15 years, and a licensed clinical social worker therapist with over 12 years of experience.

Bill serves on the faculty of the Straus Institute for Dispute Resolution at the Pepperdine University School of Law in California and is a Conjoint Associate Professor with the University of Newcastle Law School in Australia. He has been a speaker and trainer in over 35 U.S. states and 13 countries. He is the author or co-author of over 20 books, manuals, and workbooks. He is co-host of the podcast It's All Your Fault that he co-hosts with Megan Hunter, MBA, and has a popular blog on the Psychology Today website with over 6 million views.

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	<u>Registration Fee</u>
Individual Early Registration (received by April 7) _____	\$165 per person
Two or more together at the same time (by April 7) _____	\$155 per person
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Objectives: Participants will be able to:

1. Identify patterns of high risk behavior of Cluster B personality disorders.
2. Identify diagnostic criteria of four Cluster B personality disorders.
3. Describe the four factors of legal malpractice.
4. Apply a skill for calming high-conflict clients with empathy, attention and respect.
5. Identify how to set limits on provocative behavior with clients while maintaining calm.
6. Apply a skill of writing ethical emails that are brief, informative, friendly and firm.

Audience - Human Service Professionals

- psychologists
- social workers
- licensed professional counselors
- school counselors and psychologists
- drug & alcohol
- counselors
- marriage & family therapists
- music therapists
- case managers
- occupational therapists
- rehabilitation counselors
- graduate students

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