



Understanding & Managing High Conflict Clients: Ethical & Risk Management Considerations

Presented by
Bill Eddy, LCSW, Esq.

Thursday & Friday, July 11 & 12, 2019

Author of:

- *High Conflict People in Legal Disputes, 2nd Ed.*
- *SPLITTING: Protecting Yourself While Divorcing Someone with Borderline or Narcissistic Personality Disorder*
- *BIFF: Quick Responses to High Conflict People*
- *The Future of Family Court: Structure, Skills and Less Stress*
- *Don't Alienate the Kids! Raising Resilient Children While Avoiding High-Conflict Divorce*

Thursday & Friday, July 11 & 12, 2019

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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 2-day seminar will address understanding high-conflict personality disorders, warning signs and how to spot them, treatment issues, how to avoid malpractice in high-conflict cases, special techniques for managing high-conflict clients, managing risks in divorce cases, dealing with family members and other professionals, including lawyers.

Objectives—Participants will be able to:

- Identify diagnostic criteria and conflict dynamics of :
 - Borderline,
 - Narcissistic,
 - Antisocial,
 - Histrionic and
 - Paranoid Personality Disorders
- Describe ways therapists can avoid ethical and legal actions by high conflict clients.
- Describe methods for calming high-conflict clients with empathy, attention and respect.
- Describe ways to set limits on provocative client behavior while maintaining calm.
- Describe methods of managing high-conflict people associated with your therapy clients.

Thursday, July 11, 2019

8:15 a.m. Registration (*continental breakfast*)

9:00 Understanding Borderline Personality Disorders

- Overview of DSM-5 diagnostic criteria & common high-conflict behaviors
- Causation, treatment issues, methods and outcomes
- Principles for managing the therapist-client relationship

10:25 Break (*coffee, tea, juice*)

10:40 Understanding Narcissistic Personality Disorders

- Overview of DSM-5 diagnostic criteria & common high-conflict behaviors
- Causation, treatment issues, methods and outcomes
- Principles for managing the therapist-client relationship

12:15 p.m. Lunch (*on your own*)

1:30 Understanding Antisocial Personality Disorders

- Overview of DSM-5 diagnostic criteria & common high-conflict behaviors
- Causation, unique problems and outcomes
- Why program management is the goal, not treatment

3:00 Break (*coffee, tea, iced-tea, soda, snack*)

3:15 Understanding Histrionic and Paranoid Personality Disorders

- Overview of DSM-5 diagnostic criteria & common high-conflict behaviors
- Causation, treatment issues, methods and outcomes
- Principles for managing the therapist-client relationship

4:45 p.m. Adjournment

Friday, July 12, 2019

7:45 a.m. Registration (*continental breakfast*)

8:30 Avoiding Ethical and Legal Actions by High-Conflict Clients

- Understanding and avoiding legal malpractice
- Ethically responding to the seductive client
- Ethically responding to the financially entangling client

9:55 Break (*coffee, tea, juice*)

10:10 Avoiding Ethical and Legal Actions by High-Conflict Clients (cont.)

- Ethically responding to the disclosure of illegal behavior
- Ethically terminating with a high-conflict client
- 10 Tips for avoiding lawsuits and administrative hearings

11:45 Lunch (*on your own*)

1 p.m. Special Techniques for Managing High-Conflict Personalities

- Identifying high-conflict clients with the WEB Method®
- Calming upset clients with EAR Statements®
- Setting limits with the CARS Method®

2:30 Break (*coffee, tea, iced-tea, soda, snack*)

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 (Pick Up Certificates)

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Mention *J&K Seminars* to receive a discounted room rate

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Bill Eddy, LCSW, Esq.

Bill Eddy is a family lawyer, therapist, mediator, and the Training Director of the High Conflict Institute based in San Diego. Mr. Eddy provides training on the subject of high-conflict personalities to lawyers, mediators, judges, mental health professionals and others. He has presented in over 30 states as well as Canada, Australia, New Zealand, England, Greece, France, Israel, Austria and Sweden.

As a lawyer, he was a Certified Family Law Specialist (CFLS) in California, where he represented clients in family court for 15 years and provided divorce mediation services for over 20 years.

Before becoming an attorney, he provided psychotherapy for 12 years to children, adults, couples and families in psychiatric hospitals and outpatient clinics as a Licensed Clinical Social Worker (LCSW).

He is the developer of the New Ways for Families® method for potentially high-conflict families, which is being implemented in several family court systems in the United States and Canada. He also developed the New Ways for Mediation® method, which emphasizes more structure by the mediator and more negotiation skills for the parties – that results in less stress for all.



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Register by **May 30** for Discounted Early Registration Fee

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