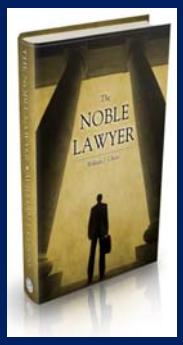
The Noble Lawyer, Ethics, and Trucking/Auto Cases

Managing Your Practice & Your Clients



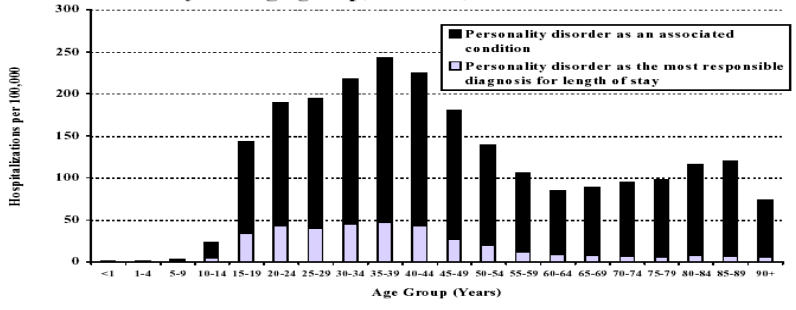
William J. Chriss, P.C.

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The Noble Lawyer and the Difficult Client

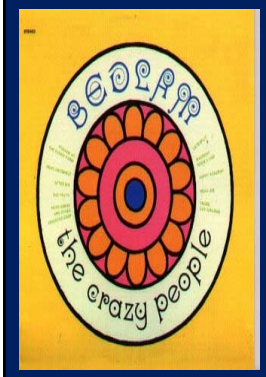
- Difficult Prospective Clients Come in a Number of Shapes and Sizes: and peak from ages 20 to 45

Figure 5-2 Hospitalizations for personality disorders in general hospitals per 100,000 by by contribution to length of stay and age group, Canada, 1999/2000



Source: Centre for Chronic Disease Prevention and Control, Health Canada using data from Hospital Morbidity File, Canadian Institute for Health Information

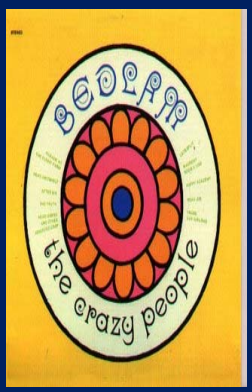
Horribly Difficult Clients: Those with *Personality Disorders*



- "The individual's fixed patterns make it difficult for them to adjust to various situations. As a result, other people adjust to them. This creates a major strain on all relationships…At the same time, when other people do not adjust, the individual with the personality disorder can become angry, frustrated, depressed or withdrawn. This establishes a vicious cycle of interaction, causing the individuals to persist in the maladaptive behaviour until their needs are met."
- "Personality disorders are difficult to treat because of self-denial about the presence of the problem and the pessimism of health professionals based on a lack of success in previous efforts."*

* Public Health Agency of Canada, www.publichealth.gc.ca [accessed 4 August 2008]

Horribly Difficult Clients



- Borderline Personality:
  - Most common among women
  - "I hate you but don't leave me"
  - The Victim/Hero/Perpetrator Triangle
- Anti-social Personality
  - Most Common among Men
  - Disregard for rights of others
- Histrionic Personality
  - Most common in women
  - Excessive emotionality and attention seeking
- Narcissistic personality
  - Grandiosity, need for admiration, and lack of empathy
- Dependent Personality
  - Submissive, clinging behavior
  - Excessive need to be taken care of

Solutions:

- Thorough Intake
- AVOIDANCE
- Evaluation:
  - Experience with Other Lawyers
  - Motive
  - Acceptance of Tasks and Advice
- Withdrawal:
  - **Rule 1.15 [b] [4]**: Lawyer may withdraw: "if a client insists on pursuing an objective the lawyer considers repugnant or imprudent…"

THE "NORMAL" CLIENT



- Has a brain that functions/perceives normally
- But this presents its own problems
- Perception and reception of communication is incredibly subjective and is often controlled by subconscious factors.

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