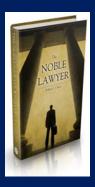
The Noble Lawyer, Ethics, and Trucking/Auto Cases Managing Your Practice & Your Clients

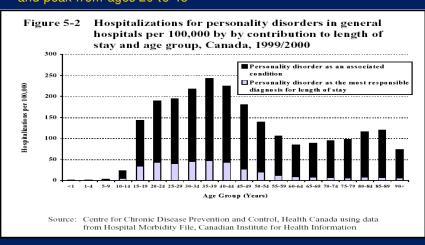


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The Noble Lawyer and the Difficult Client

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



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other people do not adjust, the individual with the personality disorder can become angry, frustrated, depressed or withdrawn.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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