

# The “Difficult” Clients

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## Agenda

Introduction

Thought Project

History of the Rules of Ethics

Defining Difficulty

Success/Pressure Points for Client Relationships

Defining our Role as Attorney and Counselor at Law

Tools for Inviting a Client to an Experience Elsewhere

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# Introduction

The attorney-client relationship can be the source of daily joy or much anxiety and stress when it becomes “difficult”—either because the attorney is dealing with a difficult client or a difficult client relationship or both.

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# Important Question

Why is this difficult?

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# A thought project we will have...



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# History of Ethics Rules

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