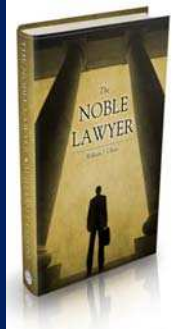


The Noble Lawyer, Ethics, and Trucking/Auto Cases

Managing Your Practice & Your Clients



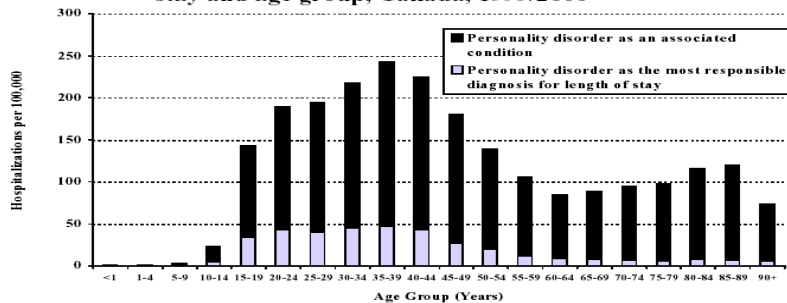
William J. Chriss, P.C.

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The Noble Lawyer and the Difficult Client

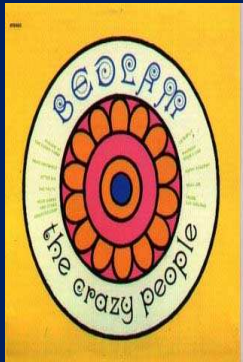
- Difficult Prospective Clients Come in a Number of Shapes and Sizes: and peak from ages 20 to 45

Figure 5-2 Hospitalizations for personality disorders in general hospitals per 100,000 by 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

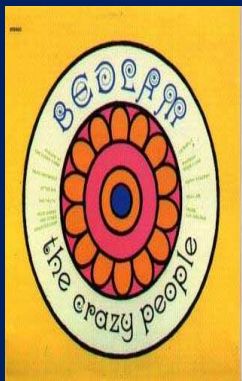
Horribly Difficult Clients: Those with *Personality Disorders*



- “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other people do not adjust, the individual with the personality disorder can become angry, frustrated, depressed or withdrawn.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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Title search: The Noble Lawyer and the Ethics of Client Management

First appeared as part of the conference materials for the 2017 The Car Crash Seminar session

"The Noble Lawyer and the Ethics of Client Management"