

Wisdom, Wit and Ethics: The Instruction Book To Dealing With Difficult Clients While Complying With The Rules Of Ethics.

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From Memory: who has
been the most awful
client to represent?



What did the client do to be so awful?

- Question your advice – call you “stupid”
 - Attack your credibility – call you a “liar”
 - Revoke your authority?
 - Do something like- compare you to someone else?
 - Social Media – facebook?
 - What is the worst thing a client has done to you?
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Public Images of Lawyers Today

- We are considered “necessary evil”
- Michael Cohen, Michael Avnati – F.E. Bailey
- “Technicality” or “Loop Hole”
- Society looks at us and the profession as...



Greedy, Dishonest,
Unprincipled.

Result: attorney client
relationship – difficult.



Civility

Focus of the Bar: Lawyer v. Lawyer in Litigation or Court

- “Zealous Advocacy” – Using the Rules to Gain an Advantage
- Discovery Abuses
- Withholding information
- Harassment in Depositions
- Delays
- Refusing to Return Phone Calls.



Very little discussion is occurring about how clients are treating their lawyers today.



Civility – How do we conduct ourselves in situations where there is a disagreement or dispute?

Examples:

- Client addresses you with profanity.
- You are not meeting their expectations and they lash out.
- Childish tantrums because they are not getting their way.
- Scream at your staff.
- Hostile Confrontation
- Lack of Cooperation
- Argue with you for any reason.

A landscape photograph with a dark blue sky and a white foreground, possibly snow or a bright field. The text "In those situations, what do you do?" is overlaid in white on the dark blue sky.

In those situations, what do you do?

Question in Every
Lawyer's Mind- will I
draw a bar complaint?

We need to use civility with clients to protect ourselves.

First Golden Rule: O.R.P.C.
supports you confronting
your client.

How you (the lawyer) handle the disagreement with the client – this is what is important.

Second Golden Rule: O.R.P.C.
does not give you a “one size
fits all” way to resolving
disagreements with clients.

Every case has different boundaries based on the facts – but you are entrusted by the bar to determine what those boundaries are.

Attorney/Client Relationship:
client knows none of the
limits.

Life Lessons For Dealing With Crappy Clients.

They are all supported by the Rules.



Basic Attorney
Client Relationship.



You the lawyer are not a door mat.

Brutal Honesty is the best
policy.






If you cannot trust me,
then you should fire me.

Please do not interrupt me.

I want you to treat
me as you want to be
treated.

The bottom of the slide features two horizontal blue bars. The first bar is a solid blue rectangle spanning most of the width. The second bar is a blue rectangle that starts to the right of the first bar's end and extends to the right edge of the slide, creating a staggered effect.

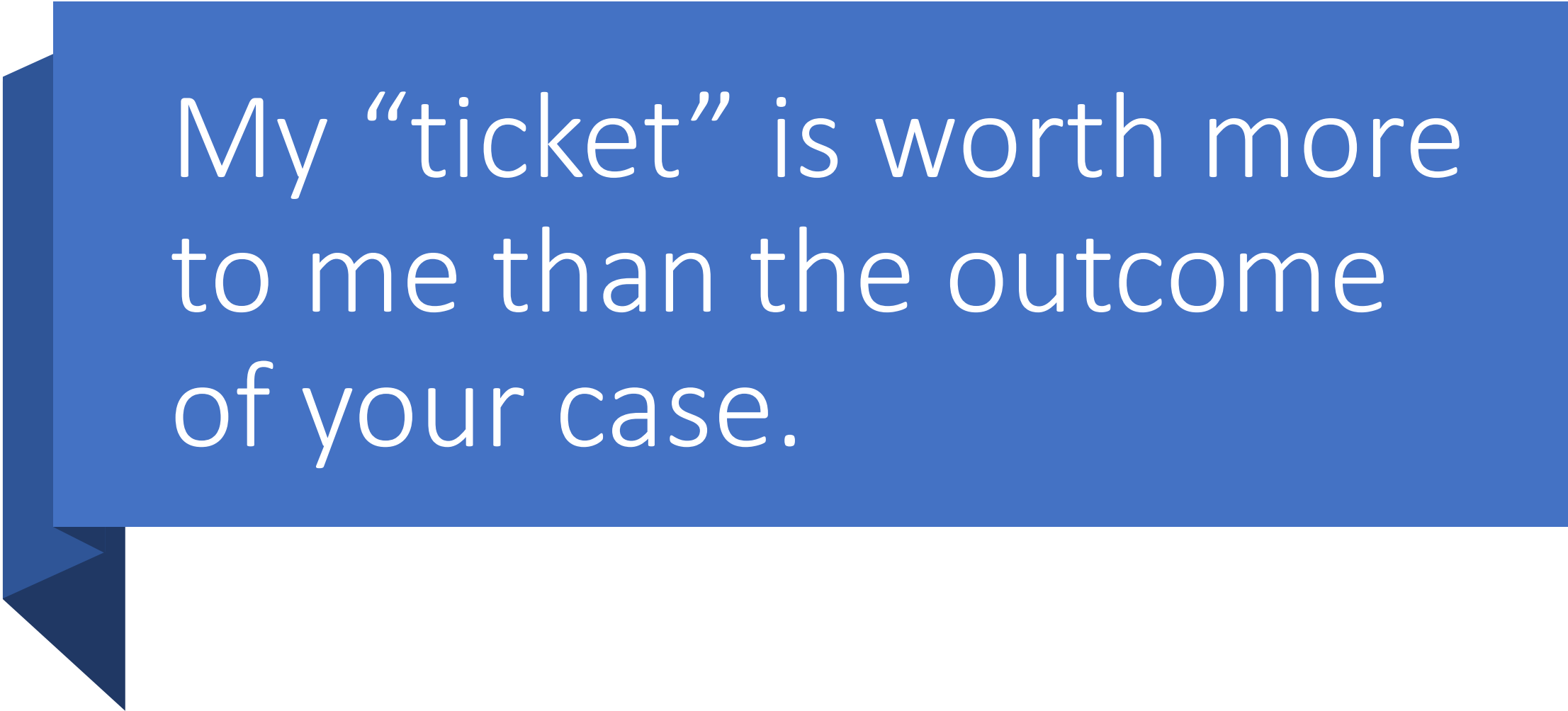
Think before you
speak.

The bottom of the slide features two horizontal blue bars. The first bar is a solid blue rectangle spanning most of the width. The second bar is a smaller blue rectangle positioned to the right of the first bar, appearing to be a continuation or a separate element, with a slight 3D effect on its left side.




When the check clears,
the work begins.

Please read the letters I send you.



My “ticket” is worth more
to me than the outcome
of your case.



Guides when you
are the client's
advocate.

I am not your hit
man.

The bottom of the slide features two horizontal blue bars. The first bar is a solid blue rectangle spanning most of the width. The second bar is a slightly shorter blue rectangle positioned to the right of the first, creating a stepped effect.



The Jury is
always watching
you.

You are not a mind reader.




Opposing counsel- friend.

Loose your temper, loose your case.



Hiding information is as
bad as lying to the jury.

Avoid the sarcastic
remarks.

The bottom of the slide features two horizontal blue bars. The first bar is a solid blue rectangle spanning most of the width. The second bar is a smaller blue rectangle positioned to the right of the first bar, appearing to be a continuation or a separate element, with a slight shadow effect on its left side.

Guides when counseling a
client.


I am not paid to be
your friend.

The bottom of the slide features two horizontal blue bars. The first bar is a solid blue rectangle spanning most of the width. The second bar is a slightly shorter blue rectangle positioned to the right of the first, creating a layered effect.

If I disagree with you, it does
not mean I don't believe you.

Not a big fan of profanity.

You must face the
consequences of
your actions.

A decorative graphic at the bottom of the slide consisting of two overlapping blue rectangular shapes. The left shape is a solid blue bar. The right shape is a blue bar that overlaps the left one, with a slight 3D effect on its right side, suggesting it is a separate element or a shadow.

Please do not whine, you are
an adult.

We cannot loan you money.
