

Engagement is easy when people are nice: working with high conflict personality and difficult clients.

Wednesday 16th September 2015, 9.00am to 12.15pm

Member: \$210.00 Non-Member: \$273.00

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CPD Units: 3

Venue: The Law Society of NSW, 170 Phillip St, Sydney L2 Training Room

Presented by: Nicola Hartfield

It's very true that engagement is easy when people are nice, but this is not always the case. So how do we work with high conflict personality and difficult clients?

Difficult clients typically display some or all of the following behaviours:

- Have had a history of prior representation
- Bombard us with phone calls and emails
- Have unrealistic expectations
- Act contrary to advice
- Respond defensively to feedback
- Query or refuse to pay accounts
- Bring unwarranted complaints

This workshop will increase your awareness as to the skills needed for effective engagement as well as increasing your awareness and skill base in how to manage the difficult client. You will learn how not to get hooked into the "games" they play, and how to keep you as professionally safe as possible.

Who should attend:

Everyone that negotiates across any professional field.



Nicola Hartfield is a Fellow of the Arbitrators' and Mediators' Institute of NZ (AMINZ/Med), on the AMINZ Panel of Mediators, AMINZ Council and is the Inaugural Recipient of the Anne Edge Memorial Award for Excellence in Fellowship Mediation in 2014. Nicola was named by the National Business Review (July 2014) as being in the top 10 family mediators in New Zealand.

Nicola Hartfield mediates in family, community, commercial and workplace arenas. She has a professional background in Social Work. Alongside her mediation practice, Nicola provides supervision and mentoring to mediators, to NZ Parliamentary Services, Accident Compensation Commission, private businesses and to various health, disability and social service agencies throughout New Zealand. She adjudicates benefit fraud for the Ministry of Social Development. She assesses and determines social work competency for the New Zealand Association of Social Workers, throughout NZ and is Expert Report Writer to the Health and Disability Commission, for the social work profession.

Nicola travels throughout NZ and to Australia and America where she presents on a range of mediation and negotiation topics, She is currently co-authoring a book on how anger changes the way in which we think, due for publication by the American Bar Association.

For further information refer to www.nicolahartfield.co.nz Email info@nicolahartfield.co.nz