



**Tennessee Supreme
Court**

ALTERNATIVE DISPUTE RESOLUTION COMMISSION
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Supreme Court Liaison

Hon. Sharon G. Lee

**Rule 31 Continuing Mediation Education
Accreditation Request Form**

Provider Name: Knoxville Bar Association
Address: 505 Main Street, St. 50, Knoxville, TN 37902
Telephone/Fax: Ph 865-522-6522 / Fax 865-523-5662
E-Mail Address: tsharpe@knoxbar.org

Course Title: “A Valentine’s Primer: How to Deal with the Difficult Client”
Type of Program: Live
Date(s) Held: February 14, 2014
Location(s): City County Building – Main Assembly Room
Fee for Members/Non-Members: \$60/\$90
Does this course have CLE Commission Approval? Yes – 2 hrs. of General & .50 hrs of Dual – Total of 3 hours

Session Description	Type of Credit Requested (General Continuing Education, General Mediation Issues, Mediation Ethics, or Family Law)	Start Time	End Time	Credit Approval (Office Use Only)
<p><i>Speaker:</i> Lucinda M. Albiston, Esq., Albiston and Smith, PLLC Donna H. Smith, Esq. Albiston and Smith, PLLC Robert K. Albiston, Ph.D</p> <p>Dealing with difficult customers can be challenging, especially in domestic cases. Many of us have to deal with angry or unhappy clients as part of our roles, and it’s never easy. Unfortunately, we cannot diagnose and we certainly are not trained in law school to deal with such individuals. But if we know what to say and, more importantly, how to say it, we may be able to save the situation. In fact, we can even end up with a better relationship with our client than we had before.</p>	Family Mediation	1:00 p.m.	4:00 p.m.	3.0 Hours General Continuing Education

<p>This program will help you explore how to deal with angry or difficult clients by highlighting specific tips and techniques on how to resolve these difficult situations calmly and effectively. Our speakers will give you examples of the different types of difficult clients and a psychological perspective on how to maintain a professional relationship with each type.</p> <p>Types of difficult clients</p> <ul style="list-style-type: none"> • The daily whiner • The AWOL client • The micro-managing client • The saboteur client • The indecisive client <p>Types of DIFFICULT clients or those with genuine mental health issues</p> <ul style="list-style-type: none"> • The depressed client • The narcissistic client • The bi-polar client • The borderline client • The paranoid client • The PTSD client <p>Vignettes will be provided by attorneys Lucinda Albiston and Donna Smith and Dr. Albiston will offer tips on how to maintain an effective professional relationship with each type of difficult client. Recent case law related to the release of Psychological records will be reviewed and ethical options and practical considerations for how to fire a difficult client will be discussed.</p> <p>Sponsored by the KBA Family Law and Solo & Small Firm Sections. You do not need to be a member of the sections in order to attend the CLE program.</p>			
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OFFICE USE ONLY

Total Approved CME: 3.0 Hours
Date Approved: December 18, 2013