

# Managing difficult clients

**LONDON, 24TH JUNE 2010, 9.30AM – 1.00PM**  
**LEEDS, 1ST JULY 2010, 2.00 – 5.30PM**

**Robert Clerke, experienced family solicitor, mediator and collaborative lawyer**

Do the comments on the right look familiar? If you have ever found yourself in this situation the likelihood is that you have been dealing with a difficult client. This course is intended to examine the whole question of difficult clients, how to identify them and how to interpret their behaviour. Most importantly this course will consider appropriate strategies to deal with them.

Difficult clients come in different shapes and sizes but usually all of them will take up a great deal of your time, energy and resources and probably will do the same for your secretaries and assistants. It is common that difficult clients will significantly affect any profit to be made from that particular case and possibly will affect your fee earning on a wider basis.

This course will be using material from the Resolution "Managing Difficult Divorce Relationships" DVD and book package. The price of the course will include a copy of the package for which the usual price is £150. The course will attract 3 CPD points and for participants who read and view the package within two months there will be a further 5½ CPD points awarded.

*Please note the course can count towards the annual collaborative/ADR CPD requirement.*

8.5 CPD POINTS

**£211.50**

INC. VAT  
RESOLUTION  
MEMBERS

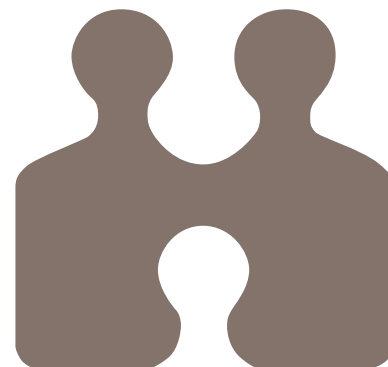
**£235.00 INC. VAT**  
NON-MEMBERS

Level:  
Update

*"Oh no, not Mr Smith!"*

*"Tell him I am in a meeting for the rest of the day..."*

*"I haven't got time to deal with his file today"*



I wish to attend the "Managing difficult clients" course at:

<input type="checkbox"/> London	24th June 2010	9.30am – 1.00pm	SSC10-02M/N
<input type="checkbox"/> Leeds	1st July 2010	2.00pm – 5.30pm	SSC10-03M/N

Name \_\_\_\_\_ Membership no \_\_\_\_\_

Firm \_\_\_\_\_ DX \_\_\_\_\_

Address if no DX \_\_\_\_\_

Email \_\_\_\_\_ Tel \_\_\_\_\_

I enclose a cheque made payable to Resolution for £ \_\_\_\_\_

Refund policy: a) 100% if another delegate provided b) 100% if event cancelled by Resolution c) None in any other circumstances

☐ I am not a member and would like to receive a membership application pack

Please send completed form and cheque to Resolution Central Office, PO Box 302, Orpington, Kent BR6 8QX

or DX 154460 Petts Wood 3. Any enquiries please contact central office at [info@resolution.org.uk](mailto:info@resolution.org.uk) or telephone 01689 820272