



Resolute Mediation & Arbitration, Inc. (RM&A Inc.)
Online Interactive Learning (OIL) Program
Phone: 407-298-3751 • Fax: 407-705-3763

Dealing with Difficult Clients

1CME General Civil / 1CME Ethics

1CLE General / 1CLE Ethics – FL

"Dealing with Difficult Clients" - a look into the troubles a mediator faces when a party becomes emotionally disruptive or hard to work with, the types of disputes that typically cause negative behaviors, the reasons why people become disruptive and how you can successfully manage the mediation and still work towards empowerment and finding a lasting resolution that's mutually agreeable for all parties.

Topics discussed:

- Can you work with someone who is angry and upset and other common questions surrounding difficult mediations?
- Challenges of difficult people
- Types of conflict that tend to harbor emotions and emotional responses
- The emotions behind being difficult and why people react that way
- Dissecting defensiveness
- How to be supportive and break down the defenses
- Systems of conflict management people adopt
- Simple tools that will help you succeed with difficult people/clients