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## **PROGRAM ANNOUNCEMENT**

*The Advocacy Institute Is Pleased to Present*

### **Dealing with Difficult Clients and Impossible Adversaries**

**December 8, 2022  
1:00 p.m. to 4:00 p.m.**

#### **WEBINAR**

##### *Program Summary*

Conflict is a part of life, and as attorneys, it's essential to learn how to handle people who seemingly thrive on it. When it comes to representing clients or dealing with adversaries, understanding what drives difficult people and how to best react to outbursts, threats, and intimidation can often mean the difference between success and failure. In many cases, it can also mean the difference between satisfaction or disenchantment with the legal profession. It's a skill that some people innately have, but many must learn. This program is designed to provide attorneys with a basic understanding of the issues, causes and characteristics underlying the thinking, feeling and behavior patterns of difficult people – as well as simple strategies they can use to resolve issues quickly and easily before they escalate. This program will also explore the complexity of human behavior – including a discussion on why people act in ways that are directly contrary to their self-interest.

Attorneys can't change the behavior of difficult clients or adversaries, but they can change how they deal with such behaviors. Simple strategies make a big difference. The presenters will provide insights and general strategies for dealing with challenging personalities, including: general techniques and strategies for managing difficult, challenging clients and impossible adversaries; a review of the personality disorders, traits, and characteristics of individuals who approach life with a certain pattern of thinking, feeling and behaving; how to recognize and handle clients or adversaries experiencing Major Mood Disorders, substance use disorders, obsessive compulsive disorder (OCD), pathological anger, and anxiety based disorders; and how to develop awareness of self-defeating traits, thinking patterns, and behaviors which cause conflicts with clients and adversaries.

### *Eligibility*

This program is open to attorneys in the Department of Law and Public Safety and county prosecutors' offices.

### *Faculty*

**Ramon Ortiz, Esq.** is Senior Attorney Counselor with the New Jersey Lawyers Assistance Program (NJLAP) in New Brunswick, NJ. He has been employed by NJLAP for the past 26 years assisting lawyers with problems related to alcohol, drugs, gambling, and other process addictions. Prior to joining the New Jersey Lawyers Assistance Program, he worked as a drug and alcohol counselor at Turning Point in Verona and Eva's Village in Paterson, N.J. Before entering the field of addictions treatment, he was an Associate Professor of Property Law, Clinical Professor of Law, and Director of Clinical Programs at Seton Hall Law School. He also practiced law with the firm of Ortiz & Velez for 20 years. Mr. Ortiz holds a B.A. in Sociology from the University of Vermont and a J.D. from Howard Law School and Rutgers Law School – Newark.

**Nancy Stek, LCADC** is the Associate Director of the New Jersey Lawyers Assistance Program/ NJ Judges Assistance Program. Ms. Stek's career spans the fields of health care, education and the non-profit sector. She has been a featured speaker at national conferences and has provided specialized training for the New Jersey Department of Education, the Rutgers University Center for Alcohol Studies, the American Bar Association and the National Judicial College. She is a certified Stress Hardiness Trainer through the University of California at Irvine, a certified Life Coach and Reiki Master Practitioner. Ms. Stek holds a B.A. degree from California State University, Sonoma and an M.S. in Psychology from California Coast University. She is a Licensed Clinical Alcohol and Drug Counselor and serves on the Board of A.S.A.P, a jail-based addiction treatment program.

### *CLE Credit*

**NJ CLE Credit:** This program has been approved by the Board on Continuing Legal Education of the Supreme Court of New Jersey for 3.0 hours of Alternative Verifiable Learning Format (AVF) total CLE credit. Of these, 1.0 qualify as hours of credit for ethics/professionalism.

### *Registration*

Those who are eligible to apply should use the Zoom Webinar registration link in the Program Announcement email. Students who are registered will receive a confirmation email with a link to access the program.

**Students must download Zoom before the webinar in order for the AGAI to record polling responses that are required for attendance verification and CLE credit.**

The AGAI will be unable to verify attendance or grant CLE credit to students who have not downloaded Zoom before the webinar.

## *Agenda*

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| 1:00 - 1:50 | Introduction to NJLAP<br>Mental Health statistics nationally and for lawyer population<br>Importance of self- awareness and self-care for lawyer wellbeing and functioning |
| 1:50 - 2:00 | Break  |
| 2:00 - 2:50 | Neuroscience of behavior and personality<br>How habits create systems of behavior<br>Personality traits vs disorders   |
| 2:50 - 3:00 | Break  |
| 3:00 - 3:50 | How personality disorders may show up in your practice<br>Effective communication and practical ways to protect yourself and your practice<br>Q&A                          |