Successful and Safe Handling of Venomous Snakes:
How to successfully deal with difficult lawyers, clients and family

Presented by
Hon. Héctor Estrada
United States District Court
Dean C. Christoffel
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Date
Tuesday, December 2, 2008

Time
2:00PM - 5:00PM

Location
The Manning House
450 W Paseo Redondo
Tucson

Coordinator
Bruce Macdonald
McNamara, Goldsmith, Jackson, & Macdonald, P.C.

This seminar will be a chance for all attendees to participate in an enlightening, entertaining and spirited discussion on how to effectively and ethically deal with the one subject that can take the fun out of practicing law—difficult people.

The round table discussion will include the following:
- Effective and ethical screening techniques
- Setting the stage for the attorney - client relationship
- Spotting mental illness and usefully characterizing it
- Ground rules to follow in all cases
- Effective and ethical approaches to get clients through mediation
- Ethical Issues: what judges expect and how they can help
- Teaching ethics to the client - modeling behaviors
- When the lawyer drops the ball
- The “anchoring effect” on decision making
- Effective use of candor
- Fees—agreements and making sure you get paid
- Use of non-engagement letters
- How to say NO!
- How to ethically fire your client

Please clip the registration form below and send with payment to: PCBA 177 N. Church Ave., #101 Tucson, AZ 85701
or fax registration forms with credit card payments to 520-623-9772.*
*It is recommended that all faxed registrations be confirmed by phone at 623-8258.

Registration Form

Check One:  
☐ PCBA Members $75  ☐ Non-Members $150

Method of Payment
☐ Check  ☐ Visa  ☐ MasterCard

Space is Limited

Note:
Registration can be received up to the time of the seminar, however any registrations received after the Monday preceding the seminar are considered “late” and subject to a $10 late fee.
There are no refunds after that date.

12/2/08 Difficult People