Title: Dealing with Challenging Clients, Team Coherence and Organizational Development

Timed Outline for Presenters Use

Presenter Names:

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**Detailed Description for Proposal Review Committee:**

Newer theories of management of interpersonal and group dynamics provide dynamic opportunities to intervene effectively with challenging clients, team conflict and practice group functioning and growth. Advanced practitioners need to continue to hone their skills, and practice groups are struggling everywhere as the pioneers age out of the work community. We propose to utilize these three management theories to teach methods of addressing each of these issues. All three theories present options for use when people are stuck --- stuck with the clients, stuck with team members, stuck as an organization. We believe that by teaching these ideas and practicing utilizing them, we can assist IACP practitioners positively impact on their individual and group dynamics.

**Timed Agenda/outline**

2:00 INTRODUCTION

10 min Who are we? Who are You?

Raise hands – profession, #years in profession, #years in collab practice, #cases

2:10 I. NEW CASEWORK AND MANAGEMENT PHILOSOPHIES

A. Overview

10 min 1. Difficult Conversations Review

Explain and Demonstrate (we need to develop the theme of our difficult conversation)

20 min 2. Radical Candor

Show the Video

Discuss

15 min 3. Appreciative Inquiry

Explain and Demonstrate

Do exercise from Peggy’s outline

B. Developing a culture of open communication: How do we Create Norms?

1. Get, Give and Encourage Open Communication

2. Integrating these ideas with Collaborative Model

2:40

10 minutes

III. Practicing Difficult Conversations and Radical Candor

Spend a few minutes identifying a situation either in the past or in the present in which one of these techniques might be a useful way of moving forward in a relationship that is stuck.

Pair up with someone near you and spend five minutes each describing the situation and which technique might help you move forward.

10 minutes

Debrief

3:30 BREAK for 15 minutes

3:45

IV. APPLICATION OF TOOLS AND TECHNIQUES –

30 min TOTAL, INCLUDING DEBRIEF, 15 MINUTE FOR GROUP, 15 MINUTE DEBRIEF BY GROUP

INSTRUCTIONS: CREATE SUBGROUPS OF A REASONABLE # OF PEOPLE, BASED ON SEATING ARRANGEMENTS (BETWEEN 4 – 6 PEOPLE PER GROUP).

QUESTION FOR ALLISON: SHOULD #3 BE GIVEN ONLY TO LAWYER SUBGROUPS?

Provide each group with one of three hypotheticals for them to use for the exercise.

A. “One to one” situations (hypotheticals for 3 subgroups with exercise to identify which tools they might employ and rationale for the choice, with a presentation at the end from each group)

1. With clients

Unrealistic Expectations: “Because he is rich, I deserve more than the law provides”.

2. With one other person on a team

“Lawyer A is zealously overidentifying and therefore over-advocating for their client”. (This is the: you aren’t being collaborative accusation”

3. With own staff

“Your paralegal still isn’t doing a good enough job drafting the separation agreement”.

4:15 B. “Team” situations

15 minutes

1. How to develop community consensus that team communications issues will be forthrightly dealt with – Difficult Conversations (AB) Radical Candor (KSL)

4:30 C. Organizational functioning - Discussion

15 minutes

1. Capturing positive energy and sharing it

2. Group Radical Candor - where are we as individuals in relationship to our group? What is our succession plan? How can we grow? Who will help?

4:45

V. TAKING THIS HOME AND INTEGRATING IT INTO OUR COMMUNITIES

A. Brainstorm Ideas

B. Develop Action Plan