



Characteristics of Your Most Challenging Court Users

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Time Management-Trauma Informed-Mental Health

Time Management

Trauma Informed
Mental Health

Engaging the Triad for more effective outcomes

Stephen Covey's 4 Quadrants

	Urgent	Not Urgent
Important	Quad I Activities • Crisis • Problems • Deadlines • Obligations • Emergencies	Quad II Activities • Prevention, preventive improvement • Relationship building • Recognizing new opportunities • Planning, innovation
Not Important	Quad III Activities • Interruptions, interruptions • Interruptions, interruptions • Interruptions, interruptions • Interruptions, interruptions • Interruptions, interruptions	Quad IV Activities • Time wasters • Entertainment • Pleasure • Personal life

Focus on preserving and enhancing relationships and on accomplishing results

Quadrant II – The secret basis of the highest quality of management can be seen in the time management user's intelligent use of the most important and urgent items. This is the key to the success of the top managers of any organization.

Source: Stephen Covey, The 7 Habits of Highly Effective People, New York: Free Press, 1989, p. 162.

Time Management – Paying Attention

Pay Attention To:

- Overwhelm
- Self-Talk

Under Stress, Remember To:

- Go back to basics
- Don't worry about the line, number of people, full courtroom, etc. – one task at a time
- Take a minute to refocus

Time Management

- Where are you on the Time Management Chart?
- Your courthouse?
- Where are your court users on the Time Management Chart?
- Steps To Improve

The Mental Health Spectrum



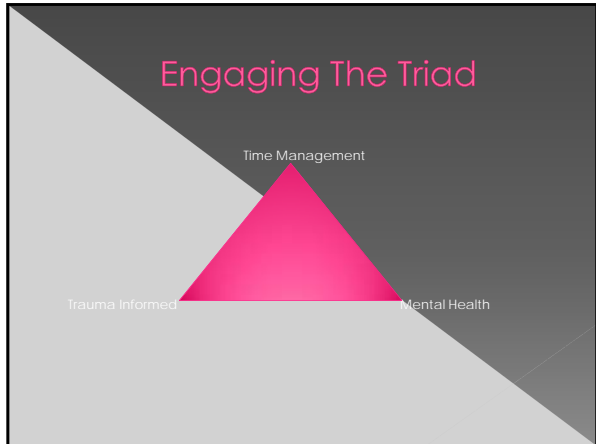
The Mental Health Spectrum

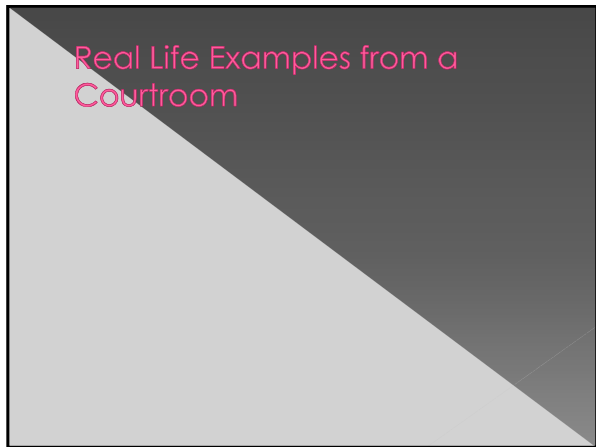
- ⦿ Mental Health issues are viewed on a Spectrum. Diagnosis is not black and white.
- ⦿ Mental Health Issues vary infinitely from person to person.
- ⦿ Spectrum Approach: Begins looking at basic diagnostic criteria for disorder or disorders, then assesses additional range issues. (e.g traits, lifestyles, behavioral patterns and personality characteristics)

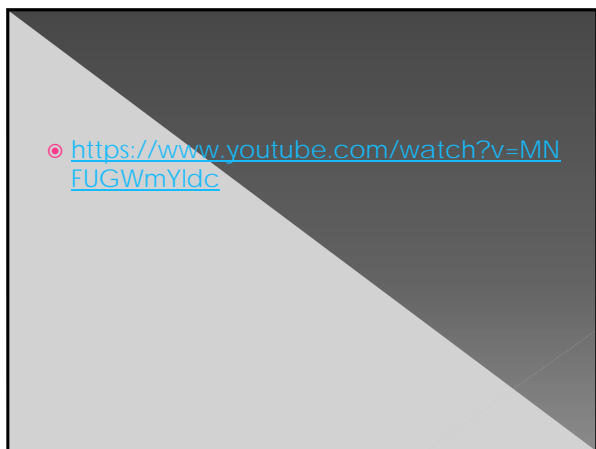
Trauma Informed Spectrum

Acute vs Chronic Trauma

- ⦿ *Acute Trauma* – is caused by a single traumatic event that causes extreme emotional or physical stress – accident, act of violence, recently served divorce/custody paperwork, a loved one’s passing, physical/sexual assault
- ⦿ *Chronic Trauma* – an individual experiences multiple traumatic instances – long standing physical/sexual abuse, neglect, combat experience. Chronic Trauma can also result from a build-up of multiple traumatic experience throughout one’s life. Without treatment and/or support, victims of chronic trauma often live destructive, reckless and uncontrollable lives.







Example 1

- ◉ *We have to be realistic in our orders and or expectations- one size does not fit all. We have to give individuals the opportunity to succeed.*

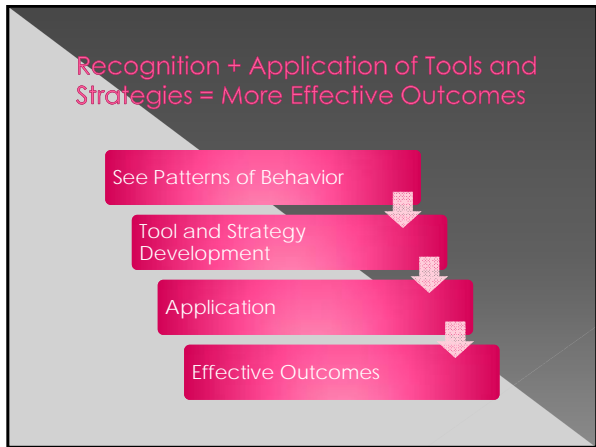
Example 2

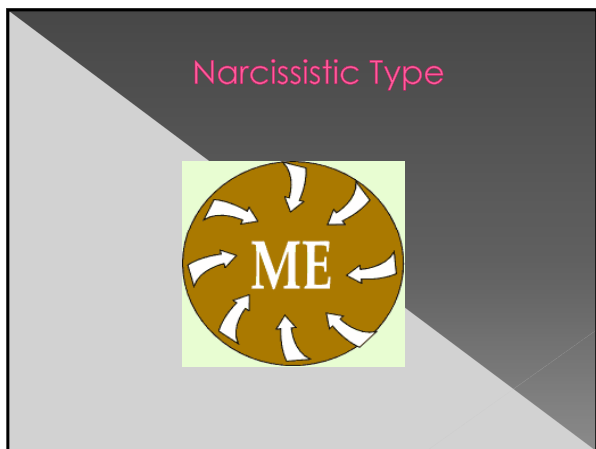
- ◉ *Realizing when no amount of logic will help, and that the best you can do is to simply listen and let the person get it out.*

Example 3

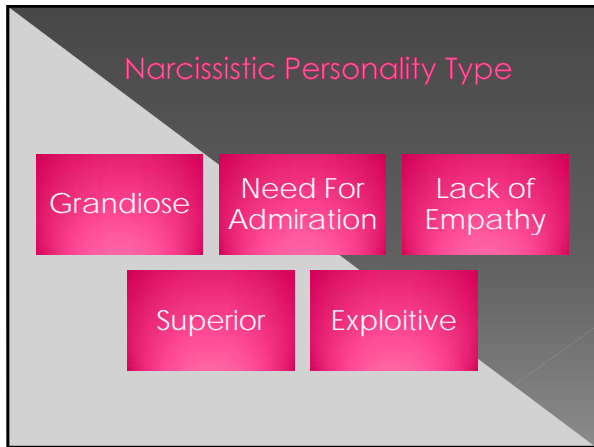
- ◉ You know it will be hard when the attorney-pro-per Father seeks professional jobs with this statement:
- ◉ *"Don't worry about the salary requirements Bro, I am willing to work for next to nothing."*











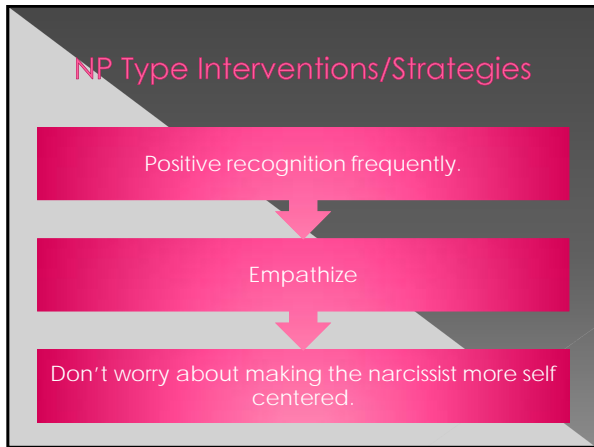


Narcissistic Personality Type cont.

- Behind this mask of ultra-confidence:
 - > Fragile self-esteem, vulnerable to the slightest criticism.
 - > Take any sort of neutral or negative feedback ultra-personally by over reacting.
- Also, exploitive, arrogant and stubborn.







- NP Type Intervention/Strategies cont.
- Be extremely precise in what you want to communicate.
 - Understand what he or she wants.
 - Show the positives of a possible compromise.
 - Name positive attributes to keep client engaged.

Communication with the Narcissist

"It sounds like you have a really good grasp of Family Court's role in this."

In my experience, many individuals need more time to understand this."

"I really understand how upsetting this must be for you."

This must be bothersome because you feel this is a waste of your time."

Borderline Type



Love and Other Drugs
Jennifer Zeliff

Borderline Personality Type

Splitting	Black & White Thinking	Central Feature: Mood Instability
Stressful Situation = Breakdown	Suicide or Suicide Attempts	Unpredictable and Impulsive
Inappropriate Anger, Intense Rage, Temper Tantrums	Brooding, Resentment	

Borderline Personality Type

Instability in relationships, self-image, identity and behavior. (e.g. *Fatal Attraction*)

Instability in self-image, mood, and behavior.

BP Type Interventions/Strategies

- ◉ BPD needs a extreme structure. Spend time on ground rules, and make sure he/she fully understands the processes.
- ◉ Consistency and Firmness
- ◉ Goal is to help he or she manage their stress and anxiety.
- ◉ Keep meetings/interactions short, if possible.
- ◉ Watch for triggers and escalation.
- ◉ Have a partner in the room whenever possible.

BP Type Interventions/Strategies

- ◉ Plan for breaks/time-outs early and frequently if necessary.
- ◉ Discuss need for space, relaxation techniques and thinking things through during stressful events.
- ◉ Prepare them for best/worst case scenarios
- ◉ Validate
- ◉ Boundaries – Boundaries – Boundaries

Communication with BP Type

"I realize these financial issues are difficult to talk about."

"We need to set a few ground rules . . ."

If we're able to get through this today . . . we'll have a plan and be able to move forward."

"Here are some suggestions for us to stay on track when things are upsetting." (breathing, time-out, brief walk etc.)

Anti-Social Personality Type



Anti-Social Personality Type


Consistent Irresponsibility	Deceitfulness	Repeated Unlawful Acts
Impulsivity	Little or No Empathy/Remorse	Violent and Abusive

Anti-Social Personality Type

- Irritability and aggressiveness
- Reckless disregard for safety of self or others
- Shallow or seemingly nonexistent or *fake* feelings
- Yet, may be extremely engaging and charming

AP Type Strategies/Interventions

- Few strategies and interventions when there is a complete lack of empathy or false empathy.
- Main strategy may be that of reward system or contingency management.
- If client is able to “get something out of it” she/he may be willing to make agreements.



AP Type Strategies/Interventions

- Due to impulsivity, disregard for others and the law, an agreement, a “successful” outcome may only last until the individual leaves the room.
- If the person with APD has a history of violence, employment may be contraindicated.
- Manage Expectations: Keep very rigid boundaries as there is very little proof Anti-social personality types are willing or capable of changing.

Communication with AP Type

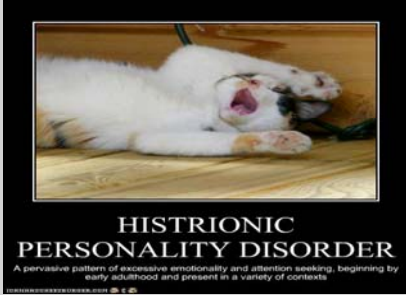
Absolutely no self-disclosure as it may be used to mock you or give info that may hurt you.

Any personal questions towards you – change the subject. If they continue, give client a warning then cancel meeting.

“These are the rules of this interaction. If any of these agreements are broken, the consequences are . . .”

“You will be meeting with me and my colleague . . .”

Histrionic Personality Type



HISTRIONIC PERSONALITY DISORDER
A pervasive pattern of excessive emotionality and attention seeking, beginning by early adulthood and present in a variety of contexts.

Histrionic Personality Type

- Emotional and Dramatic
- Need for Attention
- Seductive
- Naive
- Hypersensitive

Histrionic Personality Type

- Believing that relationships are more intimate than they actually are
- Blaming failure or disappointment on others
- Constantly seeking reassurance or approval
- Low tolerance for frustration or delayed gratification
- Quickly changing emotions, which may seem shallow to others

HP Type Strategies/Interventions

- Similar to BP Type, client will need a highly structured meeting for success
- Briefly educate on the possible consequences of emotional outbursts or reactivity.
- Modeling.
- Rehearse possible scenarios when preparing. Do best case/worse case scenario with client and have them practice their responses. Role play.
- Affirmations and Validation. Show confidence in the person.

Communication with HP Type

"Let's role play on how to handle the stress that comes up when talking about your children in front of people."

"I know you can do this. You pick up things quickly."

It's important to stay relaxed and focused. What are ways you do that?

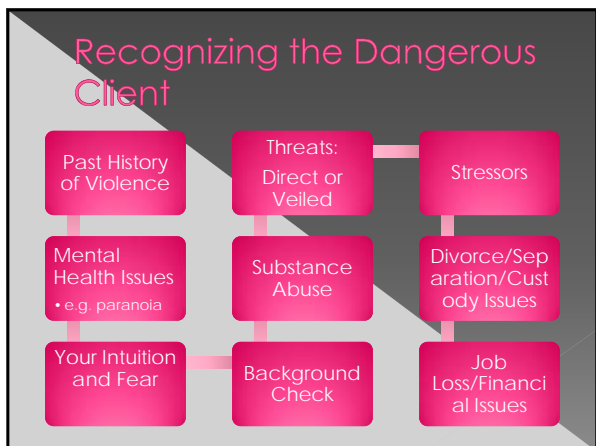
"Here are the benefits of staying focused. . ."

A Final Note On Challenging Personality Types

- Types often occur in clusters. We may see several characteristics from each disorder.
- If we see the dominant disorder we will tailor interventions accordingly.
- Finally, severe personality types (disorders) are the most difficult people to deal with.
- We must be vigilant with personality disordered individuals by not taking failure (or success) personally.
- Being cool, calm and collected is best

A Final Note On Dealing With Challenging Customers

- Keep It Simple. Direct, clear, communication. Boundary setting.
- Join by listening and empathizing (although less with anti-social individuals)
- CAPACITY is the issue that we must struggle with—specifically, when do individuals not possess the capacity to engage in effective communication?*



Intrapersonal Communication

Be careful how you are talking to yourself because you are listening.

-Lisa M. Hayes

Intrapersonal and Interpersonal Communication

Intrapersonal Communication

Your internal dialogue - self talk

What are you thinking and saying to yourself during the interaction?

Intrapersonal and Interpersonal Communication

Interpersonal Communication

Our interactions with others

Process of communicating our thoughts, ideas, and feelings with others

A Major Key to Success with Difficult People - Resilience

- Resilience is the ability to modulate and constructively harness the stress response—a capacity essential to both physical and mental health.
- Success can hinge on resilience. Setbacks are part of any endeavor, and those who react to them productively will make the most progress.
- A person can boost his or her resilience. Strategies include reinterpreting negative events, enhancing positive emotions, becoming physically fit, accepting challenges, maintaining a close social network and imitating resilient role models.

• <https://www.youtube.com/watch?v=V9WBSuYnyAI>

Q and A

