

# Dealing with Difficult People

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**Thursday, December 2, 2021**

**Noon–1 p.m. PST**

**LIVE WEBCAST**

CLE credits: 1 Practical Skills

MCLE ID#: 84277

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Law is a profession that involves interacting with clients, colleagues, and other individuals who can really test patience and push your buttons. This webinar teaches strategies for handling tricky personalities with greater command—without losing your cool.

After participating in this webcast, you will learn how to:

- Engage scared and upset clients who become increasingly overwhelmed as you try to explain.
- Encourage others to be more forthcoming and respectful.
- Have more rational, productive conversations with anyone in your personal or professional life who you may be having trouble getting through to, collaborating with, or gaining cooperation from.
- Feel calm and in control in the face of difficult behavior.



## About the Facilitator

Through executive coaching and training, Portland, Maine-based psychologist Amy Wood helps attorneys to reach greater levels of achievement and fulfillment. She is the author of *Life Your Way: Refresh Your Approach to Success and Breathe Easier in a Fast-paced World*, and is often called on for her expert opinion by media ranging from Maine Public Radio to Parade Magazine. Dr. Wood earned her doctorate at Adler University and is certified by the College of Executive Coaching. To learn more about Dr. Wood, go to [www.amywoodpsyd.com](http://www.amywoodpsyd.com), [email](mailto:amy@amywoodpsyd.com), or call 207-232-0390.



## LIVE WEBCAST REGISTRATION

\$35 ONLD member

\$45 OSB member

\$55 Non-OSB member

*Includes online access to the recorded seminar for 60 days after the event. Electronic materials are included with your registration.*

50-Year and Active Pro Bono OSB members and Oregon judges and their lawyer staff — please call the OSB CLE Service Center at (503) 431-6413 or (800) 452-8260, ext. 413 to register for the seminar.



**Need help with registration, refunds, tuition assistance or accessibility accommodations?**

Call or email the OSB CLE Service Center:  
(503) 431-6413 or (800) 452-8260, ext. 413  
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***Please contact us at least 24 hours before the seminar for refunds and 72 hours before the seminar for accessibility accommodations.***