



New Ways for Families Advanced Training on Dealing with High Conflict People

Presented by Bill Eddy, LCSW, Esq.

May 23-24, 2019

This 2-day training will focus on advanced skills for dealing with the difficult behaviors of high-conflict people, whether as individuals or when involved in family problems, especially separation and divorce. High-conflict people (HCPs) tend to have a predictable pattern of:

- **Preoccupation with blaming others**
- **Difficulty accepting responsibility for their own behavior**
- **Uncontrollable negative emotions**
- **Personal attacks, even against those trying to help**
- **Working hard against their own self-interests**
- **Triggering conflicts among professionals**
- **Seeming disinterested in ending their disputes**

On DAY ONE in the morning, participants will learn about high-conflict personality styles, recent brain research which helps understand them and tips for managing any high conflict clients. In the afternoon, there will be an introduction to the New Ways for Families method, including its research basis, the four basic steps, the role of each profession (judges, lawyers, counselors and ADR professionals), teaching the “4 Big Skills” and video clips demonstrating the method with a court case.

DAY TWO focuses on New Ways for Families practice exercises, emphasizing four advanced skills which are paradigm shifts for professionals, including: Providing Structure, Reinforcing Client Self-Management, Guiding Parents to Teach Children Skills, and Teaching Clients How to Make Decisions. There will be discussion and questions about overall procedures, experience with the method over the past year, the importance of each professional role and possible revisions to the method based on the feedback.

This 2-day training is required for counselors providing the New Ways for Families method, and recommended for lawyers and judges. Professionals do not need to be involved in New Ways for Families to benefit from this 2-day training. Feedback and questions about procedures from participating professionals will be encouraged and adaptations will be discussed.

DAY ONE – New Ways for Families Training

Morning: Managing High Conflict Clients

9:00 – 10:30: An overview is provided of five personality patterns of high conflict behavior, including: Borderline, Narcissistic, Histrionic, Antisocial, and Paranoid. Common cognitive distortions of these personalities will be explained, along with recent brain research. Personality issues related to domestic violence will be discussed.

10:30-10:45: BREAK

10:45-12:15: Four key methods will be presented for managing high conflict personalities in their disputes, as well as the many “negative advocates” who support their negative behavior, including family members and some professionals.

12:15-1:15: LUNCH

Afternoon: New Ways for Families - Overview

1:15-2:45: This overview is for all professionals who may use New Ways for Families, including judges, attorneys, counselors, court staff and ADR professionals (mediators, collaborative practitioners, parenting facilitators, GALs). Includes: research basis, goals, emphasis on teaching small skills in small steps, based on treatment programs for personality disorders. Video clips of a sample case will be used to demonstrate the 4-Step structure of the program

2:45-3:00: BREAK

3:00-4:30 The 4 conflict-reducing skills will be explained, with ways to have all professionals reinforce use of these skills with clients (by lawyers and judges, as well as counselors); methods of dealing with high-conflict client resistance; managing domestic violence issues; and managing child alienation issues will be included. General procedural issues will be explained and discussed.

DAY TWO – New Ways for Families Training

Whether or not a professional intends to use the New Ways for Families method, practicing the following skills with any potentially high conflict clients will be beneficial.

9:00 – 10:30: SKILL #1: PROVIDING STRUCTURE

- Review of New Ways method and professional roles
- The need for clear, specific and simple structure for high-conflict people

Practice Exercises:

- Issuing a court order or signing an out-of-court agreement for New Ways
- Setting personal goals in the New Ways for Families method
- Addressing client resistance to having a structured plan

10:30 – 10:45: BREAK

10:45 – 12:15: SKILL #2: REINFORCING CLIENT SELF-MANAGEMENT

- Why *flexible thinking* is so difficult for high-conflict families
- Why *managed emotions* and *moderate behaviors* are so hard for them
- How to present these concepts and manage resistance to using them

Practice Exercises:

- Coaching a client to write an email that is *Brief, Informative, Friendly and Firm*
- Coaching a client on how to *Make a Proposal* and how to *Respond* reasonably
- Addressing client resistance to practicing these skills

12:15 – 1:15: LUNCH

1:15 – 2:45: SKILL #3: GUIDING PARENTS TO TEACH CHILDREN SKILLS

- Importance of parents being in the role of teachers of positive skills
- Importance of professionals guiding parents with empathy & respect
- Managing parent thinking, emotions and behavior while teaching children

Practice:

- Guiding a parent in teaching a child about *flexible thinking*
- Guiding a parent in *supporting the child's relationship* with other parent
- Addressing client resistance to effectively teaching these skills

2:45 – 3:00: BREAK

3:00 – 4:30: SKILL #4: TEACHING CLIENTS HOW TO MAKE DECISIONS

- Why clients must be the decision makers to their maximum capacity
- Providing structure to assist the clients' decision-making process
- Quizzing clients on skills they have learned and having them show skills
- Helping professionals develop patience while assisting in slower, more effective decision making

Practice:

- Practice quizzing parents on what skills they have learned
- Practicing a role-play exercise with a client in presenting a proposal
- Assisting clients in making and responding to proposals in a mediation or other structured process
- Questions and discussion of practical issues in implementing New Ways

Learning Objectives

1. Identify the research basis and goals of New Ways for Families in reducing conflict in family law cases.
2. Identify the four steps of New Ways and basic procedures for each step.
3. Apply skills to focus clients on learning conflict-reducing skills rather than blaming others.
4. Apply cognitive-behavior therapy methods with clients using the Parent Workbooks.
5. Apply family therapy methods with clients in structuring the Parent-Child Counseling.
6. Identify the important structuring role of judicial officers with high-conflict parents.
7. Apply methods of dealing with resistance of high-conflict parents for counselors.
8. Identify the lawyer's role of guiding clients in making proposals, responding to proposals and making their own lasting decisions in family law matters.
9. Apply methods of managing parent decision-making in the alternative dispute resolution processes of mediation, parenting facilitation, collaborative practice and as Guardians ad litem.
10. Recognize the importance of all professionals reinforcing client skills in managing future problems.

BILL EDDY, LCSW, Esq.

William A. ("Bill") Eddy is an attorney, therapist, mediator, and the President of the High Conflict Institute based in San Diego, California. Mr. Eddy provides training to professionals worldwide on the subject of managing high-conflict personalities. He has provided seminars to human resource professionals, employee assistance professionals, ombuds, attorneys, mediators, mental health professionals, hospital administrators, college administrators, government agencies, judges, law enforcement, homeowners' association managers and others. He has presented in over 30 states, several provinces in Canada, France, Sweden, England, Greece, Israel, Netherlands, Australia and New Zealand.

As an attorney, he is a Certified Family Law Specialist in California, where he has represented clients in family court and provided divorce mediation services for over 20 years. Prior to that, he provided psychotherapy for 12 years to children, adults, couples and families in psychiatric hospitals and outpatient clinics as a Licensed Clinical Social Worker.

Mr. Eddy is the author of several books, including:

- ***High Conflict People in Legal Disputes***
- ***The Future of Family Court***
- ***SPLITTING: Protecting Yourself While Divorcing Someone with Borderline or Narcissistic Personality Disorder***
- ***BIFF: Quick Responses to High Conflict People***
- ***So, What's Your Proposal***

He taught Negotiation and Mediation at the University of San Diego School of Law for six years. He is currently the Senior Family Mediator at the National Conflict Resolution Center in San Diego, California. He is on the part-time faculty at the Pepperdine University School of Law where he has taught Psychology of Conflict for the past three years, and on the part-time faculty of the National Judicial College. For the past six years he has also provided an online CEU course for mental health professionals titled: *Working with High Conflict Personalities* at www.ContinuingEdCourses.net.

He is the developer of the *New Ways for Families*® method for potentially high-conflict families, which is being implemented in several family court systems in the United States and Canada. He is also the co-developer of the *HCI Pattern Viewer* computer method of presenting high conflict behavior and numerous documents in a simple visual format to professionals and the court. He has also developed the *New Ways for Mediation* SM method, which emphasizes a greater role for clients by using simple decision-making skills which are taught and reinforced by the mediator, including through *Pre-Mediation Coaching*.

He obtained his law degree in 1992 from the University of San Diego, a Master of Social Work degree in 1981 from San Diego State University, and a Bachelors degree in Psychology in 1970 from Case Western Reserve University. His websites are: www.HighConflictInstitute.com, www.newways4families.com and www.BIFFResponse.com.