

# Core PS: Dealing with difficult clients and colleagues

Recorded: Wednesday 7 February | 2 hours  
2017/2018 or 2018/2019 CPD year

## Overview

Maintaining productive internal and client facing relationships, is challenging yet achievable, in a fast paced, complex legal environment. Lawyers at any stage of their career will benefit from this interactive and practical two-hour workshop facilitated by Robyn Bradey, a leading expert in managing workplace conflicts and building resilience. This essentials workshop will provide you with the knowledge and skills to effectively resolve conflict with clients as well as with colleagues to support creativity, productivity and increased profit. By viewing this workshop you will gain two core CPD points in professional skills.

**2 CPD Points**



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2 hours



### **Core PS: Dealing with difficult clients and colleagues**

This two hour workshop will lead you through the “how, when, where, why and what” of communication and gives some tested practices to resolve situations where there is conflict. When you apply these principles you will find yourself negotiating difficult conversations and managing change with ease.

**Robyn Bradey**, Proprietor & Counsellor, Rb Counselling and Consultancy Services and Accredited Mental Health Social Worker

Chair: **Sheila Kushe**, Legal Professional Development Executive, Queensland Law Society and member, QLS Wellbeing Group

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