

# Better client outcomes in emotionally charged situations

Recorded: 28 August 2018 | 1 hour  
2018/2019 CPD year

## Overview

Have you experienced communication difficulties with clients? Neuroscience informs us how and why clients in certain, usually high stress situations, may experience impaired mental functioning.

“Seek first to understand, then to be understood”: Join and engage with Dr Anne Purcell, award winning mediator as she breaks down the science and provides practical skills and tips that will revolutionise the way you relate to and communicate with your clients, enabling you to jointly problem solve and achieve the best possible outcomes. Your clients will thank you.

1 CPD Point



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1 hour



## Better client outcomes in emotionally charged situations

An award winning mediator who has worked extensively with the legal profession, breaks down the science and provides practical skills and tips to revolutionise the way practitioners relate to and communicate with their clients.

- Insights from neuro-science into the effects of high conflict situations
- Benefits of creating a sense of safety
- Focusing on problem solving will then achieve the best possible outcomes
- How to achieve this: practical skill and tips including appropriate language

Presenter: **Dr Anne Purcell**, Mediator, Resolution Partners

Chair: **Roger Patterson**, Legal Professional Development Executive, Queensland Law Society

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