



Multnomah Bar Association

Tuesday, December 18, 2018 3:00 – 5:00 p.m.

World Trade Center, Mezzanine, 26 SW Salmon, Portland

Registration forms with payment must be received by the MBA office by Dec. 17.

The MBA will apply for 2 hours of General OSB MCLE credit. Washington MCLE credit may be obtained individually. Registrants who miss the seminar may request the handout materials. Sorry, no refunds. Substitutions are welcome; non-members may be subject to an additional fee. Accommodations available for persons with disabilities; please call in advance for arrangements.

Help Clients Navigate the Intersection of Logic and Emotion

Clients spin when the law and their emotions collide. Their ability to make good decisions declines and they occasionally blame their lawyer for the situation. Learn practical tips, techniques, and tools from a lawyer and a social psychologist, who both have mediation experience. Learn how to counsel your clients through the uncertainty, fear and frustration they experience when they believe the likely outcome is unfair or the process is too long and expensive. Explore client risk tolerance so they can better participate in the usual settlement dance. Manage cognitive biases to channel clients' energies on what is really in their best interest. Help them make better decisions with the judicious use of decision trees and decision tables. Help clients understand and accept your legal advice by understanding their underlying values, needs and interests. Join panelists Sam Imperati, JD and Devin Howington, PhD, ICMRESOLUTIONS, who promise "no touchy-feely babble. . .just straight talk for better representation."

For more information: Contact Jovanna Patrick, Hollander Lebenbaum et al at 503.222.2408. For registration questions, contact the MBA at 503.222.3275.

Name, Firm, Billing Address, Phone, OSB #, Email

Register me for the seminar as indicated:

- MBA Member \$60.00
Non-MBA Member \$95.00

I will not be attending but would like to order:

- CD ROM / & Handouts (Member) \$60.00
CD ROM / & Handouts (Non-Member) \$95.00

Payment Options:

- Check (enclosed) or Visa MasterCard American Express

Acct #

Exp. Date Security Code

Signature

Send form and payment to: Multnomah Bar Association 620 SW 5th Ave Ste 1220 Portland OR 97204 Fax 503.243.1881 (for credit cards only) Ph 503.222.3275