

**University of Cincinnati College of Law  
Center for Practice**

***Dealing with the Difficult: On Emotion and Psychology for  
Client Counseling and Negotiation***

At Stratford Heights Complex  
2634 Stratford Avenue  
Cincinnati, OH 45220  
(across the street from UC Maingate on Clifton Ave.)

**December 11, 2008**  
**8:30 a.m. – 12:30 p.m.**  
(3.5 hrs. general CLE credit, approval pending)

Faculty: Marjorie Corman Aaron, UC College of Law

**Agenda**

- 8:30 – 8:45** Continental Breakfast and Introductions
- 8:45 – 9:00** Defining the Difficult!
- 9:00 – 10:45** *Attorneys Explore Beyond Reason, the Core Concerns Model for Negotiating Effectively and Dealing with the High Emotions of Clients, Opposing Counsel and Even Colleagues*
- Interactive lecture/discussion of core concerns model drawn from Fisher & Shapiro's *Beyond Reason: Using Emotions as You Negotiate* (Viking 2005).
  - Participants will apply theory to practice, working through negotiation scenarios with clients, opposing counsel, and colleagues.
- 10:45 – 11:00** Break
- 11:00–12:30** *Getting to Better Client Decisions and More Effective Negotiation with a little help from the Psychology of Decision-Making and a Cache of Comebacks*
- Interactive presentation on elements of the psychology of decision-making that directly impact client decisions and negotiation behaviors, with advice for negotiating responses to best serve your clients.
  - Practice In Psychology: Participants will practice using the psychology of decision making to counsel clients and negotiate in scenarios drawn from legal practice.
- 12:30** Adjournment and Evaluation
- 12:30** Lunch (participants will be joined by those attending the afternoon program)