

Managing High Conflict People In Court

[#managing high conflict individuals](#) [#courtroom conflict resolution](#) [#difficult litigants strategies](#) [#legal dispute management](#) [#high conflict divorce court](#)

Effectively managing high conflict individuals in court is crucial for legal professionals, requiring specialized strategies to maintain decorum and progress. This guide provides essential courtroom conflict resolution techniques and practical advice for dealing with difficult litigants, offering actionable legal dispute management solutions for various high-stakes legal environments, including high conflict divorce court scenarios.

Our collection supports both foundational studies and cutting-edge discoveries.

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Managing High Conflict People in Court

This book is designed for judicial officers to use in managing people with high conflict personalities in any courtroom, with an emphasis on family court litigants. This easy-to-read booklet provides judicial officers with accurate and authoritative information about the subject matters covered. It describes general principles and suggestions for judicial officers to immediately put into practice.

High Conflict People in Legal Disputes

An easy and practical book for legal professionals or anyone else disputing with someone with a high-conflict personality.

Mediating High Conflict Disputes

High conflict mediation requires a paradigm shift from traditional mediation--high conflict experts Bill Eddy and Michael Lomax show you how. Over the past ten years the authors have been developing and practicing tips for managing high conflict clients in mediation, which is now a fully developed new method called New Ways for Mediation(R). Mediating High Conflict Disputes gives all of the little tips which any mediator can use, as well as the step-by-step structure of the New Ways for Mediation method for those who want to have better control of the process in high conflict cases--or any cases. Bill Eddy is primarily a family mediator in San Diego, California, with a worldwide reputation for training mediators, lawyers, judges and counselors in methods for working with clients with "high conflict" personality disorders or traits. Michael Lomax is a mediator dealing with family, workplace, military and government agency disputes in British Columbia, Canada. Both have provided training in this method for High Conflict Institute over the past ten years. This book is divided into three parts: Part 1 provides

a thorough explanation of the thinking and behavior of parties with high conflict personalities, with an emphasis on what does not work and should be avoided. Part 2 provides a detailed description of the New Ways for Mediation method, including several paradigm shifts in each step of the process for greater success. Its similarities and differences with interest-based negotiations and transformative mediation methods are explained. Part 3 includes numerous examples describing cases with special issues in several settings, including family, workplace, and disputes involving government agencies.

Biff

This little book gives more than 20 examples of BIFF responses--brief, informative, friendly, and firm--for all areas of life, plus additional tips to help readers deal with high-conflict people anywhere. 158 pp.

New Ways for Work: Workbook

This workbook teaches four personal self-management skills with numerous exercises for employees and managers in need of workplace behavior improvement.

New Ways for Work: Coaching Manual

A coaching guide to teach four personal self-management skills to employees and managers in need of workplace behavior improvement.

The Future of Family Court

Applying lessons learned from the mental health field to the family court system, especially with high-conflict or potentially high-conflict parents.

Don't Alienate the Kids! Raising Resilient Children While Avoiding High Conflict Divorce

An examination of the child alienation problem from the perspective of a lawyer/therapist/mediator who trains professionals on managing high-conflict disputes.

It's All Your Fault!

Provides answers for keeping everyday problems in the workplace, family or neighborhood from becoming "high-conflict" disputes.

Splitting

This highly anticipated second edition of Splitting includes new chapters on abuse, alienation, and false allegations; as well as information about the four types of domestic violence, protective orders, and child custody disputes. Are you divorcing someone who's making the process as difficult as possible? Are they sending you nasty emails, falsifying the truth, putting your children in the middle, abusing you, or abusing the system? Are they "persuasive blamers," manipulating and fooling court personnel to get them on their side? If so, you need this book. For more than ten years, Splitting has served as the ultimate guide for people divorcing a high conflict person, one who often has borderline or narcissistic (or even antisocial) personality disorder. Among other things, it has saved readers thousands of dollars, helped them keep custody of their children, and effectively guided them through a difficult legal and emotional process. Written by a family law attorney and therapist, and the author of Stop Walking on Eggshells, Splitting is an essential legal and psychological guide for anyone divorcing a persuasive blamer: someone who suffers from borderline personality disorder (BPD), narcissistic personality disorder (NPD), and/or antisocial personality disorder (ASPD). This second edition includes new information about antisocial personalities; expanded information about domestic violence, child abuse, alienation, and false allegations; how to approach protective orders and deal with child custody disputes; and a new chapter on how to successfully present your case to decision makers. Turn to this guide to help you: Predict what your spouse may do or say in court Take control of your case with assertiveness and strategic thinking Choose a lawyer who understands your case Learn how e-mails and social networking can be used against you If you need help navigating a high-conflict divorce from a manipulative spouse, this book includes all of the critical information you need to work through the process of divorce in an emotionally balanced, productive way.

High Conflict

"In the tradition of bestselling explainers like *The Tipping Point*, [this] book [is] based on cutting edge science that breaks down the idea of extreme conflict--the kind that paralyzes people and places--and then shows how to escape it"--

So, What's Your Proposal?

An amazingly simple technique for getting high-conflict people to stop blaming others, and instead join in finding solutions to problems.

Winning Your High-Conflict Divorce

Winning Your High-Conflict Divorce provides successful strategies for managing your high-conflict divorce both within and out of the court system. While many books offer advice on how to manage conflict, they are based on the assumption that your adversary is a rational person who wants to end the struggle. In a high-conflict divorce things are different. When one person lives for the fight, even willing to sacrifice your children to win, you must engage. *Winning Your High-Conflict divorce* provides you with step-by-step strategies that have successfully helped people contain their high-conflict divorce. The tactics you'll learn will reduce your stress, save you time and money, and enable you to take control. You can win your high-conflict divorce.

5 Types of People Who Can Ruin Your Life

Some difficult people aren't just hard to deal with—they're dangerous. Do you know someone whose moods swing wildly? Do they act unreasonably suspicious or antagonistic? Do they blame others for their own problems? When a high-conflict person has one of five common personality disorders—borderline, narcissistic, paranoid, antisocial, or histrionic—they can lash out in risky extremes of emotion and aggression. And once an HCP decides to target you, they're hard to shake. But there are ways to protect yourself. Using empathy-driven conflict management techniques, Bill Eddy, a lawyer and therapist with extensive mediation experience, will teach you to: - Spot warning signs of the five high-conflict personalities in others and in yourself. - Manage relationships with HCPs at work and in your private life. - Safely avoid or end dangerous and stressful interactions with HCPs. Filled with expert advice and real-life anecdotes, *5 Types of People Who Can Ruin Your Life* is an essential guide to helping you escape negative relationships, build healthy connections, and safeguard your reputation and personal life in the process. And if you have a high-conflict personality, this book will help you help yourself.

It's All Your Fault at Work!

A four-step method for handling the increasingly-outrageous behavior of narcissists and high-conflict people at work: customers, employees, managers and business-owners.

The High-Conflict Couple

You hear and read a lot about ways to improve your relationship. But if you've tried these without much success, you're not alone. Many highly reactive couples—pairs that are quick to argue, anger, and blame—need more than just the run-of-the-mill relationship advice to solve their problems in love. When destructive emotions are at the heart of problems in your relationship, no amount of effective communication or intimacy building will fix what ails it. If you're part of a "high-conflict" couple, you need to get control of your emotions first, to stop making things worse, and only then work on building a better relationship. *The High-Conflict Couple* adapts the powerful techniques of dialectical behavior therapy (DBT) into skills you can use to tame out-of-control emotions that flare up in your relationship. Using mindfulness and distress tolerance techniques, you'll learn how to deescalate angry situations before they have a chance to explode into destructive fights. Other approaches will help you disclose your fears, longings, and other vulnerabilities to your partner and validate his or her experiences in return. You'll discover ways to manage problems with negotiation, not conflict, and to find true acceptance and closeness with the person you love the most.

Calming Upset People with Ear

The level of stress and conflict in today's world is higher than seen in decades. We all can use tools for managing the emotions this has caused. At the same time, there also appear to be more "high conflict" people who are preoccupied with blaming others and verbally venting or attacking those

around them. Yet, these upset emotions and conflicts can often be calmed immediately through the use of a simple EAR Statement(TM), a method developed and refined by Bill Eddy over the past fifteen years and taught to hundreds of thousands of professionals and individuals. Following on the success of his widely-known BIFF Response(R) method and books, this new book by Bill Eddy on EAR Statements will come in handy in all kinds of upset situations: family conflicts, workplace disputes, neighbor controversies, and any other setting. A simple statement communicating empathy, attention and/or respect to an angry, sad, mentally ill or any upset person at any time can work wonders in minutes. Yet it's not as easy as it looks. It takes practice and this book gives over twenty examples of applying this method in families, communities, customer relations, volunteer organizations, public service, politics, business, police encounters, racial conflicts, schools, mental health settings, and others. Empathy, attention and respect are what all people are looking for, especially when upset or in a conflict. This book will give you the details of how to calm upset people with EAR every day.

Don't Alienate the Kids!

In this tenth anniversary edition of Don't Alienate the Kids attorney, mediator, and therapist Bill Eddy shows readers how to protect children from the harm of alienation and high-conflict divorce, boosting their resilience by teaching them to think flexibly, manage their emotions, and moderate their behaviors. We all know breakups can get ugly. But sometimes they can get downright vicious, with badmouthing, brainwashing, and allegations of alienation, child abuse and domestic violence, all leading to nasty custody battles. And when they do, it's the children who suffer most. During a high-conflict divorce or separation, kids can develop lifelong habits of all-or-nothing thinking, unregulated emotions, and extreme behaviors. Professionals who want to help may unintentionally make things worse, believing everything a parent says or taking sides. No one can solve this problem alone. That's because the wall of alienation between parent and child is built by: the family's own patterns of conflict family court professionals who get emotionally "hooked" society's rapidly escalating culture of blame But there's hope Readers can help kids learn flexible thinking, emotion regulation, effective behaviors, and healthy relationships. Everyone involved must work together. This book shows how parents, family members, friends, counselors, lawyers, parenting coordinators, divorce coaches, and family court judges can become part of the solution, giving children a foundation of resilience that will last a lifetime. Bill Eddy is cofounder of the High Conflict Institute and the author or coauthor of thirteen books, including Five Types of People Who Can Ruin Your Life, BIFF, and Splitting.

Stop Walking on Eggshells

Discusses the signs and symptoms of borderline personality disorder and explains how the families and friends of patients can cope with BPD behavior while taking care of themselves.

Dating Radar

Why do so many of us commit to the wrong person? Most believe that attraction and compatibility are the keys to relationship success when, in reality, these are red flags in 15-20% of the population. When it comes to love, the brain is irrational and shortsighted. We make decisions based on incomplete information, biased understanding, and strong emotion. Love truly is blind. That's why you need dating radar, it gives you a way to detect hazards you might otherwise miss by recognizing: 1. Warning signs of certain personalities that can spell love relationship danger 2. Ways that they can jam your radar (deceive you) 3. Where your own blind spots might be Attorney, mediator, and social worker Bill Eddy and relationship expert Megan Hunter use their expertise in high-conflict personalities, complicated relationships and divorce to equip readers to see through the blinding spark of new love and spot potential toxic relationships before it is too late! If hindsight is 20/20, dating radar is x-ray vision. Bill Eddy is an award-winning author and president of High Conflict Institute. Megan Hunter is a publisher, author, speaker and the founder of Unhooked Media.

Coparenting Wellness Planner for High-Conflict Cases

Divorce is hard enough even in the best of circumstances. But what if your spouse is trying to turn the kids against you? What if your ex is hauling you into court over every little thing? What if you're being falsely accused of child abuse or domestic violence? Worst of all, what if you've been cut off from your children entirely? High-conflict divorce is just about the most devastating, soul-wrecking experience imaginable. The unrelenting chaos and pain can leave you exhausted and despairing. Legal fees can become a huge strain. And most importantly, there's the impact on your children, who may be grappling

with anxiety, struggling at school, acting out, or turning to substances to cope. How can you keep it all together? In *The High-Conflict Co-parenting Wellness Planner*, high-conflict divorce experts Megan Hunter and Andrea LaRochelle offer hope and a wealth of advice. The healthier you are as a parent, the better you'll be able to help your children. Week by week, the authors guide you in taking care of yourself while navigating conflict. You'll learn practical strategies for handling the most common co-parenting scenarios. And you'll discover new ways to manage your own anger, worry, fear, stress, and grief. As hard as it may be to believe right now, it is possible to move beyond the conflict. You can overcome the alienation, regain your balance, and ultimately find freedom - from the overwhelming feelings, from the drama, and from your ex's hold on your life. This book shows you how.

Better Apart

"Potent, accessible tools for your family and your future." --Gwyneth Paltrow
Marital strife and divorce can be your chance to profoundly transform yourself, your mindset and your relationship with a more harmonious and steady vision. While many of us may be better together, some of us can actually become better apart. What if you emerged from your divorce stronger and more resilient than ever before? *Better Apart* is the first book to apply the life-changing, healing wisdom of meditation and yoga, combined with practical advice, to help anyone going through the painful and seemingly intractable realities of divorce. Gabrielle Hartley and Elena Brower are warm and caring guides who can help you compassionately part from your partner. Whether your separation is amicable, or your ex is combative, *Better Apart* can help you find peace, calm, and hope. Blending practical advice from a legal perspective together with spiritual wisdom, Gabrielle and Elena are experts and realists who have created a simple five-step process that uses original meditations, perspective-shifting exercises, and fresh suggestions to help navigate the common legal and emotional pitfalls of divorce. Don't worry if you've never tried yoga or mediation; Gabrielle's insight buttressed by Elena's practices and exercises are accessible for all. Together, they show you how to meaningfully shift your mindset and to move forward through any--or all--parts of this emotionally fraught process. *Better Apart* radically reframes the way couples experience, execute, and recover from when "for better or worse" is no longer an option, and helps you find the road to a new mindset and better life.

Managing Conflict of Interest in the Public Sector

Conflicts of interest in both the public and private sectors have become a major matter of public concern world-wide. The OECD Guidelines define a conflict of interest as occurring when a public official has private-capacity interests which could improperly influence the performance of their official duties and responsibilities. However, identifying a specific conflict of interest in practice can be difficult. And resolving the conflicting interests appropriately in a particular case is something that most people find even more challenging. The Toolkit focuses on specific techniques, resources and strategies for: Identifying, managing and preventing conflict-of-interest situations more effectively; and Increasing integrity in official decision-making, which might be compromised by a conflict of interest. This Toolkit provides non-technical, practical help to enable officials to recognise problematic situations and help them to ensure that integrity and reputation are not compromised. The tools themselves are provided in generic form. They are based on examples of sound conflict-of-interest policy and practice drawn from various OECD member and non-member countries. They have been designed for adaptation to suit countries with different legal and administrative systems. **FURTHER READING:** *Managing Conflict of Interest in the Public Service: OECD Guidelines and Country Experiences*

New Ways for Families Parent Workbook

Workbook used by family courts to teach parents the skills necessary to jointly make their parenting decisions out of court.

BIFF for Co-Parents

In divorce and co-parenting, not only do parents need to deal with their own emotions, they may be faced with a daily barrage of hostile calls, texts, social media blasts, and/or emails. How can you regain a sense of control and peace for your own sake and for the kids? For more than a decade, the BIFF method of responding to hostile and misinforming emails, texts and conversations, has grown in use by thousands of people dealing with a person with a high conflict personality. This third book in the BIFF Communication series is especially devoted to parents dealing with issues in and after separation and divorce as they co-parent their children, complete with instructions in the four-step BIFF method and

numerous examples for dealing with co-parent situations. When parents use this approach, not only do they feel good about their end of the written or verbal conversation, but it tends to influence the other parent to communicate more productively as well. While it's simple and practical, it's not natural for most of us because we are hooked by the emotional intensity. This book can help you reduce the conflict and regain your sanity by learning what to write and what not to write. Brief, Informative, Friendly and Firm. The BIFF is a communication game changer--it works!

Hiring Radar

High conflict personalities (HCPs) create chaos and conflict in the workplace. They are the people most likely to lie, mislead, damage property, harm an organization's reputation, embezzle, or even become violent. Their behavior creates a huge time suck for everyone around them, including management and human resources. HCPs create stress and conflict that destroys morale and often results in attrition by other employees, who may feel unsupported by management and see no viable options for staying. Needless to say, HCPs can torpedo an organization's competitive advantage. How do we end up hiring people with high conflict personalities? Why do we keep them? Because we don't recognize them until the damage is done. In the hiring phase, we focus on a candidate's CV and past performance, but we may neglect an equally important factor: personality. We make decisions based on incomplete information, biased understanding, and sometimes strong emotion. HCPs may seem stealthy, but the truth is, they are predictable, and you can learn to detect them. In *Hiring Radar*, high conflict experts Bill Eddy and Megan Hunter show you how to recognize 1. Red flags in the CV, resume, and application 2. Warning signs in the interview 3. Clues from references and background checks 4. Your own potential blind spots With hiring radar, you can keep your organization on course by spotting hazards in time - before you bring a high conflict personality on board. Bill Eddy, LCSW, Esq., is Chief Innovation Officer of the High Conflict Institute. Megan Hunter, MBA, is CEO of the High Conflict Institute.

The Big Book of Conflict Resolution Games: Quick, Effective Activities to Improve Communication, Trust and Collaboration

Make workplace conflict resolution a game that EVERYBODY wins! Recent studies show that typical managers devote more than a quarter of their time to resolving coworker disputes. The *Big Book of Conflict-Resolution Games* offers a wealth of activities and exercises for groups of any size that let you manage your business (instead of managing personalities). Part of the acclaimed, bestselling *Big Books* series, this guide offers step-by-step directions and customizable tools that empower you to heal rifts arising from ineffective communication, cultural/personality clashes, and other specific problem areas—before they affect your organization's bottom line. Let *The Big Book of Conflict-Resolution Games* help you to: Build trust Foster morale Improve processes Overcome diversity issues And more Dozens of physical and verbal activities help create a safe environment for teams to explore several common forms of conflict—and their resolution. Inexpensive, easy-to-implement, and proved effective at Fortune 500 corporations and mom-and-pop businesses alike, the exercises in *The Big Book of Conflict-Resolution Games* delivers everything you need to make your workplace more efficient, effective, and engaged.

Conflict Management in the Workplace

This book offers an understanding of the nature of conflict and structures, which enable the reader to negotiate a solution.

Maddi's Fridge

Winner of: 2014 Christopher Award, Books for Young People 2014 ILA Primary Fiction Award 2015 MLA Mitten Award Honor Human Rights in Children's Literature Honor With humor and warmth, this children's picture book raises awareness about poverty and hunger. Best friends Sofia and Maddi live in the same neighborhood, go to the same school, and play in the same park, but while Sofia's fridge at home is full of nutritious food, the fridge at Maddi's house is empty. Sofia learns that Maddi's family doesn't have enough money to fill their fridge and promises Maddi she'll keep this discovery a secret. But because Sofia wants to help her friend, she's faced with a difficult decision: to keep her promise or tell her parents about Maddi's empty fridge. Filled with colorful artwork, this storybook addresses issues of poverty with honesty and sensitivity while instilling important lessons in friendship, empathy, trust, and helping others. A call to action section, with six effective ways for children to help fight hunger and information on antihunger groups, is also included.

New Ways for Families Professional Guidebook

Manual for family court professionals to use with high-conflict divorcing families. It focuses on strengthening skills before making long-term decisions.

Model Rules of Professional Conduct

The Model Rules of Professional Conduct provides an up-to-date resource for information on legal ethics. Federal, state and local courts in all jurisdictions look to the Rules for guidance in solving lawyer malpractice cases, disciplinary actions, disqualification issues, sanctions questions and much more. In this volume, black-letter Rules of Professional Conduct are followed by numbered Comments that explain each Rule's purpose and provide suggestions for its practical application. The Rules will help you identify proper conduct in a variety of given situations, review those instances where discretionary action is possible, and define the nature of the relationship between you and your clients, colleagues and the courts.

When Empathy Fails

Have you ever... - Felt victimized, been swindled or lied to by your best friend; - Loaned money to loved ones who squandered the gift and never paid you back; - Had to fight unscrupulous prosecutors for your freedom; - Been forced to defend yourself from your vengeful ex or your ungrateful children; - Bumped into a beguiling, but shifty, stranger? If so, you've crossed paths with someone operating with Empathy Dysfunction (EmD). In this book, psychologist, Dr. Kathy Marshack, helps you not only understand why this is happening, but how to protect yourself from those hell-bent on destroying you. Narcissists, sociopaths, addicts, brain injured, autistics, a vengeful ex, corrupt city officials and greedy neighbors. What do these people have in common? According to Licensed Psychologist, Dr. Kathy Marshack, they all lack empathy. She ought to know. She endured a 12-year perfect storm of divorce, lawsuits, assaults, cyberstalking, false arrests, predatory prosecution, and the loss of her children to parental alienation. Throughout all these experiences she noticed there was a common theme, namely people with Empathy Dysfunction (EmD). Dr. Kathy Marshack does more than share her unbelievable true story, she shares: - Hard-learned lessons on how to stand up for yourself when dealing with people who could literally care less about you. - A way to identify those with a dysfunctional lack of empathy using the new Empathy Dysfunction Scale (EmD Scale), so you can shield yourself from the destruction they leave in their wake. - Clues you should never ignore for your own safety - like a rotten neighbor, friends who start believing the nasty gossip spread by your ex-partner, or a nagging feeling you're being watched. Pay attention, it may be because "they" really are out to get you. - Warrior training to protect yourself from dangerous people. If you've been hurt just once, or maybe too many times to count, by a person with EmD, apply the warrior training in this book, increase your own empathy to a higher level, and reclaim the beautiful life you are meant to live.

Managing Conflict at Work

Managing Conflict at Work provides practical guidance on how to prevent, contain and resolve conflict in the workplace. It demonstrates how effective conflict management can have a powerful impact on the way organisations channel their energies; encouraging positive mindsets and building stronger and happier workforces. Putting the cost of rising conflict in context with recessionary times, it looks beyond individual cases to issues such as workforce motivation and corporate responsibility. The authors

provide a wide range of practical techniques, tools and templates to support individuals who need to facilitate the resolution of employee disputes. Aimed not just at mediators and conflict practitioners, but at staff managers and anyone who needs to deal with people disputes; the book emphasises simple and practical ways for dealing with conflict situations - both when potential disputes are first emerging, and once a conflict has escalated into a formal complaint. Also including international case studies, extensive appendix of templates, tools and forms, including stakeholder analysis, mediation in-take forms and reflective questioning prompts, Managing Conflict at Work provides practical support to ensure that your company prevents disputes and stays within the law. The book is accompanied by an extensive range of ready-to-use templates and case studies and is supported by a dedicated website, providing information and downloads referred to in the book, as well as videos and podcasts.

Mediation

Introduction Ladies and Gentlemen, It is my pleasure to present you with the book "Mediation: Conflict Management and Resolution". The book is pleasant and easily accessible for each of you. It is packed with accessible information that you can use in your daily life as well as in your professional field. Conflicts are all around us. Rarely, almost never, will you meet a person who can boast that he has never come into conflict with another person. It's not dangerous and scary to get into a dispute, it's scary not knowing how to get out of it! This book will give you clear guidance and understanding of the stages of the conflict, the methods of solution, the possible outcomes and more. Mediation, in turn, is an elegant tool for resolving multiple and diverse conflict situations. It is used in various fields of social and professional life. There are also people who have made mediation their way of life and their profession. This book might not make you a mediator, it might not teach you everything about this profession or professional field of expression, but it could introduce you to its subject, the sphere of influence and highlights, and would certainly be useful in your daily routine and when resolving another dispute, debate, or conflict with another person. The book will cover 15 topics: 1. What is mediation? 2. Comparison between mediation and court trial. 3. Comparison between the basic techniques and methods in mediation and court trial. 4. What is it like to be a mediator? 5. The three columns of mediation. 6. The phases of mediation. 7. Types of decisions in mediation. 8. Stages of escalation of conflicts. 9. "The ability to communicate" 10. What is communication? 11. The skill of leading a conversation. 12. Techniques for leading a conversation. 13. Techniques for asking questions. 14. "Reflecting Team" 15. Small group work. Practical exercise. About the author - Valentin Boyadzhiev is a trained nutritionist, graduated Master of Psychology in "Psychology and Psychopathology of Development". He has acquired Professional Qualification "Teacher of Psychology" and Postgraduate Professional Qualification "Psychological Counseling in Psychosomatic and Social Adaptation Disorders". He has obtained a Psychoanalysis Diploma and he has specialized in Psychoanalytic Psychotherapy. He is a member of the Association "Bulgarian Psychoanalytic Space"

Dealing with High Conflict Behaviours

"Dealing with High Conflict Behaviours has practical tips for anyone who is working with a difficult person. It covers the most common situations in which people find themselves: working with others, managing performance, recruiting staff, understanding and being comfortable with conflict, restoring good relationships within the team. The guide takes the reader through a series of case studies illustrating how the tips can be used in practice." -- publisher's website.

Ask a Manager

'I'm a HUGE fan of Alison Green's "Ask a Manager" column. This book is even better' Robert Sutton, author of The No Asshole Rule and The Asshole Survival Guide 'Ask A Manager is the book I wish I'd had in my desk drawer when I was starting out (or even, let's be honest, fifteen years in)' - Sarah Knight, New York Times bestselling author of The Life-Changing Magic of Not Giving a F*ck A witty, practical guide to navigating 200 difficult professional conversations Ten years as a workplace advice columnist has taught Alison Green that people avoid awkward conversations in the office because they don't know what to say. Thankfully, Alison does. In this incredibly helpful book, she takes on the tough discussions you may need to have during your career. You'll learn what to say when: · colleagues push their work on you - then take credit for it · you accidentally trash-talk someone in an email and hit 'reply all' · you're being micromanaged - or not being managed at all · your boss seems unhappy with your work · you got too drunk at the Christmas party With sharp, sage advice and candid letters from real-life readers, Ask a Manager will help you successfully navigate the stormy seas of office life.

Will I Ever Be Free of You?

"A practical guide to separating and divorcing from a narcissist, healing yourself, and protecting your children"--

The 7 Principles of Conflict Resolution

7 Principles of Conflict Resolution is the go-to resource for conflict and dispute resolution, whether you're new to the subject or an experienced practitioner. This book sets out 7 principles to create and maintain successful, workable relationships through effective conflict resolution. It provides you with the tools to resolve or mediate difficult conversations and conflict situations whatever the situation or context and help other people do the same to transform professional and personal relationships permanently. Crucially, it allows you to achieve results without the need to go to court or litigation even when conflict has escalated or is entrenched. The 7 principles to effective conflict resolution will enable you to understand, discuss and resolve problematic situations whether as an individual or organisation: 1. Acknowledge the Conflict 2. Take Control: building resolution focussed conversations 3. Construct a Resolution with the Conflict Resolution Framework 4. Enable others' Success 5. Build the Resolution Culture 6. Walk the Walk 7. Engage the safety net: When informal resolution doesn't work 7 Principles of Conflict Resolution will guide you through the process from beginning to end, with a framework for conversations and tools, techniques and strategies that work. There are also templates, exercises and worksheets that you can use to support conversations. The full text downloaded to your computer With eBooks you can: search for key concepts, words and phrases make highlights and notes as you study share your notes with friends eBooks are downloaded to your computer and accessible either offline through the Bookshelf (available as a free download), available online and also via the iPad and Android apps. Upon purchase, you'll gain instant access to this eBook. Time limit The eBooks products do not have an expiry date. You will continue to access your digital ebook products whilst you have your Bookshelf installed.

Parenting Coordination

Parenting Coordination is a child-centered process for conflicted divorced and divorcing parents. The Parenting Coordinator (PC) makes decisions to help high-conflict parents who cannot agree to parenting decisions on their own. This professional text serves as a training manual for use in all states and provinces which utilize Parenting Coordination, addressing the intervention process and the science that supports it. The text offers up-to-date research, a practical guide for training, service provision, and references to relevant research for quality parenting coordination practice. Specifically, this book describes the integrated model of Parenting Coordination, including the Parent Coordinator's professional role, responsibilities, protocol for service, and ethical guidelines.

Invisible Chains

When you are showered with attention, it can feel incredibly romantic and can blind you to hints of problems ahead. But what happens when attentiveness becomes domination? In some relationships, the desire to control leads to jealousy, threats, micromanaging--even physical violence. If you or someone you care about are trapped in a web of coercive control, this book provides answers, hope, and a way out. Lisa Aronson Fontes draws on both professional expertise and personal experience to help you: *Recognize controlling behaviors of all kinds. *Understand why this destructive pattern occurs. *Determine whether you are in danger and if your partner can change. *Protect yourself and your kids. *Find the support and resources you need. *Take action to improve or end your relationship. *Regain your freedom and independence.