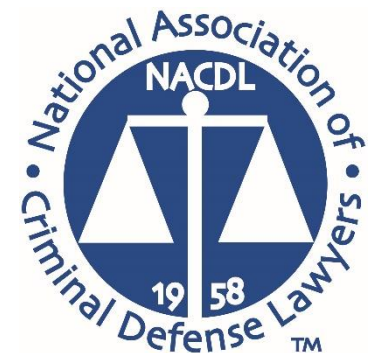




Client Communication: Getting to Know your Client

Colette Tvedt
NACDL
ctvedt@nacdl.org







Seattle Police Department



BA #
205014063
CCN #
1817715

Date of Photo
04-13-2005

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Seattle Police Department



BA #
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Prepare!



Know the Law: DE Code

- Title 11: Crimes and Criminal Procedure: All Crimes: Property and Person
- Title 16: Drugs and Mental Health
- Title 21: Motor Vehicle (DUI), traffic infractions

The
Delaware Code Online



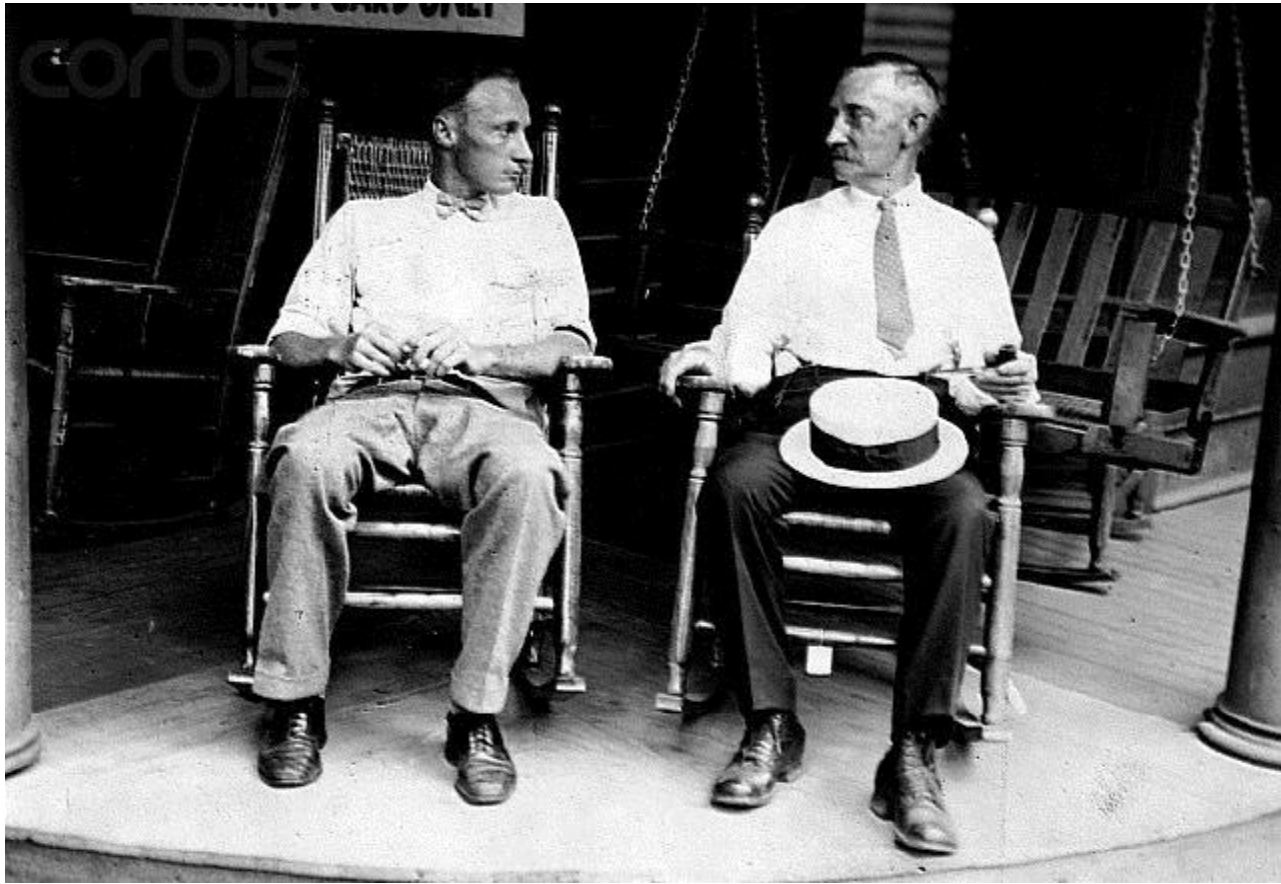
Where to conduct interview



Exude Confidence and Professionalism

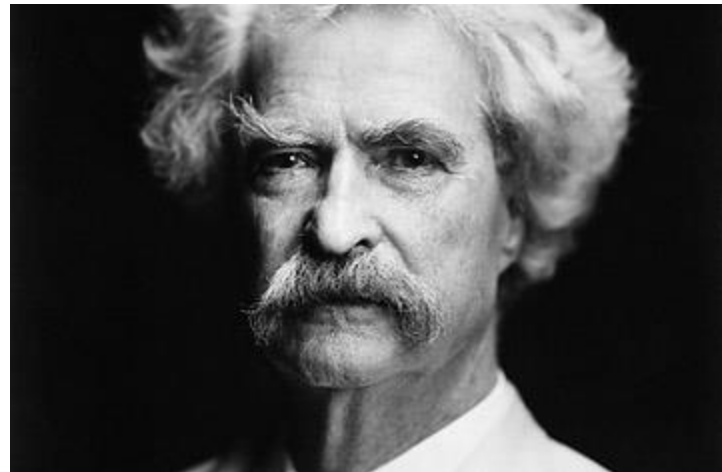


ROCK WITH YOUR CLIENT



Stop Talking

- *“If we were supposed to talk more than we listen, we would have two tongues and one ear.”* Mark Twain.



Listening is not the same thing as
HEARING



*“We are given two ears but only one mouth,
because listening is twice as hard as talking”*

85% of what we communicate is non-verbal



Prepare yourself to Listen: Open Ended Questions



Put the Speaker at Ease: Help the Speaker feel free to speak



What next? How does this work? What is going to happen to me? Will I lose everything? Am I going to jail?



Remove distractions...Focus on what is being said



Empathize: Understand the other person's point of view



Avoid Personal Prejudice; Avoid Arguing with your client



O.A.R.S.



A green highway sign with white text and an arrow. The sign is mounted on a metal structure against a blue sky background. The text on the sign reads "The Future" in a large, bold, sans-serif font. Below it, in a smaller font, is "NEXT EXIT" followed by a white arrow pointing up and to the right. The sign is supported by several metal brackets.

The Future

NEXT EXIT 

Walk them through the process

- **Preliminary Hearing**
- **Grand Jury Indictment**
- **Arraignment (bond hearing)**
- **Case Review**
- **2nd Case Review (Pretrial Order)**
- **Investigation/Preparation**
- **Evidentiary hearing**
- **Trial**



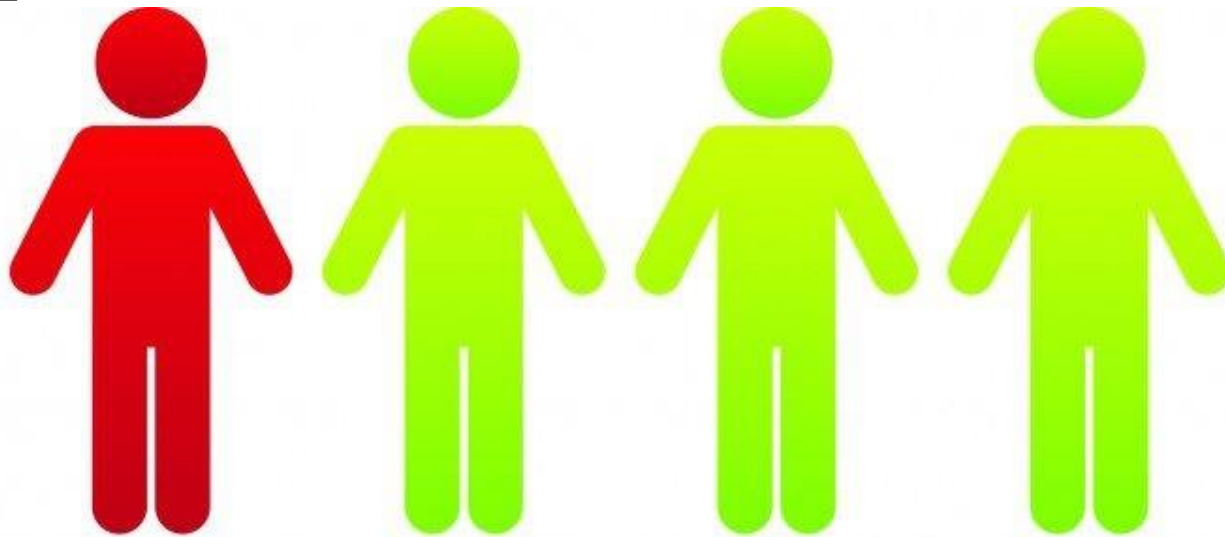
Mentally Ill Clients





- In 2012, there were an estimated 356,268 inmates with severe mental illnesses in U.S. prisons and jails. There were only 35,000 mentally ill individuals in state psychiatric hospitals.

- 1



One in four people has a **mental illness**.

SANISM



ANOSOGNOSIA: NO INSIGHT INTO ILLNESS





DEPRESSED



ANGRY



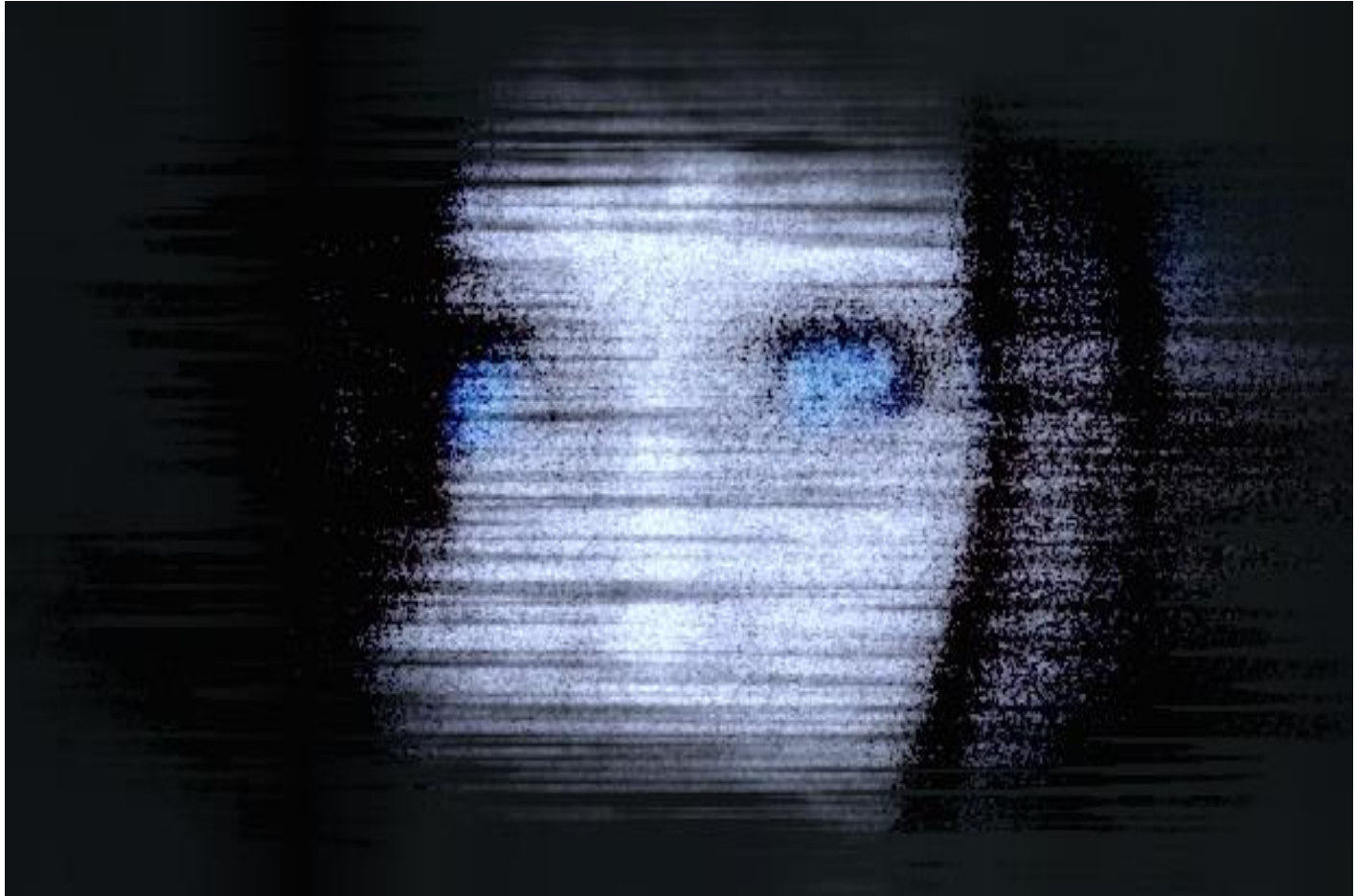
SUSPICIOUS



DISORIENTED THINKING



TANGENTIAL THINKING



PACING



POOR SELF CARE



Racing thoughts....



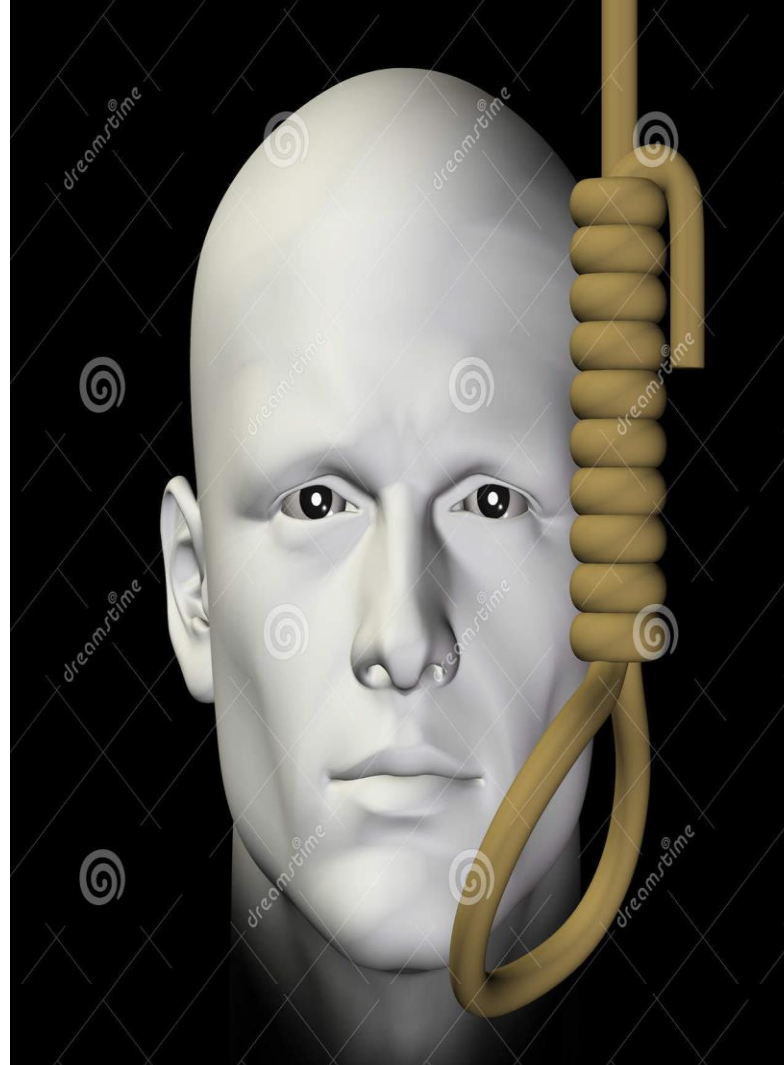
Auditory hallucinations...



CANNOT CONCENTRATE



SUICIDAL



Download from **Dreamstime.com**
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19412106
Dimitris Kolyris | Dreamstime.com

Current psychiatric symptoms:



Symptoms: Questions to Ask

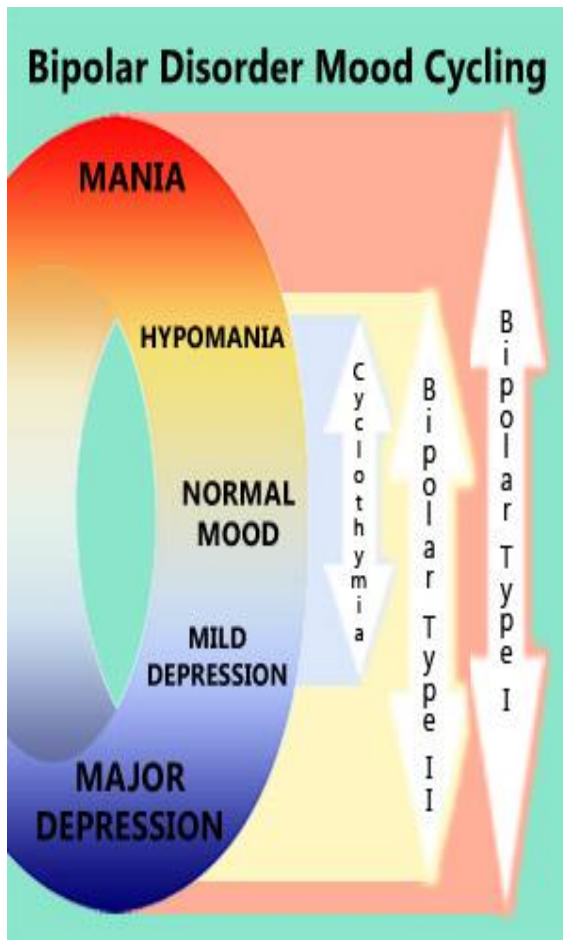
- Have you ever been treated for a mental disorder/mental health issue?**
- Are you taking medication? If so what? Dosage?**
- Have you ever been hospitalized? Doctor? Who? When?**
- Do you know why you are here?**
- Is there someone who I can call to talk to about you?**

Silence....Be comfortable about being
uncomfortable...

What to look for...

Bipolar Disorder: DSM-5 (C00)

- Sometimes called manic depression--extreme shifts in mood.



Clinical Depression: DSM-5 (D02) Major Depressive Disorder

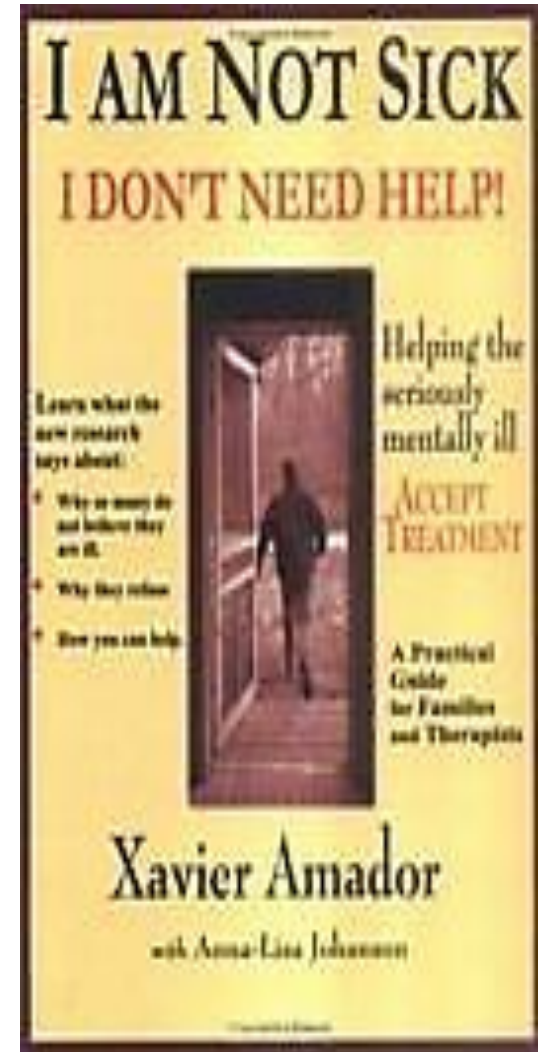


“How are you?”

Broken. Useless. Alone. Clueless.
Confused. Betrayed. Fragile. On the verge
of tears. Depressed. Anxious. About to
break down. Ready to give up. Pathetic.
Annoying. I'm just a burden. Distant.
Lonely. Bitter. Heartbroken. Lonely.
Rejected. Crushed. I feel like I'm going to
just fall apart at any moment. Empty.
Defeated. Never good enough.

LEAP: Dr. Xavier Amador: I am not sick, I don't need help!

- LISTEN
- EMPATHIZE
- AGREE
- PARTNER



Elyn Saks: The Center Cannot Hold



Checklist

Confidentiality



RELATIONSHIP - CONFIDENTIALITY

- What's confidential & What's not?
 - RPC 1.6 – All is confidential except
 - Informed consent
 - Disclosure impliedly to carry out obligations
 - Except (b):
 - Prevent reasonably certain death or substantial bodily harm
 - Prevent client from committing crime. . .
 - To establish a defense for the attorney. . .

**Confidential Document
Attorney-Client Privilege**



EXPECTATIONS

vs

REALITY

Practice Tips

- **Keep a “To Do” List**
- **Never promise a result**
- **If you do make a commitment to do something, always follow through**
- **Tell them when they will hear from you next and keep your word!**

Until we meet again. Here is some homework...



Trust and Candor

I'll show you mine, if you
show me yours.



your  cards
someecards.com

How to Contact



SCHROETER
GOLDMARK
BENDER

Colette Tvedt
Attorney

500 Central Building
810 Third Avenue
Seattle, WA 98104

Phone (206) 622-800
Toll-free (800) 809-2234
Fax (206) 682-2305
Tvedt@sgb-law.com
www.sgb-law.com

ANY
QUESTIONS
?



