

## Addendum to Dealing with Difficult Clients

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Further Suggestions for Recognizing Difficult Clients from Those with Experience:

- can't keep appointments on time, especially the first one;
- shows up without an appointment with either a purported emergency or "just a second of your valuable time";
- won't answer a 'yes-or-no' interview question with one (or a few) words;
- wants you to know how many potential clients they have or will refer to your office;
- cites allegedly important people they know;
- tells you how much your contingent fees will be ("at least \$1 million") before you discuss the case;
- calls you by your first name before you have gotten to know one another;
- wants to meet you at other places other than your office, especially a social gathering place, like a bar;
- are geographically distant without an adequate explanation of why they haven't retained another lawyer closer to their location;
- requires short time deadlines in their project without a valid reason for this;
- wants 'boundary' information about you, e.g. your spiritual denomination, political leanings, mobile or home telephone number before they formally retained you;
- continually interrupts you;
- says over and over, "its just a simple case";
- tells you they have heard how wonderful you are;
- has no phone, and address is a PO Box;
- asks, "how much for you and how much for the judge";
- asks 'How late can I call you at home?';
- is it okay if my buddy sits in?;
- takes cell phone calls during your appointment;
- wants win/loss ratio;
- demands a guaranteed result;
- "my former attorney didn't understand the case."; or
- is an articulate non native English speaker who pretends non-understanding in front of judge.

revised 9/15/10