



PREADMISSION EDUCATION PROGRAM

August 14, 2019

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PREP

Inclusive Client Management
Difficult Conversations
Conflict Resolution

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INCLUSIVE CLIENT MANAGEMENT WHAT IS IT?

"The intentional and consistent use of a race equity lens to mitigate bias in the process of establishing, maintaining and effectively managing the attorney-client relationship." – KJ Williams

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INCLUSIVE CLIENT MANAGEMENT

1. Self awareness begins with you
2. Know your client
3. Establish trust
4. Set boundaries

- Implicit Bias – Take the Harvard Implicit Association Test
- Check your assumptions
- Cultural Awareness (current social/political impact/narratives)
- Cultural Knowledge (race, ethnicity, identity, stereotypes, agent, target)
- World View – Shapes ideas/understanding of both attorney and client
- Legal World View – Specific techniques, practices and expectations
- Trust & Power – Client Perspective
 - The “all knowing” attorney,
 - representatives of an unjust system

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CONFLICT RESOLUTION

Positionality – Where are you in the hierarchy?

- Status: High status, low status play
- Rank: Socially ascribed target/agent membership
- Power: Individual core power (psychological, spiritual etc..)

Family of Origin – What is your relationship to conflict?

- Avoiding
- Giving In
- Standing your Ground
- Compromising
- Collaborating

Resolution Roadmap

- Empathize with the feelings and thoughts of others
- Actively listen – stay present
- Prioritize responding to the impact
- Ask open ended/clarity questions

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