

Coping with Crisis:

Reinforcing Resiliency and Responding
to Warning Signals of Lawyer Distress

Ellen Ostrow, Ph.D., Lawyers Life Coach

Susan Manch, Shannon & Manch

Douglas Richardson, The Richardson Group

I. Framing the Problem

- Putting the problem in perspective
- The new stresses of “The New Normal”
- How firms are reacting, how lawyers are reacting
- Impact on morale/culture, productivity, work/life balance...and productivity

II. The Continuum of Crisis

- A continuum of stress: *Signs, Signals, Symptoms and Stages*
- A range of response: *Who can help? Who should help?*
- Role clarity: *The players on the response team*
- Reactions & Referrals

III. Resources and Interventions

- Inside support: *Mentors, Managers, HR & PD*
- Individual Self-help & Group Stress Management Programs
- Outside Resources: *EAPs, LAPs, MH Professionals*
- Basic intervention protocols: *What? When? How much?*
- Case studies: *War Stories and Horror Stories*
- At the extremes: *Anger management, suicide prevention*
- The faces and forms of coaching support