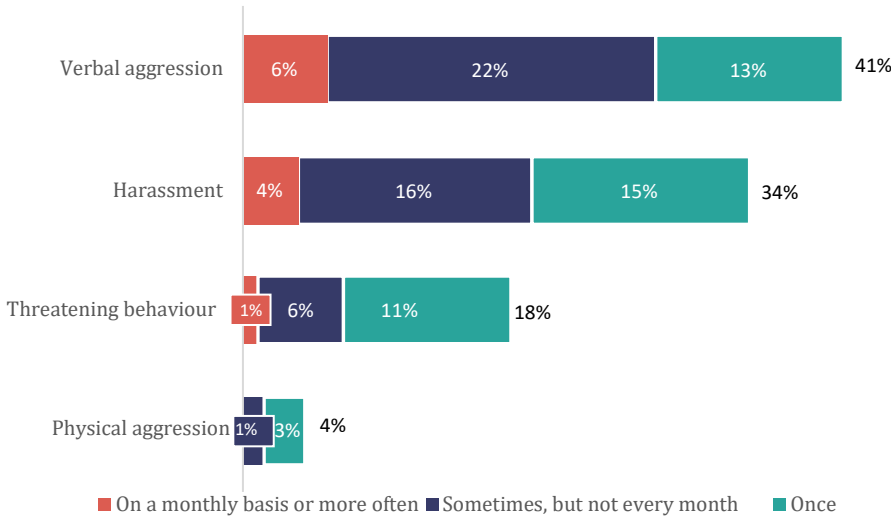


# Aggression, threatening behaviour and harassment

## Experience of aggression, threatening behaviour and harassment

Figure 1 - Percentages of lawyers who experienced verbal aggression, harassment, threatening behaviour and physical aggression



50%

..of all lawyers have faced aggression, threatening behaviour or harassment at least once in the past year

37%

..rated the incident they experienced as serious or very serious

## Background characteristics

### Areas of law in which aggressive behaviour is above average:

1. Insolvency law
2. Criminal
3. Personal injury law
4. Law of persons and family law

Aggression in the legal profession occurs in all areas of law and court districts as well as in firms of all sizes and in every job type. Major factors contributing to the likelihood of incidents of such behaviour occurring are the area of law and the size of the firm in question.

## Perpetrators, focus of aggression and motives

In 50% of the incidents, it was a current or former client who had exhibited aggressive behaviour. In 33% of the incidents, it was the opposing party who had been aggressive.



Aggression was often targeted at a lawyer personally (67%) or at them in their position as a lawyer (53%). As for harassment, 24% of the incidents reported were also directed at family or friends.



According to 31% of lawyers who experienced an incident, it was an expression of mounting emotions, while 23% indicated that it was an expression of dissatisfaction with a particular course of action



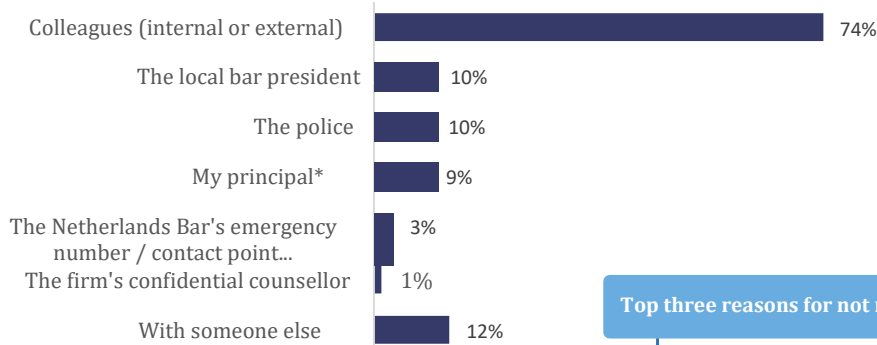
# Aggression, threatening behaviour and harassment targeted at lawyers

## Discussion and reporting of incidents

86% of lawyers who had been targeted by aggression discussed the incident with someone else. This was usually a colleague (internal or external).

**Figure 3 - Who do lawyers discuss an incident of aggression with? (more than one answer allowed)**

\* The principal is a point of contact for trainee lawyers only



### Top three reasons for not reporting an incident:

1. The incident in question was not serious enough (57%)
2. It is part and parcel of my job (19%)
3. There was no point in reporting it (18%)

5% ...of lawyers reported incidents

## The impact that incidents have

68% of lawyers who had encountered aggression experienced adverse effects from it.

**Figure 4 - Adverse effects after experiencing an incident. The incident affected...**



21% ... considered whether to give up being a lawyer

Aggression affects the way lawyers practise their professions. They are stricter about who they take on as clients, become more cautious about what they say, try to "cover" themselves against possible aggression and take less pleasure in their work.

# Aggression, threatening behaviour and harassment targeted at lawyers

## Existing support and protective measures and familiarity with them

Figure 5 - Lawyers' views on the response of their own office/firm to incidents of aggression

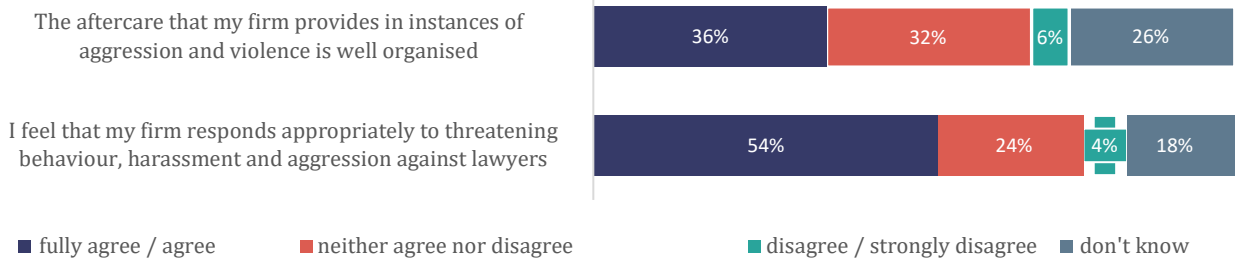
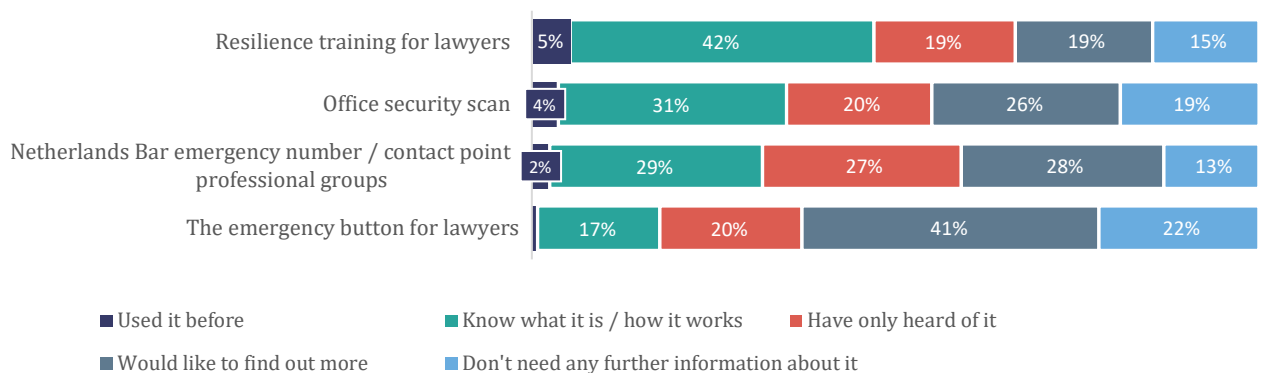


Figure 6 - Awareness of facilities offered by the Netherlands Bar



## Ideas and suggestions for help, support and protection (and how to improve them)

