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| **Top Difficulty Factors**  **(Factors identified in cases labeled Difficult or which Terminated – 386 cases)** | **Percentage of difficult/terminated cases with Factor** |
| **Cooperation always or almost always impossible** | 40% |
| **Client reluctance or refusal to disclose** | 31% |
| **One or both clients acted unilaterally** | 39% |
| **Unrealistic process expectations** | 35% |
| **Unrealistic outcome expectations** | 45% |
| **Clients rarely or never trust the other or one or more professionals** | 59% |
| **Mental health issues** | 41% |
| **Extreme lack of empathy** | 50% |
| **Client(s) attributed little or no value to contribution of other** | 41% |