



**COURAGE TO CONFRONT: PROBLEM SOLVING IN THE  
FACE OF CONFLICT**  
with Margaret Morford  
Tuesday, February 02, 2021  
11 AM - 2 PM Eastern Time  
\$395 (US) per person

**VIRTUAL SESSION (3-HOUR)**

## COURAGE TO CONFRONT: PROBLEM SOLVING IN THE FACE OF CONFLICT

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Participants are presented with a radically new concept that exceptional managers must possess - "Management Courage." Management Courage has a long-term focus on the future of an organization that radically changes the way employees are managed in the short-term. This seminar builds a talent management strategy around five Principles that go far beyond basic management rules. The developmental emphasis is on engaging employees in order to get them to perform better rather than just disciplining performance issues. These Principles challenge normal management concepts and require participants to look at each employee they manage and formulate a development plan and/or communication strategy that best fits the individual. Each of the Principles is discussed in depth and numerous real work situations are used to illustrate how to get a better outcome for the organization and the individual that goes far beyond that one encounter. Not only do participants get useful day-to-day tools, but leadership strategies to use in numerous other business situations.

## MARGARET MORFORD

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Margaret Morford, J.D. is CEO for The HR Edge, Inc., an international management consulting and training company. Previous to owning her own company, she was a senior executive with three different companies. She has a BS degree from the University of Alabama and a JD degree from the Vanderbilt University School of Law. She is the author of Management Courage Having the Heart of a Lion and The Hidden Language of Business Workplace Politics, Power & Influence. She has served on the Board of Directors for various corporations and charities.

# TOPICS COVERED

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## COURAGE AS A LEADER

- DEFINING MANAGEMENT COURAGE
- UNDERSTANDING THE FIVE PRINCIPLES OF MANAGEMENT COURAGE
- EVALUATING YOUR CURRENT MANAGEMENT COURAGE

## INTERPERSONAL STRATEGIES AND TOOLS

- ADJUSTING YOUR COMMUNICATION TO THE PERSON WITH WHOM YOU ARE DEALING
- GOING BEYOND THE FACTS TO GET BETTER OUTCOMES
- VERBAL SCRIPTS FOR TOUGH BUSINESS CONVERSATION

## COURAGEOUS CONVERSATIONS

- ADDRESSING THE EMPLOYEE THAT IS NOT CURRENTLY PROMOTABLE
- DEALING WITH THE EMPLOYEE THAT IS CONSTANTLY CRITICAL AND NEGATIVE OF EVERYTHING YOU DO
- HANDLING EMPLOYEE MISTAKES WITHOUT DESTROYING MORALE

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