



**COURAGE TO CONFRONT: PROBLEM SOLVING IN THE  
FACE OF CONFLICT**  
with Margaret Morford  
\$395 (US) per person

**VIRTUAL SESSION (3-HOUR)**

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

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This seminar teaches five essential skills which every manager needs to succeed. Learn proven strategies to tackle the toughest workplace and employee issues. With years of experience as a VP of HR, Margaret Morford has no shortage of real world examples to use in her seminar (she guarantees many will sound familiar to you!). This will be a fun and interactive seminar with the goal of helping successful managers become even better.

## 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

FOR REGISTRATION PLEASE CONTACT: **Brendan Dowd** - IMS Regional Director - Saint-Louis  
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