



**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

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

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

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: **Stacey Schroeder** - IMS Regional Director - Cleveland
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