



**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: **Mary S. Held** - IMS Regional Director - Columbus  
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