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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 three 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 Chief Human Resources Officer, 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 has worked as an attorney, specializing in employment law and has been the Vice President of Human Resources for three large companies. She is often quoted as a business expert in newspapers and magazines across the country, including Wall Street Journal, New York Times, Chicago Tribune and USA Today. She is also the author of two best-selling business books, "Management Courage - Having the Heart of a Lion" and "The Hidden Language of Business - Workplace Politics, Power & Influence."

# TOPICS COVERED

## COURAGE AS A LEADER

DEFINING MANAGEMENT COURAGE
UNDERSTANDING THE THREE 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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