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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: **Charles Good** - IMS Regional Director - Boston
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