



DIFFICULT CONVERSATIONS: A MANAGER'S GUIDE  
TO THE TOUGHEST WORKPLACE AND EMPLOYEE  
CHALLENGES

with Margaret Morford  
\$395 (US) per person

VIRTUAL SESSION (3-HOUR)

## DIFFICULT CONVERSATIONS: A MANAGER'S GUIDE TO THE TOUGHEST WORKPLACE AND EMPLOYEE CHALLENGES

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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

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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

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## 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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