



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

This program teaches essential skills which every manager needs to succeed. Learn proven strategies for having courageous conversations to tackle the toughest workplace and employee issues. Discover how to address performance problems and provide feedback with candor and grace. This will be a fun and interactive seminar with the goal of helping successful managers become even better. 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!).

## 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

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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: **Brendan Dowd** - IMS Regional Director - Saint-Louis  
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