



## DIFFICULT CONVERSATIONS: A MANAGERS GUIDE TO THE TOUGHEST WORKPLACE AND EMPLOYEE CHALLENGES

with Margaret Morford  
\$395 (US) per person

VIRTUAL SESSION (3-HOUR)

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This program teaches essential skills that every manager needs to succeed.

- Learn proven strategies for having courageous conversations to tackle the most challenging workplace and employee issues.
- Discover how to address performance problems and provide feedback with candor and grace.
- Become comfortable having difficult conversations 'in the moment' so that minor issues are addressed quickly and don't become significant issues saved for annual reviews.

This will be a fun and interactive program designed to help 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

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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

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