



## 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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## NAVIGATING WORKPLACE POLITICS

UNDERSTANDING WORKPLACE POLITICS AS THE "HIDDEN LANGUAGE OF BUSINESS"  
ENHANCING VIRTUAL COMMUNICATION AND POLITICAL SAVVY IN DIGITAL INTERACTIONS  
IDENTIFYING AND BUILDING RELATIONSHIPS WITH POWER BROKERS  
MANAGING YOUR PROFESSIONAL PERCEPTION AND GRACE UNDER PRESSURE

## EMBRACING COURAGE AS A LEADER

CHOOSING THE DIFFICULT, EFFECTIVE STRATEGY  
ADDRESSING THE EMPLOYEE THAT IS NOT CURRENTLY PROMOTABLE  
DEALING WITH THE CRITICAL AND NEGATIVE EMPLOYEE  
HANDLING EMPLOYEE MISTAKES WITHOUT DESTROYING MORALE  
PRACTICING HONEST AND TACTFUL FEEDBACK  
OWNING MISTAKES AND FOSTERING TRUST  
ROLE-PLAYING AND PRACTICING COURAGEOUS CONVERSATIONS

## BUILDING STRONG RELATIONSHIPS AND INFLUENCE

BUILDING STRONG RELATIONSHIPS AND INFLUENCE  
BUILDING BRIDGES WITH CHALLENGING COLLEAGUES  
MASTERING STRATEGIC SILENCE AND CONFLICT RESOLUTION  
SEEKING AND ACTING ON FEEDBACK TO IMPROVE INFLUENCE

## TRANSFORMING FEEDBACK INTO GROWTH

HOW TO ACTIVELY SEEK CONSTRUCTIVE CRITICISM  
TURNING MISTAKES INTO OPPORTUNITIES FOR GROWTH  
FRAMING FEEDBACK POSITIVELY TO ENCOURAGE IMPROVEMENT

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