



## 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 gives managers the essential skills to excel in their roles and build stronger, more effective teams. Designed for leaders at all levels, it focuses on tools and strategies to address some of the toughest challenges managers face in the workplace.

- Learn proven strategies for having courageous conversations that allow you to tackle even the most difficult workplace and employee issues with confidence and clarity.
- Discover how to approach performance problems head-on, offering feedback that strikes the perfect balance between candor and grace, ensuring your message is both heard and acted upon.
- Gain the confidence to handle difficult conversations 'in the moment,' addressing minor issues immediately so they don't escalate into significant problems that linger or get postponed until annual reviews.

This is not your typical training program—it's a dynamic, fun, and highly interactive experience designed to help good managers become truly exceptional leaders. With years of experience as a VP of HR, Margaret Morford brings a wealth of practical knowledge and insight to the table. She incorporates real-world examples, drawn from her extensive career, to ensure the lessons are relatable and immediately applicable in your day-to-day work. (She guarantees many of these examples will hit close to home!) Whether you're looking to refine your existing skills or tackle challenges that have held you back, this program will equip you with the tools you need to succeed.

# 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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### LEADING WITH COURAGE

DEFINING AND UNDERSTANDING MANAGEMENT COURAGE  
THE THREE CORE PRINCIPLES OF COURAGEOUS LEADERSHIP  
ASSESSING YOUR OWN LEADERSHIP COURAGE

### EFFECTIVE COMMUNICATION AND INFLUENCE

ADAPTING YOUR COMMUNICATION STYLE FOR DIFFERENT AUDIENCES  
MOVING BEYOND FACTS TO DRIVE BETTER OUTCOMES  
USING VERBAL STRATEGIES FOR DIFFICULT WORKPLACE CONVERSATIONS

### MASTERING COURAGEOUS CONVERSATIONS

NAVIGATING DISCUSSIONS WITH EMPLOYEES WHO ARE NOT YET READY FOR PROMOTION  
MANAGING CONSTANT CRITICISM AND NEGATIVITY IN THE WORKPLACE  
ADDRESSING EMPLOYEE MISTAKES WHILE MAINTAINING MORALE AND ENGAGEMENT

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