



## Managing Ambiguity

This is a program to help you understand what it takes to lead an organization in turbulent times. Some global surveys have identified 'Dealing with Uncertainty' as the highest demand learning topic for 2021.

Ambiguity has defined recent times. People's responses have ranged from those who found agency and hope, some of whom were able to fast-track innovations, to those who suffered uncertainty paralysis.

Managing ambiguity is a hefty responsibility as we all know how employees have suffered an emotional toll in recent times. Attend this program if you'd like strategies, tools and techniques to take decisive action in 2021.

### How do I know I should attend this workshop?

1. Are you suffering from insomnia, lying awake at night worrying about the correct course of action to take at work?
2. Are you concerned about anxiety levels amongst people at work?
3. Do you wish you had leadership techniques up your sleeve for times like these?
4. Do you worry that your communication tone hasn't been the best?
5. Would you like a future-planning framework for turbulent times?

If you answer yes to most of these five questions, then this workshop is for you.

### What will I do?

You will cover:

- Study research findings from 2020 to understand employee sentiment during the pandemic
- Analyze which quadrant of the Blakey & Day Support and Challenge Matrix you have spent most of your time in recently
- Watch video clips to get different perspectives on ambiguity management
- Dive into Johansen's Ten New Leadership Skills for an Uncertain World, based on a new VUCA model
- Focus on the behaviors of Generative Leadership

### What are the outcomes?

By the end of this workshop you will be able to:

- Understand the emotions that accompany ambiguity
- Flex your leadership style to get the best from your team during VUCA times
- Formulate the key questions that need to be asked in an ambiguous situation
- Navigate your way to decision-making via collaborative learning
- Determine 'pathways and will-ways' to optimize goal achievement



## How do I prepare?

Reflect on the complex or ambiguous situations you face. Bring specific examples of strategies you use to lead your team when there is more than one right answer or when the answer cannot be known.

## Who is iOpener?

We develop people and organizational performance through the power of happiness at work.