

Leading in Ambiguity

In business terms, ambiguity is a fact of life nowadays. With change occurring at such a rapid rate, there are fewer certainties than there were previously. Leading a team or an organisation in such uncertain, ambiguous times can therefore be extremely challenging.

This obliges leaders to develop their ability to understand and influence the volatility around them while also maintaining the productivity of their teams. This may require them to be more self-aware, mindful, patient and empathetic but also decisive, willing to work collaboratively and seeking out expert advice when required. Operating in such an environment may even require a fundamental rethink about what good leadership looks like.

Description

This course explores what leaders and managers may need to do differently, or better, as a result of working in uncertain times. For example, they may be required to better connect the organisation's strategic purpose – which they need to demonstrate complete confidence in - with individuals' and teams' roles and responsibilities. They may need to empower colleagues to do whatever they need to do to deliver through ambiguity, while appreciating this may require an element of risk-taking.

If it doesn't already exist, leaders might have to help create a culture that can optimise performance and provide the right support whilst ambiguity continues to have a major impact. They may also need to show how to take advantage of the opportunities that ambiguity provides, trying out new ideas, being innovative and refusing to be constrained by preconceived barriers.

What does it involve?

This course features online learning and a 3 hour workshop which provides an opportunity for sharing with the group your own experiences of working during periods of ambiguity. You'll also explore the skills that are required to be a successful leader at such times.

An extensive practical exercise will then present you with an opportunity to consider how you would respond and operate within an ambiguous situation. Given only a partial picture to begin with, you'll have to assess the emerging situation and decide what to do as further information is received. You'll be challenged to think about how that ambiguity affected your decision-making and communication. Afterwards, you'll be encouraged to complete an action plan, outlining how you intend to put theory into practice back in the workplace.

What's the outcome?

By completing this course, you will have developed the skills needed to influence, communicate and make effective decisions in times of ambiguity. You'll also be able to use a range of tools to help you lead effectively in ambiguity. More aware of your own responses to ambiguity (and how to manage these productively) and understanding what lies within your own sphere of control and influence, you'll be able to better tolerate, accept and manage ambiguity and uncertainty.

Learning activities



Online
resources



Online
tutorial



Workshop

Delivery method:



F2F



VLE

Estimated learning time:

4 hours 15 minutes

How to book

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