

€ TRAINING

Navigating Ambiguity





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Introduction:

This training program provides participants with actionable strategies to navigate and leverage ambiguity effectively. By fostering critical thinking, creativity, and decision-making skills, this program equips individuals with the tools needed to thrive in complex and uncertain environments.

Program Objectives:

At the end of this program, participants will be able to:

- Understand the concept of ambiguity and its implications for problem-solving.
- Explore different approaches and frameworks for making sense of ambiguous situations.
- Develop critical thinking skills necessary for analyzing and evaluating complex problems.
- Equip participants with practical tools and techniques for effective problem-solving.
- Foster adaptability and resilience in the face of uncertainty.

Targeted Audience:

- Leaders.
- Managers.
- Entrepreneurs.

Program Outline:

Unit 1:

Understanding Ambiguity:

- Defining ambiguity and its manifestations in different contexts.
- Exploring the challenges and opportunities presented by ambiguity.
- Recognizing cognitive biases and their impact on decision-making in ambiguous situations.
- Understanding the psychology of ambiguity.
- Case studies illustrating the consequences of ambiguous decision-making.

Unit 2:

Approaches to Sense-Making

- Introduction to sense-making frameworks and models.
- Leveraging systems thinking to understand complex systems.
- Practicing scenario planning and risk assessment techniques.
- Understanding the role of intuition in sense-making.
- Real-world examples demonstrating effective sense-making strategies.

Unit 3:

Critical Thinking and Analysis

- Developing critical thinking skills for problem-solving.
- Analyzing problems from multiple perspectives.
- Evaluating information and evidence to make informed decisions.
- Identifying logical fallacies and biases in reasoning.
- Engaging in structured argumentation exercises.

Unit 4:

Creative Problem-Solving

- Fostering creativity and innovation in problem-solving.
- Brainstorming techniques for generating ideas and solutions.
- Prototyping and testing solutions in ambiguous environments.
- Exploring the role of experimentation in creative problem-solving.
- Case studies showcasing successful creative problem-solving approaches.

Unit 5:

Decision-Making and Action:

- Understanding decision-making processes in ambiguous situations.



- Applying decision-making tools and techniques.
- Developing action plans and strategies for implementation.
- Assessing the risks and benefits of different courses of action.
- Role-playing exercises to simulate decision-making scenarios.