



6 WAYS TO BETTER DEAL WITH AMBIGUITY

Knowing the level of complexity in the workplace, it's important for individuals to be able to make progress, manage work, give recommendations and make decisions even with high levels of ambiguity. **Individuals who effectively manage ambiguity:** Take action when the outcome seems unsure • Make a decision with less data and information than they think is ideal • Take on new roles and projects without much related prior experience • Manage projects with ever-changing conditions • Rapidly create rapport with new customers, peers, managers and other stakeholders • Consider conflicting viewpoints in decision making • Problem solve with multiple, important considerations • Offer input and perspective, even when they don't think they have the exact, 'right answer.'



Schedule thinking time

Have a dedicated time for thinking through scenarios when planning and making decisions. It's difficult to scenario plan in the midst of ambiguity. Space in your calendar helps.



Identify what is critical

It's unlikely that when making a decision, you'll have all the information you need to feel risk-free. Identify the criteria elements for consideration and focus there.



Focus on what you can control

In every situation there are areas that you cannot control. Take action where you have the most control and ability to influence the outcomes.



Build your resiliency

Many people find dealing with ambiguity to be stressful. Prioritize actions that reduce stress and build stamina and resiliency to avoid burnout.



Get input—for a set time period

Input is important for clarity. Too much input for too long a time can create over-analysis. Set a timeframe to get input from others and then move forward.



Learn from experience

Take time to consider past decisions, plans and actions. Ask yourself, "What cues may have been present to help me make an even better decision?"