



*Training Course:  
Embracing the Unknown: Thriving in Ambiguous  
Situations*

*19 - 23 May 2025  
Cape Town (South Africa)  
DoubleTree by Hilton Cape Town - Upper Eastside*

## Training Course: Embracing the Unknown: Thriving in Ambiguous Situations

Training Course code: LS235364 From: 19 - 23 May 2025 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 5950 € Euro

### Introduction:

In today's rapidly changing world, the ability to manage ambiguity is crucial for success. This program equips you with the tools and strategies to navigate uncertainty, embrace experimentation, and learn from both successes and failures. Learn to develop a tolerance for ambiguity, think creatively, and adapt your approach on the fly.

### Target Audience:

This program is designed for individuals who want to:

- Develop a greater tolerance for ambiguity and uncertainty.
- Enhance their problem-solving skills in unpredictable situations.
- Embrace experimentation and learn from both successes and failures.
- Develop innovative solutions and adapt strategies as needed.
- Effectively communicate and collaborate in ambiguous environments.

### Objectives:

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

- Define ambiguity and its impact on decision-making and performance.
- Identify personal strengths and weaknesses when dealing with ambiguity.
- Develop strategies for managing stress and anxiety in uncertain situations.
- Apply creative problem-solving techniques to tackle ambiguous challenges.
- Utilize a growth mindset to view failures as learning opportunities.

### Outlines:

Day 1:

#### Understanding Ambiguity

- Defining ambiguity and its various forms in the workplace.

- Exploring the impact of ambiguity on emotions, decision-making, and performance.
- Identifying personal reactions to ambiguous situations.
- Case studies: Examining successful leaders who thrived in ambiguous environments.
- Developing a growth mindset for embracing ambiguity.

#### Day 2:

##### Thinking Creatively in the Face of Uncertainty

- Brainstorming techniques to generate innovative solutions for ambiguous problems.
- Strategies for fostering out-of-the-box thinking and challenging assumptions.
- Developing effective decision-making frameworks in uncertain situations.
- The power of asking insightful questions to gain clarity.
- Interactive exercises: Practicing brainstorming techniques and developing creative solutions.

#### Day 3:

##### The Power of Experimentation

- Understanding the role of experimentation in learning and innovation.
- Developing strategies for designing and conducting effective experiments.
- The importance of prototyping and rapid iteration in ambiguous situations.
- Metrics and data analysis for evaluating the success of experiments.
- Case studies: Examining successful companies that leverage experimentation for growth.

#### Day 4:

##### Learning from Successes and Failures

- Developing a growth mindset for viewing failures as learning opportunities.
- Strategies for analyzing both successes and failures to extract valuable insights.
- Encouraging a culture of open communication and sharing lessons learned.
- Techniques for overcoming fear of failure and embracing calculated risk-taking.
- Group discussions: Sharing personal experiences with learning from successes and failures.

Day 5:

#### Leading Through Ambiguity

- Strategies for communicating effectively and building trust in ambiguous situations.
- Motivating and inspiring teams to embrace challenges and uncertainty.
- Creating a culture of psychological safety where experimentation is encouraged.
- Adapting leadership styles and strategies to navigate ambiguity effectively.
- Action planning: Developing strategies to manage ambiguity within your team or department.

## Registration form on the Training Course: Embracing the Unknown: Thriving in Ambiguous Situations

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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