Working with paradox & ambiguity

JUST WHEN YOU THINK A DAY AT WORK CAN NOT GET ANY MORE COMPLEXED, YOU NEED TO UNDERSTAND THE IMPACT WORKPLACE PARADOX AND WORKPLACE AMBIGUITY CAN HAVE.

Plan of action

Whilst most of us would call it "snow", the Eskimos have more than 17 descriptors of snow in their vocabulary. No matter how clear you believe your instructions are, you need to understand the creeping effect of ambiguity and paradox.

Social experiments prove that messages get diluted and jumbled organically passing from person to another. Then add the level of difficulty in communicating with different genders, ethnicities, learning styles, roles and responsibilities.

This program will show your people how to acclimatise to an environment that is peppered with ambiguity and paradox.

- How to understand the impact of paradox and ambiguity in the workplace
- How to develop awareness to help staff work with paradox and ambiguity
- How to rewrite job descriptions
- How to manage people with different roles and responsibilities
- How to read people's "should manuals"
- How to overcome the number one cause of conflict in the workplace
- How to work with people with opposing agendas
- How to unambiguously communicate to different cultures
- How to get past "I don't understand"
- How to build follow up delegated tasks
- How to write instructions clearly
- How to develop your NLP communication

> " The pessimist sees difficulty in every opportunity. The optimist sees the opportunity in every difficulty.
>
> – Winston Churchill "

Key Learning Outcomes

At the conclusion of this program participants will possess the skills to:

- Develop a clarity culture at work
- Understand that paradox and ambiguity is perception
- Learn the perceptive gap between "crystal clear" and "clear as mud"
- Work with different thinking styles
- Learn to actively listen and practice questioning styles
- Understand the psychological effect of receiving ambiguous messages
- Work constructively with paradox
- Understand that people are unable to perform according to your "should manual"
- Promote a positive feedback culture with honest conversations
- Learn to substitute confusing workplace vocabulary
- Communicate clearly with people from different ethnic origins
- Build a culture that welcomes reflection and improvement
- Learn from miscommunications
- Put a positive spin on paradox
- Build rapport and trust
- Measure the amount of paradox and ambiguity in your workplace
- Cultivate the positive outcomes of working with ambiguity and paradox

Would you like to attend this program?

- For maximum effectiveness, this program is best conducted as an in-house program.
- **Ideal group size** 4 - 12 participants.
- **Venue** For your convenience, you can choose to conduct this program at your business premises. Alternatively, we can provide a training venue at a small additional cost.
- **Duration** This program can be adapted to meet your requirements.
- **Cost** Price on request.
- **Target Audience** Supervisors, Team Leaders and Management.

If you would like more information on this training program, please contact:
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