

# Managing Uncertainty

## 1 Week Experience

Business environments are becoming increasingly volatile and complex, but the uncertainty is sometimes compounded by events over which the manager has no control. Navigating such situations requires agility, skill, and proactivity.

This 1-week experience featuring Dorie Clark provides insights and tactics for dealing with situations of great uncertainty. Much of it involves obtaining the right information and ensuring that key communication channels are set up, but it also requires working with team members in ways that address their doubts and fears. Leading teams through times of great uncertainty is a critical management competency.

## Key Learnings

- Assessing Your Environment
- Monitoring the Signals
- Remaining Agile and Questioning Your Assumptions
- How to Lead When You Don't Know the Answers
- Building Team Cohesion During Challenging Times
- Goal Setting and Negotiating Goals

## Assignment Details: Create an Action Plan

- Describe your disruptor, list knowns and unknowns, and map out future scenarios
- Review existing information channels and define a new one
- Outline tactic(s) for steadying your team

**Estimated Time Commitment: 2.5–3 hours**

Faculty Video Lectures: 30 Minutes

Create Action Plan: 75–90 Minutes

Interactive Activities: 45–60 Minutes

## Featured Leadership Expert: Dorie Clark



DORIE CLARK

Dorie Clark is a noted thought leader and trusted business advisor, having developed managers and working environments for dozens of companies including Google, Deloitte, FedEx, Sony, World Bank, and the Bill & Melinda Gates Foundation. She is a frequent contributor to the Harvard Business Review, a New York Times bestselling author, and was named one of the top 50 business thinkers in the world by Thinkers50.