

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

## AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that--our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?  
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

**Need help?** Contact 1-877-566-9441 or visit [www.amanet.org/2261](http://www.amanet.org/2261)

# Managing Chaos: Tools to Set Priorities and Make Decisions Under Pressure

## Gain control over expanding workloads and increasing demands

Welcome to chaos—otherwise known as the world in which we all work today. Attend this seminar and get proven solutions for handling chaos and minimizing its negative impact. First, you'll discover how you can harness the energy of a dynamic, though often chaotic, work environment and avoid feeling overwhelmed when things start to spin out of control. You'll learn a variety of tools that will help you **re-think the way you approach chaos** and enable you to leverage resources to help you tackle challenging situations as they arise. Gain hands-on experience applying tools for planning your work and adjusting to shifting demands with greater clarity. **Practice techniques for analyzing and resolving problems** and learn to strategically communicate your solutions. You'll leave confident and ready to apply the most appropriate techniques to clarify, alleviate and eliminate chaos within your control—and better manage your reactions to the chaos beyond your control.

### How You Will Benefit

- Identify positive outcomes from chaotic environments
- Clarify and leverage or eliminate chaos within your control
- Prioritize your activities
- Focus and act decisively when priorities shift
- Use tools to problem-solve and select a course of action
- Manage interruptions and conflicts with greater ease
- Communicate your needs strategically

### What You Will Cover

- Welcome to chaos: examining sources of chaos
- Describing the effects of change on managers and employees
- Defining personal and group goals in a chaotic environment
- Identifying chaos within your control
- Examining and selecting tools for planning priorities
- Identifying root causes of problems/issues
- Generating creative solutions to problems
- Organizing ideas to firmly grasp a problem's critical components
- Creating a daily action plan
- Implementing best practices for time management
- Managing interruptions and distractions
- Implementing best practices for improving your influencing communications
- Applying tools and techniques to resolve case scenarios developed in the class
- Using influencing tactics in conversations
- Identifying tools and developing a plan to manage your workplace chaos

### Who Should Attend

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Anyone facing expanding workloads, shifting priorities, complex organizational dynamics, organizational restructuring and increased uncertainty.

## Special Feature

**This Seminar Features Blended Learning**AMA Blended Learning combines instructor-led training with online pre- and post-seminar assessments, tune-up courses and other resources to maximize your training goals. Through a blend of proven instructor-led se

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AMA Blended Learning combines instructor-led training with online pre- and post-seminar assessments, tune-up courses and other resources to maximize your training goals. Through a blend of proven instructor-led seminars and powerful online technology, AMA Blended Learning provides a compelling and more comprehensive experience for the learner—producing a greater return-on-investment for the employer and the seminar participant.

## Schedule

- [2] days - \$1,995 Non Members
- [2] days - \$1,795 AMA Members
- [2] days - \$1,700 GSA

## Credits

12 PDU /14 CPE/12 PDU\_L  
1.2 CEU

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