

**American Management Association's
Managing Chaos:
Tools to Set Priorities and Make Decisions Under Pressure**

Learning Objectives

- Define the Chaos That You Can Control
- Make Decisions Based on a Multifaceted Analysis of the Problem
- Prioritize Your Activities Based on Importance and Urgency
- Practice Assertive Communication to Manage Shifting Priorities
- Identify One or Two Tools Most Applicable to Your Situation

Welcome to Chaos

- Examine Sources of Chaos
- Describe the Effects of Change on Managers and Employees
- Define Personal and Group Goals in a Dynamic Environment
- Identify Chaos Within Your Control

Priority-Planning and Decision-Making Tools

- Examine and Select Tools for Planning Priorities
- Identify Root Causes of Problems or Issues
- Manage Competing Priorities
- Generate Creative Solutions to Problems
- Organize Ideas to Firmly Grasp a Problem's Critical Components

Planning Daily Work

- Create a Daily Action Plan for Completion of the Most Important Priorities
- Implement Best Practices for Time Management
- Manage Interruptions and Distractions

Influencing Others

- Identify Your Communication's Purpose
- Understand Your Audience
- Craft Your Message to Appeal to Your Audience
- Implement Best Practices for Improving Your Influencing Communications