

**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
- Determine the Order of Tasks Based on Importance and Urgency
- Practice Assertive Communication to Manage Shifting Priorities
- Identify One or Two Tools That Are Most Applicable to the Situation

LESSON ONE

Welcome to Chaos

- Ask Questions to Determine the Impact of Organizational Challenges on Both Managers and Employees
- Identify the Sources of Chaos That Managers and Employees Can Reduce, Clarify, or Eliminate

Problem Solving

- Generate Multiple Creative Ideas Quickly
- Identify the Real/Root Causes of a Problem or Issue
- Organize a Large Number of Ideas into Natural Groupings in Order to Understand a Problem
- Choose a Tool to Address the Chaos from the Case Study

LESSON TWO

Priority Planning and Decision Making

- Analyze Four Aspects of a Situation or of Team Capability as a Way to Determine Priorities
- Identify How to Close the Gap Between the Current Situation/Problem and the Desired Situation/Solution
- Evaluate Risk with the Use of Three Questions
- Use the Priority Matrix to Determine Activities to Support Your Decision

LESSON THREE

Planning Daily Work

- Establish a Daily Plan for Completion of the Most Important Priorities
- Accurately Estimate How Long It Takes to Do Things
- Differentiate Between “Necessary” and Unnecessary” Interruptions

Communication Skills for Managing Chaos

- Define Assertive and Strategic Communication
- Respond Assertively and Strategically When Priorities Shift or Conflict
- Develop an “I” Statement to Use When Provoked or When Presented with a Difficult Situation
- Complete a Task Despite Changes, Interruptions, and Chaos

LESSON FOUR

Communication Skills for Managing Chaos (cont’d)

- Define Assertive and Strategic Communication
- Respond Assertively and Strategically When Priorities Shift or Conflict
- Develop an “I” Statement to Use When Provoked or When Presented with a Difficult Situation
- Complete a Task Despite Changes, Interruptions, and Chaos