<div align="center">
American Management Association's
Managing Chaos:
Tools to Set Priorities and Make Decisions Under Pressure
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Learning Objectives

- Distinguish the Chaos That You Can Control from the Chaos That is Beyond Your Control
- Make Decisions Based on a Multifaceted Analysis of a Problem
- Learn a Variety of Tools for Decision-Making and Organization
- Determine the Best Order of Tasks Based on Importance and Urgency
- Practicing Influencing and Communication Skills to Manage Shifting Priorities, Build Alliances, and Get the Buy-In You Need
- Identify and Use Tools Most Applicable to Your Current Chaos

Asking Key Questions

- Describe the Effects of Change on Managers and Employees
- Define Personal and Group Goals in a Dynamic Environment
- Understand How to Get a Grip on a Chaotic Environment Through Asking Key Questions
- Employ the Problem Statement and Gap Analysis as Tools to Identify the Problem and Begin to Address it

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 Your Work

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

Influencing and Communication Skills

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

Action Planning

- Reassess the Source(s) of Chaos you Identified
- Evaluate and Complete Your Action Plan
- Present Your Action Plan to a Partner for Feedback

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