



Dealing With Uncertainty

HARD SCIENCE FOR HUMAN SKILLS

"I don't know how I can make this decision without more information."

"I wonder if I should have done that?"

"I wish I hadn't made that choice."

"Why are they creating so much drama?"

"My team are so disengaged"

"There are some real passive aggressives at work"

"How did I miss that?"

"I wish I could be more confident."

If you've ever said any of these things then the Dealing With Uncertainty Program is for you.

As the only program of its kind in Australia Dealing with Uncertainty provides a unique insight into the relationship between uncertainty and the way we make decisions. The result of over five years research and development it has been tested at Executive levels of domestic and international law enforcement agencies, national security agencies, the Commonwealth Public Service and the private sector.

The program takes a multidisciplinary approach to the issue of uncertainty and draws on the latest research from neuropsychology, problem solving, cognitive processing, intelligence analysis and social influence. It has been designed to challenge participants and has been described by many as the most testing thing they have done in a training environment.

This program is for people who are required to make serious decisions in unfavourable circumstances.

Learning Objectives

- Explain the relationship between confidence and uncertainty
- Understand the primary causes of uncertainty
- Recognise the intuitive (hidden) tactics the brain uses to mitigate uncertainty and explain how these tactics can impede valid decision making
- Recognise the effects of exceeding an individual's upper and lower threshold for uncertainty
- Acquire tools and strategies for dealing with uncertainty
- Understand how to mitigate the effects of uncertainty in making evidence based decisions
- Understand how biases impact on decision making
- Delineate between Authority, Accountability and Responsibility
- Explain the difference between decision making and problem solving

Who should attend?

Anyone who wants to be more confident at work and at home. Decision makers and those wanting to increase their critical thinking ability.

For the latest in science and practice for the Human Skills please go to our blog or register to receive our newsletters and research bulletins at www.newintelligence.com.au

Dealing With Uncertainty



New Intelligence continues to develop unique, cutting edge programs based on the latest research and practitioner application. New Intelligence is Australia's only provider of programs that increase performance by reducing uncertainty.

Case Study

In 2008 Professor Franck Zenasni conducted a study that measured the creativity of a group of parents and their adolescent children. He used a story writing task, a divergent thinking task and self-evaluation. The groups then completed tasks that measured their tolerance for ambiguity.

One of Zenasni's main findings was that those with a greater tolerance for ambiguity tended to be more creative. He argued that a higher tolerance for ambiguity "enables individuals to not be satisfied with partial or non-optimal solutions to complex problems." These individuals are able to work on a larger set of stimuli or situations because they are not afraid to deal with ambiguity. Conversely, individuals that are intolerant of ambiguity will avoid some stimuli because it is ambiguous.

Many other studies show that there is a distinct advantage to having a greater tolerance for uncertainty. It not only allows for increased creativity but is positively correlated with making better decisions, more effective problem solving and increased confidence in difficult situations. It also enables individuals to better deal with the uncertainty of others.

Feedback from participants speaks for itself.

"Without doubt, this has been the most interesting and valuable course I have attended since joining the Australian Public Service."

"A very interesting and sometimes challenging course. Stepping out of my comfort zone was difficult but rewarding. A new and novel approach to decision making which makes a great deal of sense."

"With no pre-conceptions, I found this challenging, confronting, insightful & inspiring. Quite a number of 'holy cow' moments. Thank you"

"The insights I have gained regarding my bias and prejudices will be of great value in improving my decision making. Reinforcement through the exercises in terms of decision making versus problem solving, developing criteria etc. was very effective."

BE BETTER

Individuals

This course will provide you with a framework that will help you understand your tolerance for uncertainty, what your upper and lower thresholds are and teach you to recognise behaviours you revert to when your uncertainty thresholds have been exceeded. It will reveal the science and research of the last five years that challenges long-held misconceptions about how we deal with change in our lives.

This course will challenge you. It has been designed to bring you elements of discomfort. This discomfort will make you aware of your automatic behaviours in times of uncertainty. The Uncertainty Model will help you understand your own decision making processes in unfavourable conditions. It will enable you to make more defensible decisions and will change the way you think about how your brain works and how others' brains work.

Organisations

Many workplaces have significant triggers for uncertainty and research has shown uncertainty to be one of the primary causes of staff dissatisfaction, low morale and high turnover. Uncertainty is also strongly correlated with indecision and flawed problem solving in the workplace that in turn leads to bottlenecks. This program will provide an operational language for staff and managers to use to explain and deal with situations that trigger uncertainty. The most powerful feedback from participants that we receive at New Intelligence is from those who have done the Dealing With Uncertainty program.

Not only does this course provide a unique opportunity to expose staff to the latest in science and research related to how people deal with their own uncertainty, it has more potential than just about any other training course to increase performance across an organisation.

At New Intelligence we know that not everyone enjoys our training but everyone remembers it. We value science, experience, a challenge, achievement and validation. We believe in credibility. There are no easy passes. The effort should be worth it and we believe everyone can be better.