JUPITER PRIME

Consulting • Training • Advisory

جوبيتر برايم للاستشارات والتدريب

COURSE BROCHURE

Leading Through Ambiguity Leadership Skills Training Course

14 – 25 March 2027
Kuala Lumpur

Leading Through Ambiguity Leadership Skills Training Course

Ref: 1214_45617 **Date:** 14 – 25 March 2027 **Location:** Kuala Lumpur **Fees:** 8000 GBP

Leading Through Ambiguity Leadership Skills is a 2-week advanced training course for senior managers and team leaders who steer people through shifting priorities, and it ends with a personal ambiguity leadership development plan built on 360-degree feedback. Reorganisations, fast-moving markets and hybrid teams now leave many decisions without clear precedent, so the way leaders frame uncertainty shapes performance and retention. Jupiter Prime Training delivers this course in leading through ambiguity leadership skills.

Why Leading Through Ambiguity Leadership Skills Matters Now

Three forces push ambiguity onto the senior manager's desk: strategies revised mid-year, matrix structures in which authority is shared rather than held, and employees who expect candour about what is not yet known. Leaders who name the unknowns, set provisional direction and keep high performers engaged hold their teams steady; leaders who wait for certainty create rumour, stalled decisions and quiet exits. The course rests on sense-making practice, decision-making with incomplete information, coaching conversations, accountable delegation and 360-degree feedback multi-rater feedback, each applied to the participant's own leadership context.

Who Gains Most from Leading Through Ambiguity Leadership Skills

- Senior managers who set direction for several teams while strategy is still moving
- Team leaders who translate unclear priorities into weekly commitments for specialists
- Heads of function who must influence peers they do not control
- Leaders who coach high performers through role changes and restructures
- Managers who hold performance conversations when targets themselves are in flux

A leadership group facing the same restructure or market shift gains most when several of its members attend together and agree common language for uncertainty.

Leading Through Ambiguity Leadership Skills Capabilities

Participants practise turning an unclear situation into provisional direction, a delegated mandate and an honest conversation, testing each against real cases from their own organisations.

- Assess the type of uncertainty in a situation before choosing a leadership response — executive sponsor
- Design provisional direction statements with explicit review points — team members awaiting clarity
- Apply coaching questions that grow judgement in high performers — successor pipeline
- Build delegation agreements that fix decision rights and checkpoints — accountable owners
- Weigh influence strategies for peers across functions without formal authority — cross-functional partners
- Communicate difficult performance messages when goals are still shifting — individual contributors

Key Leading Through Ambiguity Leadership Skills Terms

- Ambiguity — a situation in which the facts are available but their meaning or the right response is open to several readings.
- Sense-making — the shared process of interpreting unclear signals so a group can act on a working explanation.
- Provisional direction — a stated course of action with named assumptions and a date for reconsideration.
- Decision rights — an agreement on who decides, who is consulted and who is informed for a given choice.
- 360-degree feedback — structured input on a leader's behaviour from managers, peers, direct reports and sometimes clients.
- Psychological safety — a team belief that raising concerns, questions or mistakes will not bring punishment or embarrassment.

Leading Through Ambiguity Leadership Skills Day by Day

Day 1: The Ambiguity Landscape for Senior Leaders

- Uncertainty Versus Ambiguity Distinction — Choosing the Right Leadership Stance
- Stakeholder Expectation Map — Who Needs Clarity First
- Leadership Role Shift Inventory — From Expert Answers to Framing Questions
- Personal Leadership Baseline — Strengths Under Pressure and Blind Spots
- Case Comparison From Two Sectors — Banking Restructure and Hospital Merger

Day 2: Sense-Making and Framing

- Signal Scanning Routine — Separating Noise From Emerging Patterns
- Assumption Register — Naming What the Leadership Group Believes
- Scenario Sketching — Three Plausible Futures for a Unit
- Framing Statements — Explaining the Unknown Without Overpromising
- Pre-Mortem Technique — Exposing Hidden Failure Paths Early

Day 3: Decisions With Incomplete Information

- Reversible Versus Irreversible Decision Test — Speed Versus Caution
- Decision Rights Matrix — Clarifying Who Decides in Shared Structures
- Provisional Direction Template — Assumptions, Triggers and Review Dates
- Bias Check Routine — Anchoring, Overconfidence and Groupthink
- Decision Journal — Learning From Outcomes Rather Than Luck

Day 4: Communicating Through Uncertainty

- Candour Ladder — What to Say, When, and to Whom
- Rumour Response Protocol — Closing Gaps Before They Spread
- Town Hall Question Preparation — Handling Questions Without Answers
- Hybrid Team Communication Rhythm — Check-Ins Across Locations
- Message Testing With Trusted Peers — Refining Tone and Timing

Day 5: Psychological Safety and Team Resilience

- Team Climate Diagnostic — Reading Silence and Withdrawal
- Psychological Safety Behaviours — Inviting Challenge From Specialists
- Workload and Energy Mapping — Protecting Capacity During Change
- Recognition Practices — Sustaining Effort When Goals Move
- Team Charter Refresh — Norms for Working Through Uncertainty

Day 6: Coaching High Performers

- Coaching Conversation Structure — Goal, Reality, Options and Commitment
- Powerful Question Bank — Growing Judgement Instead of Dependency
- Stretch Assignment Design — Development Through Real Ambiguity
- Retention Conversation Guide — Keeping Talent During Restructures
- Succession Readiness Review — Identifying Who Can Step Up

Day 7: Delegation With Accountability

- Delegation Levels Scale — From Recommend to Act and Inform
- Delegation Agreement — Scope, Authority and Checkpoints
- Accountability Conversations — Holding Owners to Commitments
- Escalation Rules — When Problems Return to the Leader
- Delegation Debrief — Capturing Lessons After Each Mandate

Day 8: Influence Across Functions

- Influence Map — Allies, Sceptics and Gatekeepers Across Units
- Reciprocity and Exchange Planning — Building Peer Support
- Persuasion Structure — Evidence, Story and Shared Interest
- Conflict Styles Inventory — Choosing Collaboration or Compromise
- Coalition Building — Securing Sponsorship for Uncertain Initiatives

Day 9: Difficult Performance Conversations

- Shifting Target Calibration — Fair Assessment When Goals Change
- Feedback Model Practice — Situation, Behaviour and Impact
- Emotional Response Handling — Defensiveness, Tears and Silence
- Performance Improvement Agreement — Measures, Support and Timeline
- Documentation Discipline — Fair Records That Protect Both Parties

Day 10: Practising the Ambiguity Leadership Development Plan

- 360-Degree Feedback Interpretation — Turning Ratings Into Priorities
- Applying Provisional Direction — Rehearsing a Live Team Briefing
- Applying Delegation Agreements — Mandating a Current Initiative
- Applying Coaching and Influence Methods — Peer Practice Rounds
- Ambiguity Leadership Development Plan — Goals, Team Commitments and Review

Applying Leading Through Ambiguity Leadership Skills After the Course

- Brief one team with a provisional direction statement that names assumptions, triggers and the next review date.
- Agree a written delegation agreement for one open initiative and run the first checkpoint conversation within four weeks.

Leading Through Ambiguity Leadership Skills Questions FAQ

What are leading through ambiguity leadership skills, and why do they matter now?

They are the habits senior leaders use to frame unclear situations, decide with partial information and keep people engaged. They matter now because restructures, shared authority and fast markets leave many decisions without precedent or a clear owner.

Which roles gain most from leading through ambiguity leadership skills?

Senior managers and team leaders gain most, especially those directing specialists, working in matrix structures or leading through restructures. You benefit if your decisions regularly rest on assumptions others will question.

How do leading through ambiguity leadership skills differ from a supervisory skills course?

They address senior leaders shaping direction, influence and accountability across teams, not frontline crew allocation. A supervisory course manages shifts and daily routines; this one deals with strategy that is still forming and authority that is shared.

What do you bring back from leading through ambiguity leadership skills?

You bring back a personal development plan built on multi-rater feedback, with priorities, practice routines and commitments agreed with your team for the coming months.

Leading Through Ambiguity Leadership Skills: The Way Forward

The ambiguity leadership development plan first informs which leadership behaviour a participant changes in the next team briefing. Participants share it with their line manager and direct reports, who track the agreed commitments. After its first use, revisit the 360-degree feedback themes to judge whether colleagues now see clearer direction and fairer delegation.