
Dealing with Ambiguity

Definition

Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; can comfortably handle risk and uncertainty.

Key Words: Adaptable, Flexible, Comfortable with Uncertainty

Behavioral Indicators:

1. Embraces change; Anticipates and prepares for change
2. Develops new procedures in response to change
3. Proactively adapts to new opportunities or risks
4. Flourishes in high-change environments

PROFICIENCY LEVEL: Dealing with Ambiguity

Level I

- Effectively copes with change and shifts gears comfortably
- Decides and acts without having the total picture
- Handles risk and uncertainty comfortably
- Willing and open to change

Level II

- Anticipates impact of change; plans how to shift gears
- Uses ingenuity to compensate without having the total picture
- Rises to the challenge, accepting risk and uncertainty as normal
- Accepts change in job requirement, schedules, or work environments as part of job.
- Adaptable with the unknown

Level III

- Anticipates impact of change, and directs self and others in smoothly shifting gears
 - Uses ingenuity in dealing with ambiguous situations, and guides others to cope effectively
 - Thrives on situations involving risk and uncertainty
 - Remains calm and focused during time of change
 - Maintains productivity when implementing new, altered or incomplete procedures
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