

# Navigating Complexity in Your Organization

GoSkills online course syllabus

**Skill level**

Beginner

**Lessons**

17

**Accredited by**

Verified by GoSkills

**Pre-requisites**

No prior experience needed

**Video duration**

41m

**Estimated study time**

41m 49s

**Instructor**

Tim Smith

## Introduction

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### 1 Working in a complex world

## The Blur of Your Work World

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### 2 Using velocity

The speed of change is increasing exponentially.

### 3 Unpacking uncertainty

Understanding uncertainty is the key to not getting stuck. In this lesson, you'll learn how to anticipate what you don't know.

## Clear Communication Is Critical

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### 4 Critical soft skills

Uncertainty can be daunting.

### 5 Reading the room. EQ gives solid data

Data is dynamic. In this lesson, you'll learn the 3 habits of EQ and how to move forward

### 6 Active listening

There is no communication without listening. In this lesson, you'll learn how to use the 6 elements of A.C.T.I.V.E. listening.

**7** Understanding does not equal agreement  
After this lesson you should feel confident contrast understanding with agreement.

**8** Modulating our message  
It's not about what YOU say, it's about what THEY heard. In this lesson, you'll learn how to adjust our message to our audience.

## Connecting At Warp Speed

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**9** Building powerful relational networks  
Who you know expands what you know. In this lesson you'll learn how to cultivate a cumulative knowledge base for social learning.

**10** Establishing solid bonds  
Relationships are everything, After this lesson, you should be able to build solid bonds within your organization.

**11** Generating goodwill  
Goodwill is more than a holiday greeting.

**12** Laying common ground  
Invest in connecting inside and outside of the organization establishes strong roots.

## Collaborating In Turbulence

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**13** What gets in the way of collaboration?  
Make no mistake: Collaborating takes work. In this lesson you'll learn to look out to barriers to collaboration.

**14** Leveraging strengths in a complex culture.  
We don't all have to be alike.

**15** Treat your coworkers with respect  
The Platinum Rule is the new Golden Rule. In this lesson you'll learn how to Identify ways to find out how your teammates want to be treated.

**16** Innovation depends on collaboration  
Multiple viewpoints challenge uncertainty. In this lesson you'll learn the best ways to innovate with your team – and what not to do.

## Conclusion

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# 17 Take action on steps to simplify and clarify

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