Ambiguity road map

Define the end goal first

Am I wasting time?

What if I fail?

How do I get started?

I really do not even understand the project.

Receive a request or new assignment.

What steps do I need to take to complete this project?

Am I doing the right thing?

Will I get more specific information later?

Will I be fired if this fails?

Assume you do not have all the information you need.
Be empathetic to the requester and the situation.

1 Let the requester know you may come back with questions.

2 Define an end goal from the information you have. Be empathetic to the requester when defining these goals. By doing so, a new, innovative idea(s) might appear.

3 Figure out the critical questions that need to be answered. Continue being empathetic to reveal additinal questions to ask.

4 Determine where to get answers, more than likely not the requestor.

5 Accumulate information, review, reflect (yes, we said reflect) and redefine an end goal.

Formulate next steps and prototype (getting comfortable with failure).

Determine deadlines. Milestones are critical.

Figure out who, what, when, where and why.

Communicate steps and assign roles.

Hold yourself and the team accountable

Implement solution, plan and test

Failure. Review what did and did not work, re-evaluate the solution and test again.

Success!

Document, prepare to present key findings and launch.

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