BURGE HUGHES WALSH

SYSTEMS THINKING

2-day Course in Systems Thinking

Course Description

Systems Thinking is seen as the approach to handling the complexity and risks associated with business problems and opportunities in the modern world. The adoption of Systems Thinking provides a very powerful framework for understanding complex situations and issues; leading ultimately to their resolution. Its applicability is universal, from designing a new product or service through to root cause analysis of problems, managing transformation and change and the exploration and evolution of future strategies.

Applying Systems Thinking, however, requires not only skills and knowledge but also a profound understanding of the underlying systems principles. Systems Thinking is as much about mind-set as is it is about process and tools. Education and training are therefore critical to the development of an organizational capability in Systems Thinking. This course aims to educate and train participants in the practical application of Systems Thinking. It presents a methodology for Systems Thinking together with simple tools to enable us to "Systems Think".

Course Numbers and Who Should Attend?

The course has been designed for minimum numbers of 8 and maximum of 16. This course applies to anybody. It is a universal skill for the 21st century.

Benefits to the Individual and Business

During an intensive two days of teaching and practical 'hands on' exercises, participants will be challenged to develop the skills and mind-set that can be applied to any situation irrespective of context.

At the end of the course participants will:

- Have an understanding of the concepts and principles of Systems Thinking and how it can be applied through the appropriate blend of people, process and tools.
- Be able to think about problems and opportunities in a new and exciting way.
- Be provided with a common language and approach to addressing complexity.
- Be able to use a number of systems tools in a systematic manner to analyse complex situations and address problems and opportunities in a logical evidence-based way.

Learning Approach

The learning approach is based on the Kolb learning cycle with a significant proportion of the course set aside for exercises to reinforce the learning. Indeed, the course employs a number of small group exercises involving a case study to provide a practical focus for the course which enables the delegates to practise the methodology and tools.

Course Structure

Day 1

- Introductions and Delegate Expectations
- Systems, Systems Thinking and Systems Approaches
- Why Systems Thinking?
  - Emergence—desirable and undesirable
- What is a System?
- System Purpose
- Context
- System Boundary
- Subsystems and super-systems
- Events, Patterns and Behaviour
  - Balancing Feedback
  - Reinforcing Feedback
  - System Stability
  - System Stock and Flows
- Doing Systems Thinking
  - Divergent and Convergent Thinking
  - Spray Diagram
  - Multiple Cause Diagram/Causal Loop Diagram
- Systems Thinking in Practice
  - Hard and Soft Systems Methodologies
  - Unified Systems Methodology
  - Systems Thinking Tools
- The Systems Thinking Tool Box
- Tools for Understanding Purpose
  - 18 Word Statement
  - Tree Diagram

Day 2

- Day 1 Review
- Tools for Understanding Purpose continued
  - Quad of Aims
- Tools for Understanding Context
  - Causal Loop Diagram
- Tools for Understanding What is Inside and What is Outside
  - Systems Map
  - Input-Output Analysis
- Tools for Understanding Systems Structure
  - Influence Diagram
  - N^2 Analysis
  - Matrix Diagram
- Tools for Understanding System Behaviour
  - Sequence Diagram
- Tools for Change
  - Morphological Analysis
  - Paired Comparison
  - Decision Matrix
- Using Systems Thinking
  - Fixing Broken Systems
  - Designing Systems

Course Costs

The cost of delivering the 2-day course, excluding delivery tutor-consultant accommodation and expenses, but including all courseware, is **£4,000.** VAT will apply at the prevailing rate.

The course can be tailored to suit individual customer's operations.

BURGE HUGHES WALSH

QAS INTERNATIONAL ISO 9001:2015 REGISTERED FIRM

ENDORSED TRAINING PROVIDER

BURGE HUGHES WALSH LIMITED

First Floor, 6 Allerton Road, Rugby, Warwickshire CV23 0PA

enquiries@burgehughestwalsh.co.uk

www.burgehughestwalsh.co.uk

01788 550015