

SYSTEMS THINKING

Overview

Today's business problems are very complex, involving many different variables that interact and impact each other. To be effective as a leader in solving these problems, you need to see and understand the whole picture and how all of the pieces fit together and relate to each other. Sometimes this means making connections between and among seemingly separate, unconnected events, factors, and processes.

In this highly interactive workshop, we help you understand and simplify these complex, dynamic business problems and challenges, so that you can deal with them more effectively at the root cause. By using a variety of techniques, approaches and tools, including a classic simulation (**The Beer Game™**), you experience and master the principles of systems thinking. Walk away equipped to understand, describe, and influence complex dynamic systems.

This workshop is designed to enhance the ability of a company's leadership to resolve complex systemic, real-time issues. The tools and principles of Systems Thinking/Complexity Modeling will increase the organization's ability to understand, model, and resolve complex business dilemmas.

Who Should Attend

Anyone who wants to understand how to break down complex problems to make them easier to solve

Benefits & outcomes

- Demystify systems thinking for yourself and your colleagues
- Enhance your understanding of complex and changing organizational problems
- Develop your capabilities to model and test business assumptions, problems, and decisions
- Diagram the cause and effect relationship of problems and decisions

Program Curriculum

Module 1: Experiencing Systemic Behavior First Hand

- A distribution system simulation - "The Beer Game"
- Post game journal questions

Module 2: Introduction to Systems Thinking

- What is systems thinking?
- A tragic example of a linear solution to a complex problem
- Properties of systems
- Company culture
- Structure: linear vs. dynamic systems

Module 3: Systems Thinking Basics

- Levels of explanations
- The focus of leaders determines their impact
- A "strategic withdrawal" gone awry

Module 4: Causal Loop Diagramming

- The language of systems thinking
- Reinforcing and balancing systems and processes
- Process for drawing causal loop diagrams

Module 5: Mental Models

- What are mental models?
- The ladder of inference
- Generative learning
- Diagramming mental models

Module 6: Putting It All Together

- Having a powerful conversation regarding your model
- Your organization's system

Module 7: Finding Leverage Points

- Systems thinking on the job
- Finding leverage points
- Solving business problems

Linkage Training Programs are approved by the following organizations

