

## 2-day Open Course in Systems Thinking 20th–21st November 2024

### Course Description

The modern business world is full of complex problems and risks. Systems Thinking provides a very powerful framework for dealing with this.

However, applying Systems Thinking requires not only skills and knowledge, but also a profound understanding of Systems' Principles.

### Who Should Attend?

This is a course open to anybody who wishes to apply Systems Thinking (a universal skill for the 21<sup>st</sup> 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 mindset 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.



## Course Structure

Day 1	Day 2
<ul style="list-style-type: none"> <li>• Introductions and Delegate Expectations</li> <li>• Systems, Systems Thinking and Systems Approaches</li> <li>• Why Systems Thinking?               <ul style="list-style-type: none"> <li>◦ Emergence—desirable and undesirable</li> </ul> </li> <li>• What is a System?</li> <li>• Purpose and Context</li> <li>• System Boundary</li> <li>• Subsystems and super-systems</li> <li>• Events, Patterns and Behaviour               <ul style="list-style-type: none"> <li>◦ Balancing Feedback</li> <li>◦ Reinforcing Feedback</li> <li>◦ System Stability</li> <li>◦ System Stock and Flows</li> </ul> </li> <li>• Doing Systems Thinking               <ul style="list-style-type: none"> <li>◦ Divergent and Convergent Thinking</li> <li>◦ Spray Diagram</li> <li>◦ Multiple Cause Diagram/Causal Loop Diagram</li> </ul> </li> <li>• Systems Thinking in Practice               <ul style="list-style-type: none"> <li>◦ Hard and Soft Systems Methodologies</li> <li>◦ Systems Dynamics</li> <li>◦ Unified Systems Methodology</li> </ul> </li> <li>• The Systems Thinking Tool Box</li> <li>• Tools for Understanding Purpose               <ul style="list-style-type: none"> <li>◦ 18 Word Statement</li> <li>◦ Quad of Aims</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Day 1 Review</li> <li>• Tools for Understanding Context               <ul style="list-style-type: none"> <li>◦ Causal Loop Diagram</li> </ul> </li> <li>• Tools for Understanding What is Inside and What's Outside               <ul style="list-style-type: none"> <li>◦ Systems Map</li> <li>◦ Input-Output Analysis</li> </ul> </li> <li>• Tools for Understanding Systems Structure               <ul style="list-style-type: none"> <li>◦ Influence Diagram</li> <li>◦ N<sup>2</sup> Analysis</li> <li>◦ Matrix Diagram</li> </ul> </li> <li>• Tools for Understanding System Behaviour               <ul style="list-style-type: none"> <li>◦ Sequence Diagram</li> </ul> </li> <li>• Tools for Change               <ul style="list-style-type: none"> <li>◦ Morphological Analysis</li> <li>◦ Paired Comparison</li> <li>◦ Decision Matrix</li> </ul> </li> <li>• Using Systems Thinking               <ul style="list-style-type: none"> <li>◦ Understanding Situations</li> <li>◦ Fixing Broken Systems</li> <li>◦ Designing Systems</li> </ul> </li> </ul>

## Course Dates

The 2-day course will be held on Wednesday 20th and Thursday 21st November.

## Course Costs

The cost of the 2-day course, which includes all courseware, lunch and refreshments is **£750 + VAT per delegate**. It will be held at our Rugby office. Accommodation is not included.

## Course Booking

Contact **Sharon King** on +44 (0)1788 880015, visit our website, [www.burgehugheswalsh.co.uk](http://www.burgehugheswalsh.co.uk) or email [orders@burgehugheswalsh.co.uk](mailto:orders@burgehugheswalsh.co.uk) for a booking form.



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