



17th and 18th October 2017

2-day Systems Thinking Open Course

Kents Hill Park Training & Conference Centre, Milton Keynes

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 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.

COURSE STRUCTURE

DAY 1

- Introduction and Delegate expectations
- Systems, Systems Thinking and Systems Approaches
- Why Systems Thinking?
 - Emergence – desirable and undesirable
- What is a system?
- Purpose *and* 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
 - Systems Dynamics
 - Unified Systems Methodology
- The Systems Thinking Tool Box
- Tools for understanding purpose
 - 18 Word Statement - Quad of Aims

DAY 2

- Review of Day 1
- Tools for understanding Context
 - Causal Loop Diagram
- Tools for understanding what's inside and what's outside
 - Systems Map - Input-Output Analysis
- Tools for Understanding Systems Structure
 - Influence Diagram - N² Analysis
 - Matrix Diagram
- Tools for understanding System Behaviour
 - Sequence Diagram
- Tools for change
 - Morphological Analysis - Paired comparison
 - Decision matrix
- Using Systems Thinking
 - Understanding Situations
 - Fixing Broken Systems - Designing Systems

For more details, go to: www.burgehugheswalsh.co.uk.

COURSE COSTS

The cost of the course which includes all courseware, lunch and refreshments is **£420 + VAT per delegate**. Accommodation at a discounted rate is available at Kents Hill Park Training and Conference Centre, Milton Keynes, if required.

COURSE BOOKING

Contact **Sharon King** either by email, enquiries@burgehugheswalsh.co.uk or on +44 (0)1788 880015.