



@ASK Training
Attitude | Skills | Knowledge

Introduction to Systems Thinking

Course Code:

ASKIST

Course Duration:

1 day, 9.00am - 5.00pm

Course Fee:

\$600 (\$654 Inc. 9% GST) per participant

Course Venue:

Hotel

Course Dates:

<https://asktraining.com.sg/course-schedule/>



Course Synopsis

Do your solutions and ideas get to the root of problems, or serve to address only superficial symptoms? Many a time when an issue or problem occurs, there is a tendency to react with quick solutions to resolve the matter efficiently. But efficiency may not mean effectively, and can be akin to slapping a band-aid onto a gaping wound.

In this introductory course to Systems Thinking, cultivate an awareness and sensitivity to patterns and connections between mindsets, cultures/policies, and behaviours, and learn to find entry points in existing systems to introduce interventional measures.

This course is intended for new organizational leaders/managers, Human Resource (HR) executives, and/or anyone with the authority to influence policy, and effect systems change.

Course Objectives

By the end of the course, you will be able to:

- Identify the nature of Wicked Problems in organizations
- Identify the characteristics of a Systems Thinking approach
- Apply the Ice-Berg model to trace the mental models and structures underpinning surface problems
- Apply Causal-Loop diagrams / Feedback Loops to trace cause-and-effect relationships between variables, events and responses
- Ideate and brainstorm interventional measures

Course Outline

- **The Nature of Wicked or Divergent Problems**
 - Web of Life Activity / Coffee Chain Game
 - Characteristics of Wicked or Divergent Problems
 - Problematic Systems in Everyday Life
- **Introduction to Systems Thinking**
 - What is Systems Thinking?
 - Characteristics of a Systems Thinker / Systems Thinking
 - How to Make Instant Noodles? Activity
- **Introduction to System Thinking Tools**
 - The Ice-Berg Model
 - Causal-Loop Diagrams
 - Behaviour-Over-Time Graphs
 - Group Discussion