



**@ASK Training**  
Attitude | Skills | Knowledge

# System Thinking for Leaders with LEGO® Serious Play®

**Course Code:**  
ASKSTL

**Course Duration:**  
1 day (8 hours), 9.00am - 5.00pm

**Course Fee:**  
\$650 (\$708.50 Inc. 9% GST) per participant

**Course Venue:**  
Hotel

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



## Course Synopsis

Organizational life is like a spider's web and very complex. As a leader, it is virtually impossible to have one specific method to find solutions for recurrent problems. When you find a solution to solve the problem, it can be invalid very soon. You will notice that the old successful patterns of thoughts that assisted you to solve the original challenge has now become a new problem. This will require you to come up with a new strategy and a shift in paradigm in order to address the new challenge.

Hence, systems thinking becomes an important asset to your ready set of mental tools. It focusses on how the behaviour of both individuals and organizations can be influenced and change to face new challenges successfully.

Systems Thinking will also focus on recognizing the inter-connectivity amongst the various parts of a system of operation and how these can be synthesized into a successful working system. By mastering the fine art of Systems Thinking, leaders can ensure that the 'whole will be greater than the sum of its parts' and assist in the process of strengthening collaboration

Leaders can use systems thinking to fully appreciate, model, and resolve complex business and human-based issues – without succumbing to unforeseen consequences that might rear its ugly head. When practising systems thinking, leaders will be able to look at challenging situation with a calm disposition and come up with workable solution that does not cause too much disruption to the current system.

The benefits and returns on investment of this seeing systems workshop is that the participants will be trained in a powerful and multidimensional thinking skill set that can help them to identify and remedy chronic, complex problems – by understanding not only the full extent of the nature of the problem, rather why it is happening. Leaders trained in Systems Thinking are better able to use the limited resources strategically for best results.

## Course Objectives

---

This one-day result-oriented intensive workshop introduces four distinctive phases of Systems Thinking:

- Learning to see things in systems and how it affects our thinking
- Using journey mapping to understand how everything fits into a System
- Taking Action through Systems by strengthening collaboration
- Influencing Behaviour over time to adapt to the System
- Identifying and overcoming team blindness by addressing pain points

By the end of the workshop you will be able to:

- Understand the four types of system blindness in organization
- Recognize recurring patterns, or archetypes in systems – based on the behaviour of the system over time
- Journey map the elements in a system and the flows between those elements
- Identify the causes and effects within a system
- How to engage stakeholders in collaborative action to influence the outcomes of a system
- Apply systems thinking principles from the workshop to current challenges faced in your industry
- Appreciate the nature of chronic and fuzzy problems

## Course Outlines

---

**Understand what 'Systems' are**

- The basics of systems thinking
- A case study of systems thinking in operation

**Seeing Systems and Us – understanding the causal loops and archetypes**

- Why systems work so well
- Systems Traps and looking for opportunities when system fail

**Creating Change in Systems and in our Structure of thoughts – learning to look at the big picture**

- Understanding the Universal structure of thoughts
- Application of the universal structure of thoughts in systems thinking

**Working with Systems – Taking action for collaborative problem solving**

- Understanding the nature of chronic problem and why it occurs
- Strategies to overcome and manage chronic problems

**Systems Approach to problem space and making decision**

- Understanding Problem Space

**Psychology behind strengthening collaboration by seeing systems**

- Individual vs group decision making
- The Hermann Brain Theory
- Creating group dynamics

**Avoiding Groupthink and a Mexican Standoff**

- What is 'groupthink' and how to avoid this?
- How to manage a Mexican standoff
- Creating group dynamics

**End games – Q & A and quiz to identify what has been learnt to manage Returns on Investment**

- Quiz on decision making