

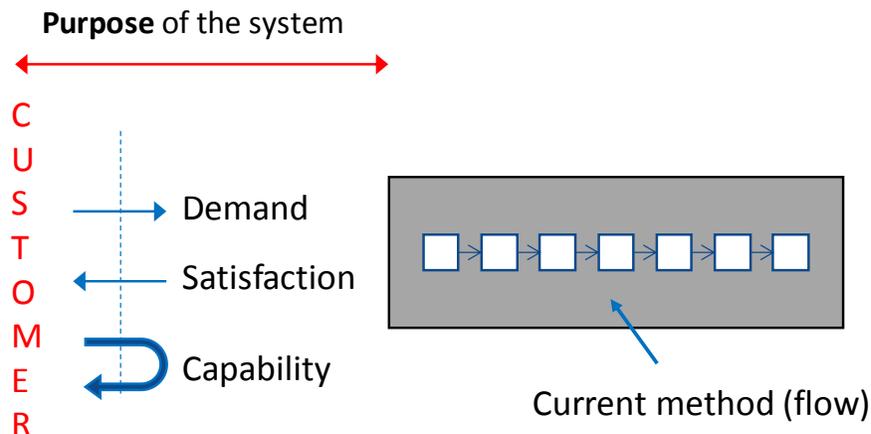
Systems Thinking and Intervention: The Fundamentals

A **1-day exploration, creating curiosity** to study your system (whether an organisation or value stream within), and then meaningfully and sustainably improve it towards its (customer defined) **purpose**.

Organisational reality?

- Why can't we break out of siloed thinking and behaviours? ...and if we briefly succeed, what pulls us back?
- What is constraining our people from feeling truly empowered ...and therefore happy and engaged at work?
- Why do we seemingly jump from one 'change programme' to the next, but not really change the underlying system?
- How can we move from short-term firefighting and overly simplistic 'quick wins' to longer-term 'game changing' thinking and actions?

We will deal with these conundrums, & the means to address them



(diagram derived from John Seddon's 'Vanguard Method')

Why attend?

You may have heard of '**Systems Thinking**' and/or wondered about all those different '**improvement methodologies**' out there.

You may suffer from '**Change Management**' fatigue, and wish to move:

- from 'n-step' (supposed) change methodologies to implement the current management fad or fashion;
- to continuous and breakthrough improvement simply being the norm.

Aim: To set out, and open up, the Systems Thinking and Intervention 'fundamentals' to

- understand why they are so profound;
- explore their meaning in your organisation; and
- get you curious to continue the journey.

'Game changing' knowledge, without having to swallow another 'methodology' pill

Don't expect to be told:

"this is exactly what you need to go back and do"

It's not 'training' on (yet another) methodology...
...its about helping you think differently!



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Systems Thinking and Intervention: The Fundamentals

Where does the material come from?

The day is structured around the work of **Dr W Edwards Deming** – a giant of systems thinking.

It then delves into the work of other giants as appropriate (such as Ackoff, Meadows, Wheeler, Argyris, Herzberg, Seddon....and many others).

It's a full day - we cover a lot of ground!

Course Outline:

The day is based around **5 components** – with each leading on to the next – then drawing them all together into **a meaningful whole**.

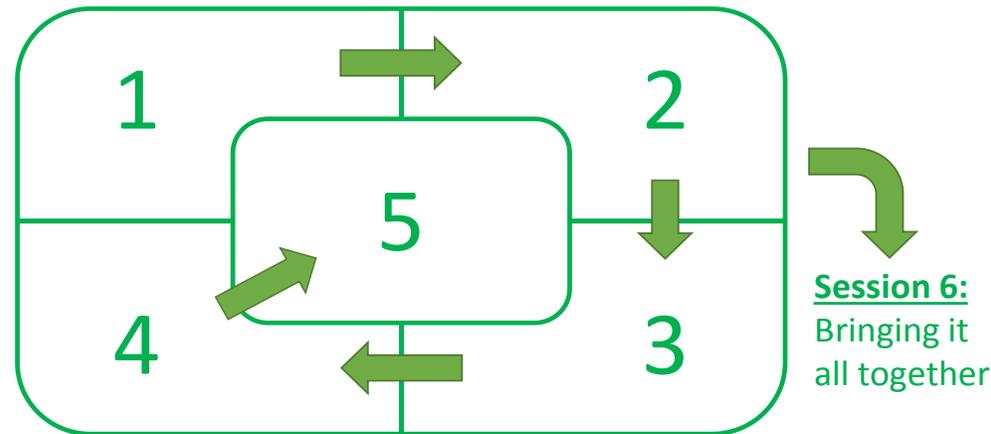
- System
- Performance
- Knowledge (and learning)
- Psychology (motivation)
- Leadership

As well as covering theory, we will use videos, exercises and plenty of interaction.

Participants:

The day is designed for **between 12 and 16 participants**, and is usually delivered 'on site' in a suitable workshop environment.

Whilst it is useful to include **a cross-section of management levels**, the group should include **senior managers** with the responsibility for how the organisation (or group within) operates.



Course Feedback:

"Great to see an end-to-end and integrated view of systems thinking...it was well delivered, interesting and definitely made me more curious!"

"When I left the course, I felt the urge to revisit or challenge my thinking and to practice better ways of working every day.

"Thanks for the great session...I liked the interactions, the videos and the tips after every section."



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Important Caveat: You cannot change your organisation within a training room!

You have to go back into your business and 'try' things out....the 'why' and 'how' will become clear to you.

If you would like to know more:

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