

# SYSTEMS THINKING



**THRIVE35**  
PERFORM GROW SUSTAIN

## OVERVIEW

Systems Thinking allows for improvement at the departmental, team or business unit level by focusing on understanding and anticipating the potential consequences of all actions. This workshop explores how participants can overcome sub-optimisation of performance that is created by the misalignment of operating models (Systems) that inhibits efficiency and continuous improvement. It provides the basis for leadership development through clarity of accountability, dialogue with stakeholders and establishment of measures of performance.

Thrive35 uses action-learning training techniques to guide participants to learn about Systems Thinking and to apply the learnings into the context of their own organisation. The workshop is designed for managers and team leaders of an organisation who have the key responsibility of operational leadership and decision-making.

During this course, participants will learn to align their organisational system. Participants will be provided the Systems Thinking workbook that can be used to apply the learning gained during this course and improve their organisations.



All participants will receive a digital Certificate of Attendance at the end of the course.

## LEARNING PATHWAY

Understanding Business Excellence is a prerequisite for this course.



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## BENEFITS

By the end of this course participants should be able to:

- ▶ Explain the Systems Thinking Principles
- ▶ Understand Systems theory and how it can be used to improve operational performance
- ▶ Develop a Systems View / Operating Model
- ▶ Articulate and illustrate organisational interdependencies and interactions
- ▶ Identify key end-to-end processes and explore how they deliver customer outcomes
- ▶ Explain how Systems Views can be used to expedite efficient mergers and amalgamations

## THE STRUCTURE OF THE WORKSHOP (TWO DAYS)

- ▶ Organisational system and Business Excellence
- ▶ Roadmap to high performance and the role of the operating model
- ▶ Core concepts of Systems Thinking
- ▶ Overcoming Systems blindness and preventing a blame culture
- ▶ The laws of Systems and benefits of Systems Thinking
- ▶ Your organisation as a System
- ▶ Process management and continuous improvement
- ▶ Mergers, acquisitions, and amalgamations

