

Systems Thinking (SYT)

COURSE NUMBER **FAA01277**

For information about this course, contact:
 FAA Program Manager
 (386) 446-7154

DESCRIPTION AND LEARNING STRATEGY

Systems Thinking is designed to provide public sector leaders and problem-solvers with the knowledge and skills necessary to analyze specific organizational issues within the context of the larger organizational system. Participants enhance their problem solving skills by: (a) applying systems thinking to analyze issues and design strategic interventions, (b) engaging in effective inquiry and advocacy, and (c) identifying individual assumptions and organizational patterns that influence individual and organizational effectiveness. Methodologies include systems simulations on the computer and in the classroom, videos, worksheets, case studies, and lecture/discussion.

OBJECTIVES

- Use System Thinking concepts to identify individual and organizational assumptions that influence work-related situations.
- Identify and analyze how the interaction among system components influences outcomes.
- Use inquiry skills to clarify assumptions and to explore how assumptions limit organizational learning and innovation.
- Use systems thinking principles, concepts, and tools to design alternative ways of addressing specific organizational issues.
- Use tools and techniques to generate and explore possible implications of systemic problems or issues.

KEY COMPETENCIES

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|----------------------|------------------------|
| • Agility | • Problem Solving |
| • Building Alliances | • Strategy Formulation |
| • Communication | • Vision |
| • Innovation | |

CLASS SIZE

18 participants

LENGTH

4 days
 (Monday, 8:00 a.m. –
 Thursday, 5:00 p.m.)
 32 hours

LOCATION

Customer site or
 FAA Center for
 Management and
 Executive Leadership
 Palm Coast, Florida

UPCOMING DELIVERIES

This course is available as a fee-for-service delivery.

WHO SHOULD ATTEND

Course is appropriate for any manager who deals with complex issues and needs to apply analytical tools that address the "bigger picture." The course is adaptable for intact groups or cross-organizational classes.

ENROLLMENT

To arrange a **fee-for-service delivery**, call (386) 446-7154.

PREREQUISITE

None

PRECOURSE

None

RELATED COURSES

Inquiry, Influence &
 Implications
 (FAA01249)
 Strategy Formulation
 and Implementation
 (FAA01200015)