

# The Power of Systems Thinking

Facilitated by Mr Tan Hong Wee



## Programme Synopsis

The discipline of Systems Thinking is the art and science of understanding and tackling complexity. So when do we use Systems Thinking? Today's organisations usually face issues that are multi-faceted and multi-disciplinary. One soon realises that these issues are inter-related - today's customer service problem is linked to yesterday's administration processes, to last month's sales promises and to last year's R&D efforts. To this end, the Systems Thinking workshop worked towards greater applicability. Through real case study, the participants learnt how to apply Systems Thinking with a particular slant on problem solving. The benefits are endless.

## Benefits of the Programme

In this workshop, the facilitator provides the basic structure for an introduction to Systems Thinking. With this, you will be armed with a concept, a methodology and a suite of tools to tackle complex problems, and to create effective solutions. Participants will reap the following benefits:

- Collective sense-making of the situation
- Identifying the core and relevant problem
- 'Big picture' view of the internal and external factors
- Takes a dynamic approach, instead of linear, static views
- Provides a map of reality, from which strategy and action can be planned

## Programme Outline

### Introduction to Systems Thinking

- \* What is Systems thinking?
- \* Nature of Complexity

### Systems Thinking Fundamentals

- \* The Basics – What is a system?
- \* Systems Thinking in Actions

### Creating Effective Strategies

- \* Creating a vision
- \* Vision Deployment
- \* Strategy creation – Key Success Loop
- \* Identifying High Leverage in action

### Mental Models

- \* ABCs of Identifying mental Models
- \* Typical mental models that exists  
(Peter Senge's 7th Organisational Learning disabilities)

## Registration Procedure

Please download Registration Form in website.  
For further enquiries, please visit  
<http://www.skillexp.com/featuredworkshop/>  
Contact 98311020 or [mei\\_ling@skillexp.com](mailto:mei_ling@skillexp.com) to find out more. Thank you.

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## Target Audience

This workshop is highly relevant for :

- Division 1 and 2 Officers in the Civil Service
- For Educators, New managers, Senior Managers
- Suitable for those who deals with complex issues and faces with multiple factors and perspectives.

## Workshop Date

To be confirmed

## Programme Fee

S\$700 nett per participant. Tea-breaks and lunch will be provided daily for all participants. A hardcopy course materials will be given to all participants. Venue : Village Hotel. Details of hotel will be emailed in the confirmation note to participants.

## Workshop Leader

Mr Tan Hong Wee is an organisation development consultant who specialises in Systems Thinking. He holds a M.A. (Mathematics) from Cambridge University, UK and a M.Sc. (Systems Engineering) from Naval Postgraduate School, USA. He is a qualified coach and holds a Professional Certificate in Facilitation. He believes in workshops that are relevant, practical and useful for everyone.

Hong Wee is also a published author (Leader As Coach, Leader As Facilitator).

He has delivered workshops to organisations such as Singapore Armed Forces, DSO National Laboratories, AVA, Khoo Teck Phuat Hospital and SIM in the area of Systems Thinking.