

## Systems Thinking (SYT)

### COURSE NUMBER    FAA01277

For information about this course, contact:  
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### 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

(see [FY09 Schedule](#))

### 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 enroll, contact your line organization's training coordinator. To arrange a **fee-for-service delivery**, call Shep Curl at (386) 446-7132.

### PREREQUISITE

None

### PRECOURSE

None

### RELATED COURSES

Inquiry, Influence &  
 Implications  
 (FAA01249)  
 Strategic Planning  
 (FAA01275)