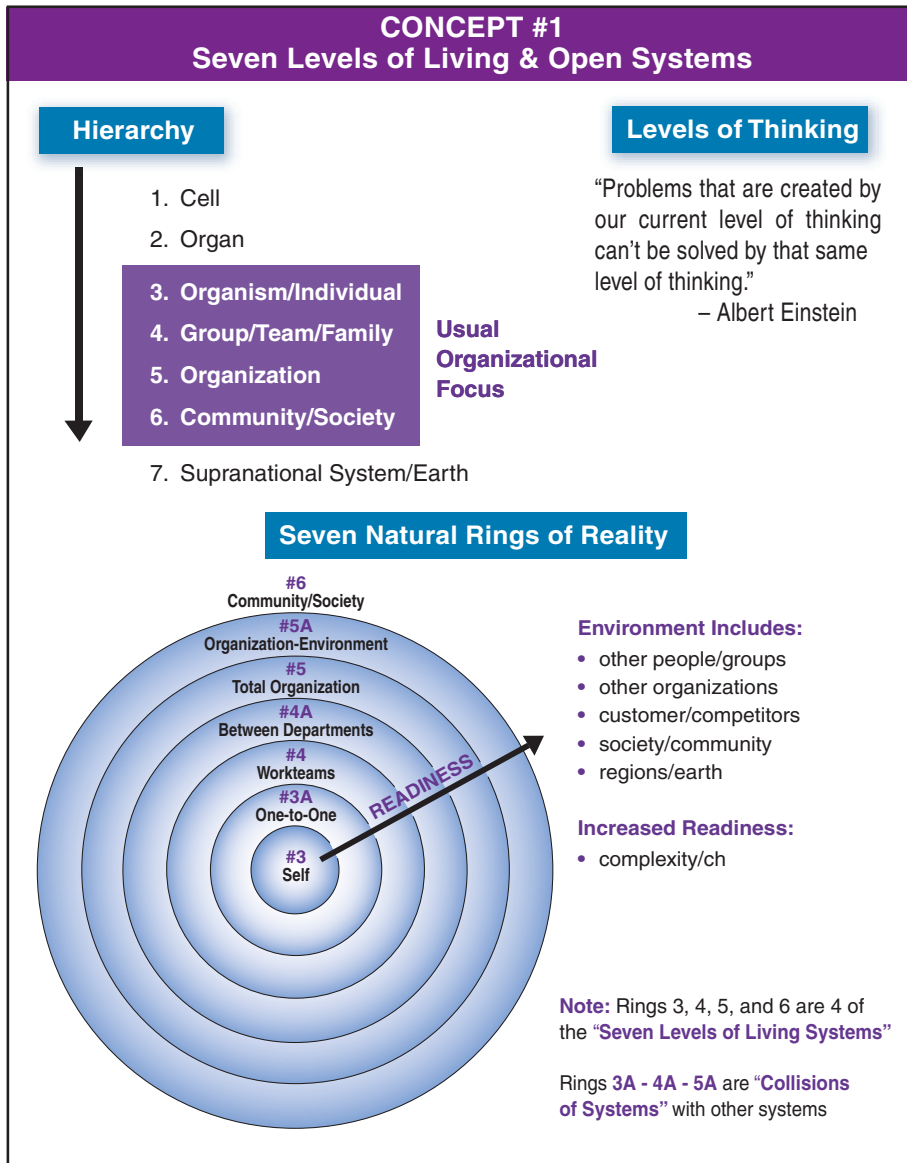


THE SCIENCE OF SYSTEMS THINKING

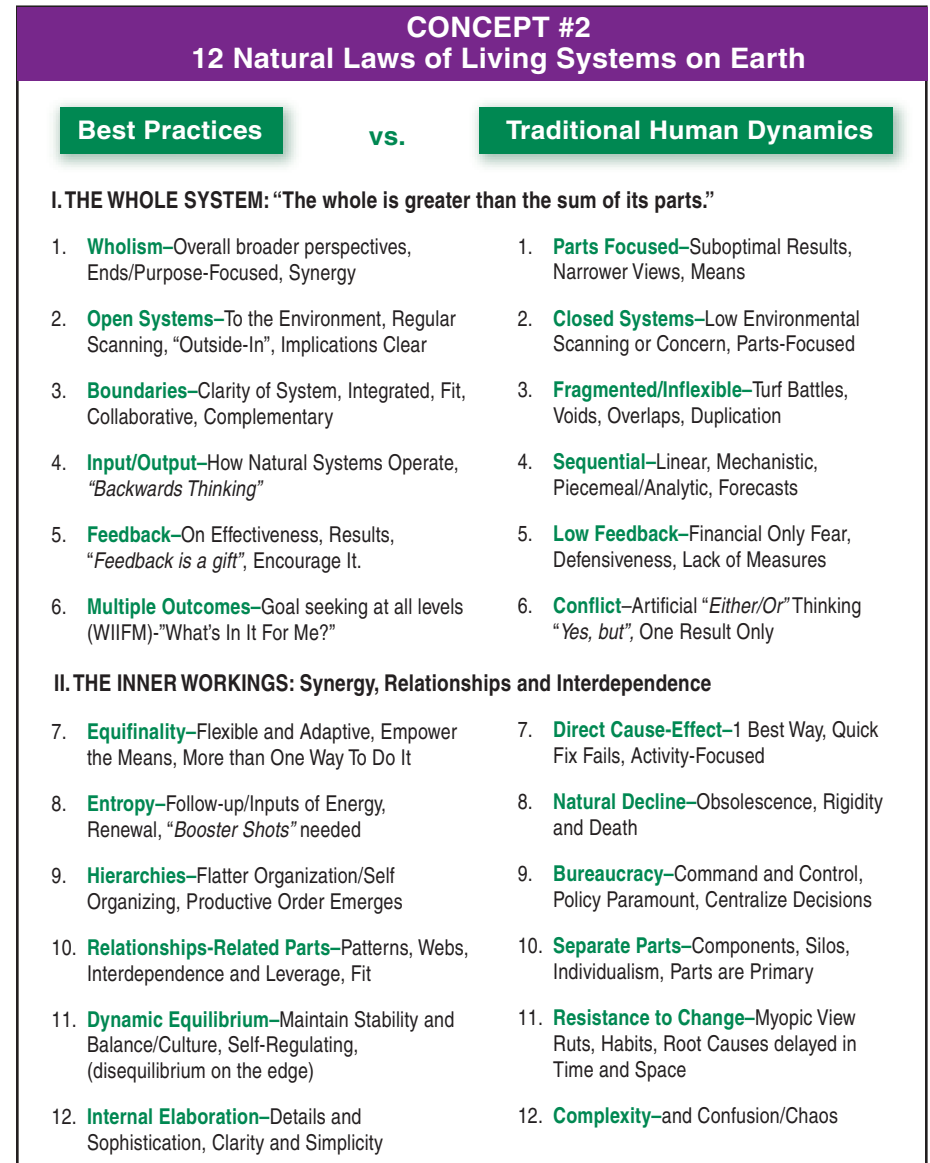
The Natural Way the World Works

System: A System is a set of components that work together for the overall objectives of the whole (output).



MSST-01

- In **Analytic Thinking**, the parts are Primary and the Whole is Secondary.
- In **Systems Thinking**, the Whole is Primary, and the parts are Secondary.



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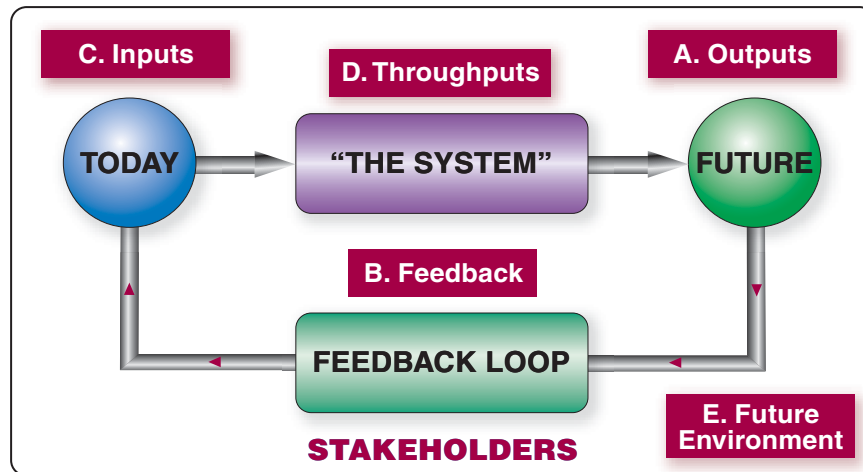
THE SCIENCE OF SYSTEMS THINKING

The Natural Way the World Works

Systems Thinking...is finding patterns and relationships, and learning to reinforce or change these patterns to fulfill your vision and mission.

CONCEPT #3 The Systems Thinking Approach™

“A New Orientation to Life”



Five Strategic Questions: “Backwards Thinking”

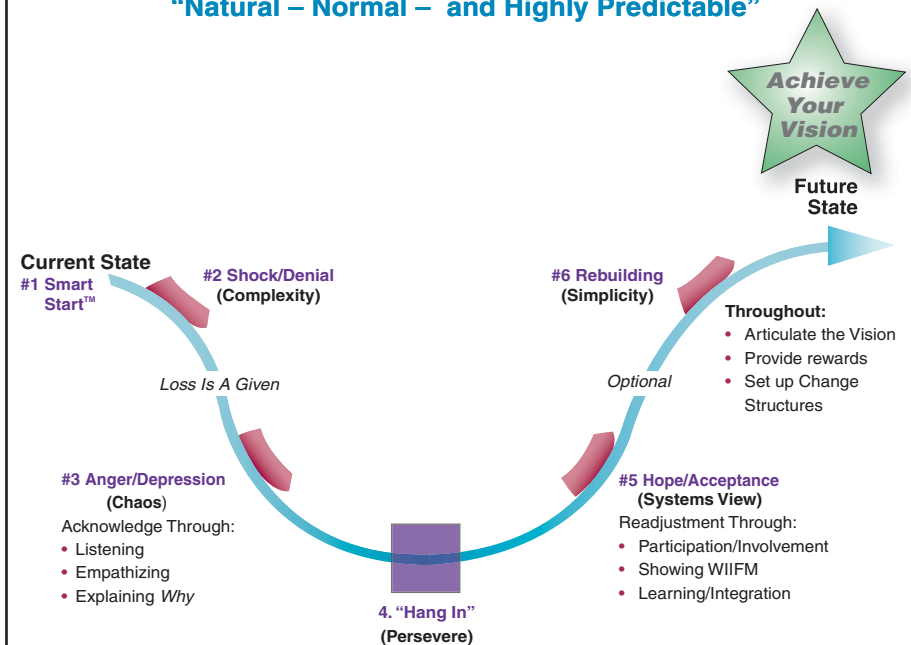
- A** Where do we want to be? (i.e., our ends, outcomes, purposes, goals, destination, vision)
- B** How will we know when we get there? (i.e., the customers' needs connected to a quantifiable feedback system)
- C** Where are we now? (i.e., today's issues and problems)
- D** How do we get there? (i.e., close the gap from C → A in a complete and holistic way)
- E** Ongoing: What will/may change in the future environment?

Why Thinking Matters

“How you think... is how you act... is how you are.”

CONCEPT #4 The Rollercoaster of Change™

“Natural – Normal – and Highly Predictable”



Major Questions

1. How deep is the trough? How long?
2. Will we get up the right side and rebuild?
3. Are there other changes occurring?
4. Will we hang-in and persevere?
5. How to deal with normal resistance?
6. How to create a critical mass for change?

Major Uses

1. Personal transitions/Learning
2. Interpersonal relationships
3. Coaching
4. Conflict management
5. Team effectiveness
6. Overall change management

MSST-01_2

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