

## Day 1

**Challenging fundamental ideas about the way we design and manage work. Establishing systems thinking principles as the better way.**

- The history and background of systems thinking
- How managerial thinking governs performance
- The fundamental differences between service and manufacturing
- The weaknesses in command and control - how current thinking about the design and management of work sub-optimizes the way work works
- Systems thinking: better alternative to command and control

## Day 2

**Applying systems thinking principles to your own organization. Seeing things that were previously invisible.**

- Change should be based on knowledge
- The Vanguard model for 'Check' (getting knowledge about the "what and why" of current performance)
- Self assessment: participants use the Vanguard model for check on their own organization. Through action learning they will assess the

# FUNDAMENTALS OF SYSTEMS THINKING

## A 3-DAY COURSE

### Would you like to find out...?

How much scope your organization has for improving service, reducing costs, and/or, improving revenue?

What leading service organizations have achieved by shifting from traditional thinking to systems thinking?

Why doing it the systems thinking way have an enormous and beneficial impact on staff morale?

Why manufacturing ideas don't work in service organizations?

What steps you need to take to make the leap to a systems thinking organization?

Offered only by Vanguard, this program will introduce you to systems thinking concepts for service organizations. It will enable you to assess the benefits that will be achieved using these concepts in your organization.

Additionally, you can:

“what and why” of current performance as a system - studying customer demand, organizational capability, waste and the causes of waste. Hence participants will have practical knowledge about the scope for improvement using systems thinking principles

## Day 3

### **Implications of applying systems thinking approach. Opportunities for improvement and the means/methods for achieving them.**

- Scope for improvement: pulling together the action-learning from day 2
- Changing measures to drive better methods
- Leading and lagging indicators
- The test of a good measure
- Principles for redesign of work: tactics for designing against demand
- The steps to making successful change

Find out how and where best to start your change process. The Vanguard method© will offer you a systematic way to identifying the greatest leverage that will deliver massive performance improvement.

Learn how a change in your management thinking through systems thinking applications can help you produce results that other leading organizations are benefiting from. These results are far more superior than what you get from traditional methods.

Discover an alternative and a better way to team-building adventures, dress-down Fridays and rewards as a mean to improve your staff morale.

See why service organizations cannot and must not apply lean manufacturing ideas in order to succeed and deliver what matters to customers, and. . .

Be prepared to be challenged if you want to see how the work works in your organization from a different perspective. You will see why you must start to change your management method as a manager.

## **Book Fundamentals of Systems Thinking**

**For additional information or to arrange in-house instruction, please contact:**

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