

Systems Thinking for Complex Problem Analysis and Solution

11 – 15 January 2027
Kuala Lumpur (Malaysia)

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Why This Course

Organizations today operate within highly interconnected environments where decisions in one area often create ripple effects across the entire system. Traditional problem-solving methods frequently address symptoms rather than root causes, leading to recurring challenges and unintended consequences.

This intensive 5-day program introduces participants to the powerful discipline of systems thinking—an approach that enables leaders and professionals to understand complexity, recognize patterns, and design solutions that create sustainable impact. Through a combination of practical tools, structured frameworks, and real-world case applications, participants will learn how to analyze complex systems, identify leverage points, and implement strategies that drive meaningful organizational change.

What You'll Learn and Practice

By participating in this program, you will:

- Understand the core principles and methodologies behind systems thinking.
- Apply systems mapping techniques to visualize complex organizational challenges.
- Identify feedback loops, dependencies, and hidden dynamics within systems.
- Recognize unintended consequences and long-term effects of decisions.
- Develop strategic interventions that address root causes rather than symptoms.
- Use systems thinking to strengthen decision-making and problem-solving in complex environments.

The Program Flow

Day 1: Foundations of Systems Thinking

- Introduction to systems thinking concepts and principles.
- Understanding complex adaptive systems in organizations.
- Comparing systems thinking with traditional problem-solving approaches.
- Key tools and frameworks used in systems analysis.

Day 2: Mapping and Visualizing Systems

- Creating causal loop diagrams and understanding system archetypes.
- Building stock-and-flow diagrams to illustrate system structures.
- Stakeholder mapping and relationship analysis.
- Defining system boundaries and identifying interactions.

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A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver, set against a background of concentric circles.

Day 3: Analyzing System Dynamics

- Identifying reinforcing and balancing feedback loops.
- Understanding how systems behave and evolve over time.
- Exploring unintended consequences and ripple effects of decisions.
- Recognizing recurring patterns and emergent properties.

Day 4: Intervening in Systems

- Strategies for effective and sustainable system interventions.
- Designing solutions that target root causes.
- Managing complexity and uncertainty during change initiatives.
- Assessing the potential system-wide impact of interventions.

Day 5: Applying Systems Thinking to Organizational Challenges

- Real-world case studies in organizational systems analysis.
- Integrating systems thinking into strategic planning processes.
- Encouraging a systems-thinking mindset across teams and departments.
- Developing an action plan for implementing systems approaches in your organization.

Individual Impact

- Strengthen your ability to analyze complex problems from a holistic perspective.
- Develop structured approaches for identifying root causes and systemic patterns.
- Improve strategic thinking and decision-making in uncertain environments.
- Gain practical tools that can be applied immediately in real-world situations.

Work Impact

- Improve the organization's capacity to manage complexity and change.
- Support more informed, long-term strategic decisions.
- Reduce recurring issues by addressing systemic root causes.
- Drive sustainable organizational improvement and innovation.

Training Methodology

This program combines conceptual learning with practical application to ensure participants can translate insights into action. Learning methods include:

- Interactive workshops and facilitated discussions.
- Hands-on exercises in systems mapping and analysis.
- Case studies drawn from real organizational challenges.
- Collaborative problem-solving activities and scenario analysis.
- Practical frameworks, templates, and tools for ongoing application.

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Beyond the Course

Upon completion, participants will be equipped to:

- Apply systems thinking to analyze and resolve complex organizational challenges.
- Identify leverage points that enable meaningful and lasting change.
- Integrate systems approaches into strategy, planning, and decision-making.
- Lead initiatives that address complexity with clarity and long-term impact.

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