

Systems Thinking Training Program for Public Health

	Live Training	On-Line Training	Coaching
Learning Objectives	<ul style="list-style-type: none"> ▪ Apply systems thinking tools to see the bigger picture behind complex problems ▪ Demonstrate enhanced capacity to consider unintended consequences of actions ▪ Distinguish between short-term fixes and high-leverage interventions ▪ Use system archetypes to understand system performance and communicate about complex issues ▪ Recognize how you may be implicated in the very system challenges you face 	<ul style="list-style-type: none"> ▪ Define Systems Thinking and describe its application in understanding and resolving complex problems. ▪ Explain three Systems Thinking tools (the Iceberg, System Archetypes, Belief/Action/Result (BAR) framework). ▪ Apply Systems Thinking tools in your workplace. ▪ Link to online training 	<ul style="list-style-type: none"> • Continue to develop capacity in using a systems thinking approach ▪ Apply systems thinking tools to a specific workplace issue ▪ Develop a robust action plan to address a workplace issue with specific measurable outcomes identified
Length	One day	One hour	Three 90-minute sessions over three months
Cost	\$3,750 + approx. \$500 in instructor travel & materials expense	Free	\$1,500 per team
Size	Up to 30 participants	Unlimited	3-6 participants per team

Systems Thinking Live Training

Description:

This experiential, application based, one-day training will provide an overview and practice of key concepts and specific tools that can be used with a systems thinking approach.

Agenda

- Systems Thinking Overview
 - What is Systems Thinking – Case Study
 - Structure & Application Exercise
 - Iceberg & Application Exercise
- System Archetypes – Part I
 - Fixes That Backfire
 - Basic Structure & Examples
 - Application Exercise & Presentations
 - Intervening
 - Limits to Success
 - Basic Structure & Examples
 - Case Study
 - Intervening
- Mental Models
 - Ladder of Inference
 - Results-Actions-Beliefs Model & Exercise
 - Guidelines for Productive Conversations
- System Archetypes – Part II
 - Shifting the Burden
 - Basic Structure & Examples
 - Application Exercise & Presentations
 - Intervening
- Summary & Program Close

What public health workers are saying about the Systems Thinking Training:

“The focus on tangible tools and ways to use the tools in our work made the training very worthwhile. It was helpful to move beyond concepts and theory and dig into application.”

Chronic Disease and Disability Coordinator

“I appreciated exploring and collaborating to understand each other’s problems. This helped to build a greater understanding of some of our very own problems.”

Health Systems Program Administrator

Systems Thinking On-line Training

Description: Systems Thinking provides a framework to understand and solve complex problems by identifying and addressing underlying causes of the problems. This approach minimizes responding to problem symptoms and their unintended consequences. This one-hour online training introduces participants to the systems approach and three systems thinking tools.

Learning Objectives:

- Define Systems Thinking and describe its application in understanding and resolving complex problems.
- Explain three Systems Thinking tools (the Iceberg, System Archetypes, Belief/Action/Result (BAR) framework).
- Apply Systems Thinking tools in your workplace.

Intended Use

- Anyone interested learning about systems thinking and key elements that are covered in the live training
- Graduates of the live training who are looking for a refresher
- People who work with graduates of the live training
- People who are being coached on a team and did not attend the live training

Agenda

- Overview of Systems Thinking & the Iceberg Model
- System Archetypes
- Mental Models

Systems Thinking Follow-on Coaching

Description:

As a follow-on to the one-day live Systems Thinking trainings, teams can receive coaching from Julia Ross, our systems thinking expert.. In these coaching sessions, teams will apply the systems thinking approach and tools they learned in the workshop to a workplace problem.

Coaching Process

Session One – Current Reality

- Review & get feedback on completed pre-work
- Continue process of identifying underlying causes of workplace problem
- Review pre-work for Session Two & schedule session

Session Two: Vision and Action Planning

- Review & get feedback on completed pre-work
- Review pre-work for Session Three & schedule session

Session Three: Implementation

- Review & get feedback on Action Plan

Time Commitment

- Approximately 1 hour weekly for the team to meet together to work on the monthly assignment
- 90 minutes once a month for a phone-based coaching session from Julia, for a total of three coaching sessions

Requirements:

- Teams must **have the support of their supervisor or agency director** for weekly meetings and monthly call
- Individuals on teams must be **highly motivated and firmly committed** to completing the project.
- Majority of team members must have participated in the one-day Systems Thinking workshop. Team members not at the workshop are required to take 60 minute self-study course from NEPHTC on system thinking basics.
- Each team must provide a **key contact person** to work with Julia