

Why?

...despite our best efforts do we fail to quickly fix some problems?

What is systems thinking?

Why is it relevant to you?

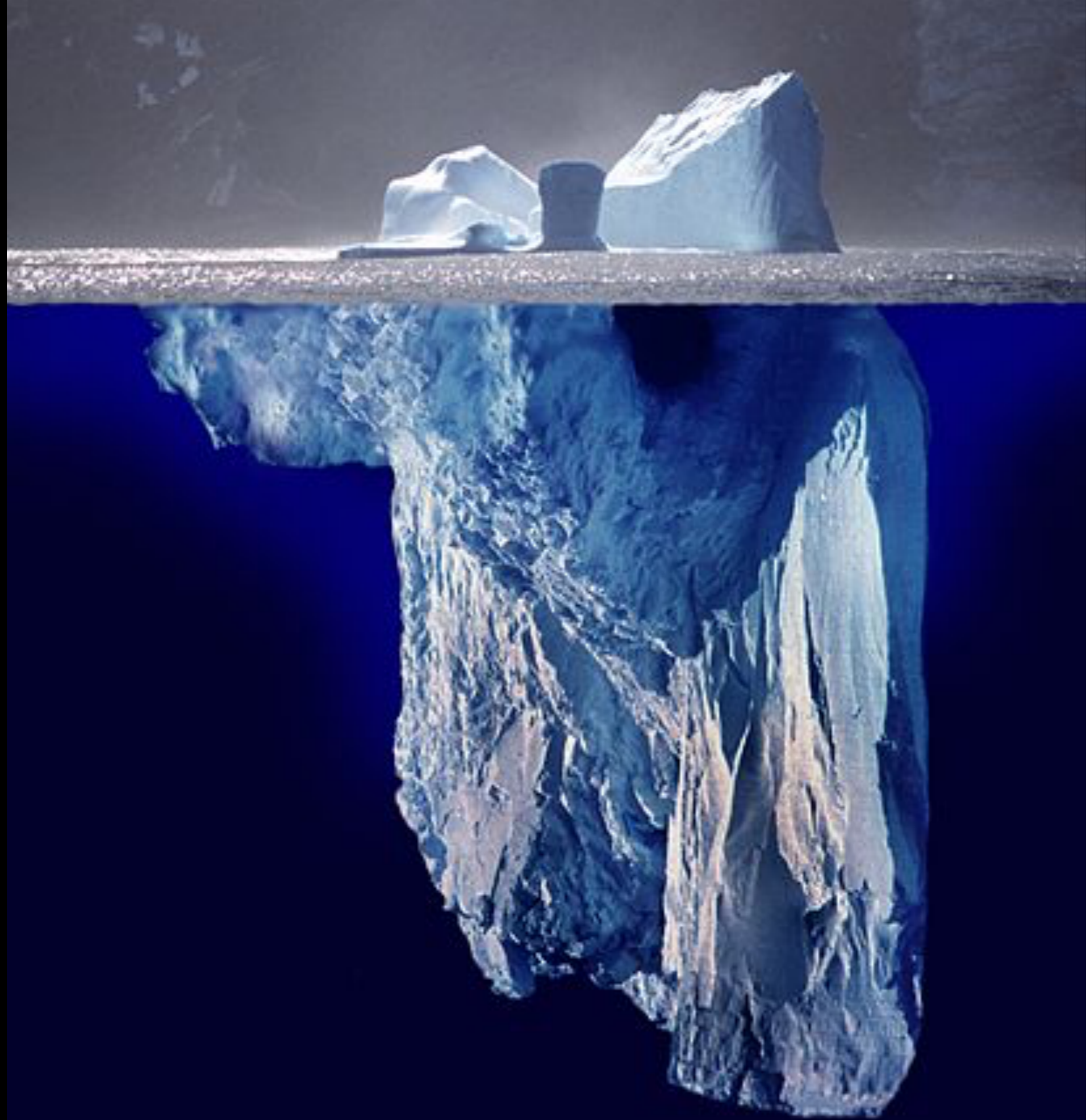
How might you use it?

Discussion

- With your neighbor, describe a messy problem
- What are the headlines? events? trends?

What do you see?





Discussion

- Discuss with your neighbor what might be the root causes of the messy challenge you discussed earlier
- Draw an iceberg to represent the messy challenge you described;
 - jot down symptoms (events and trends)
 - jot down root causes (forces and pressures)

"Are you part of a family?"

-Peter Senge

Build a Foundation

- Who is affected directly? indirectly?
- Who do you avoid?
- Will all commit to a holding environment?

Face the Reality

- Spend more time in diagnosis
- Resist the urge to rush to action or retaliate
- Own your piece of the mess
- Be inclusive and protect voices of dissent

Make Explicit Choices

- Examine short and long-term benefits of the status quo
- Identify unintended consequences of options
- Consider tradeoffs b/t short-term benefits and investing in long-term alternatives
- Be prepared to experiment and to be wrong!
- Hold steady and be aware of biases

Discussion

CASE FOR CHANGE

CASE OF STATUS QUO

Benefits of Change

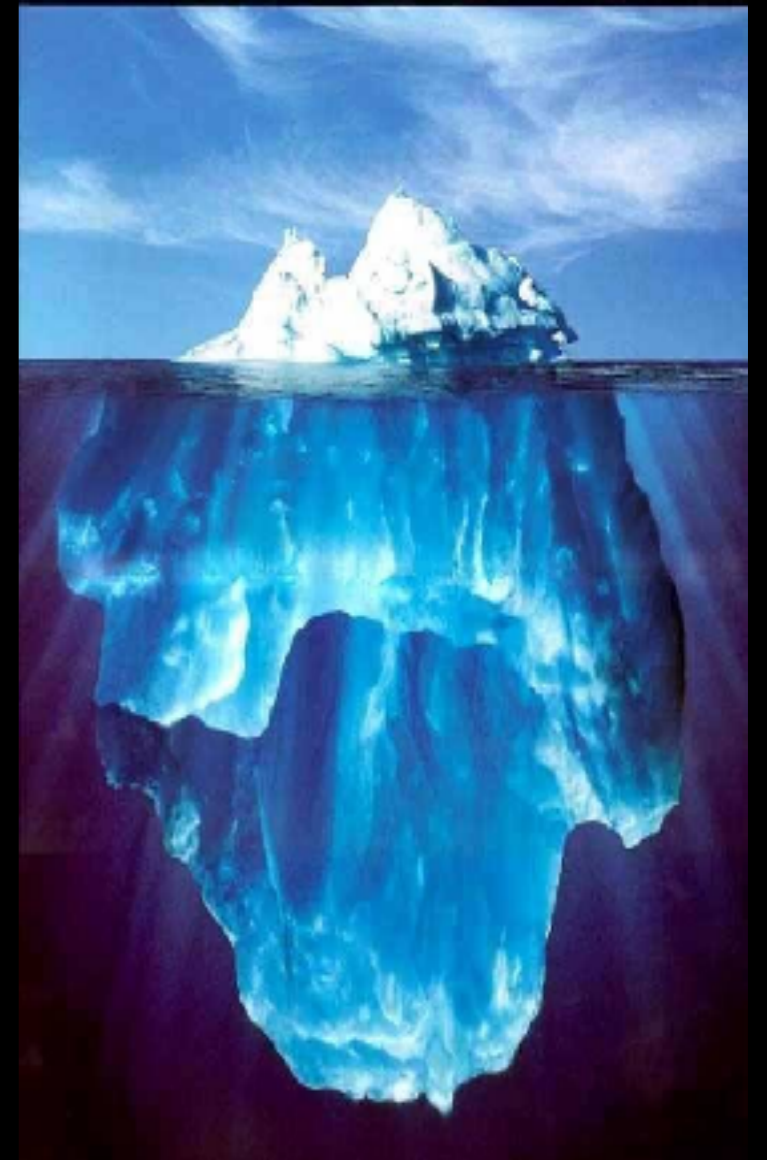
Benefits of Status Quo

Costs of Status Quo

Costs of Change

Close the Gap

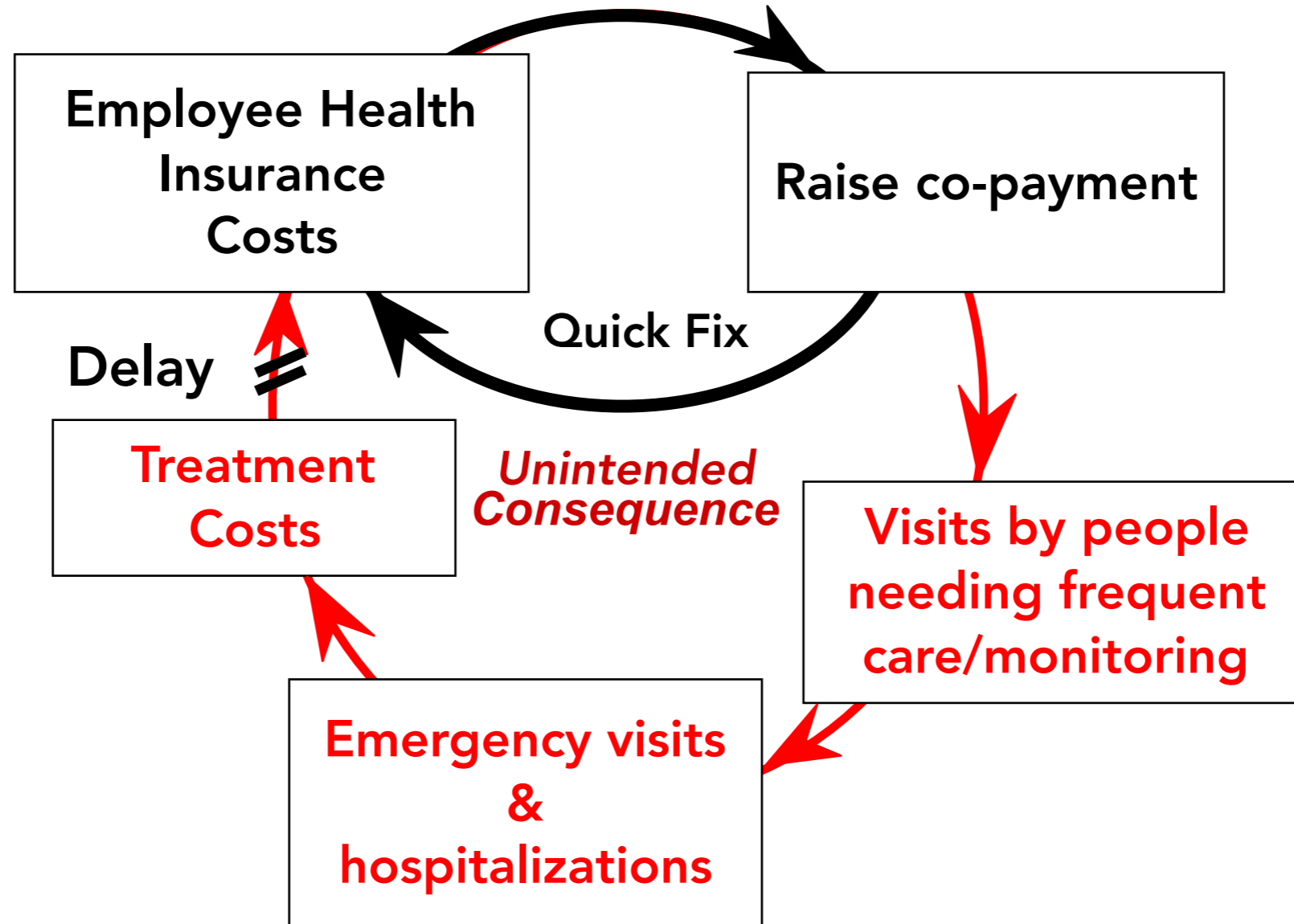
- Create information flows
- Reorganize networks
- Set up rules, incentives, etc.
- Establish goals



"I have to be prepared to be wrong."

-Peter Senge

Health Insurance



Four Stages of Leading Systemic Change

