



Systems thinking for solving complex problems

26 November, 2009

The Chateau on the Park
189 Deans Ave, Riccarton, Christchurch

(cnr Kilmarnock Street & Deans Ave)

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→ SOLGM Opus Business School delivers professional development programmes that are especially designed for the local government sector, with significant input from practitioners and experts in local government.



The SOLGM Opus Business School is sponsored by Opus International Consultants, leaders in asset related consultancy services, with offices throughout New Zealand and Australia, the UK and Canada.

THIS WORKSHOP IS PRESENTED BY THE SOLGM OPUS BUSINESS SCHOOL WITH THE GENEROUS SUPPORT OF:



THE DEPARTMENT OF INTERNAL AFFAIRS

Te Tari Taiwhenua

Systems thinking for solving complex problems

OVERVIEW

This workshop will introduce 'systems thinking' as a tool for helping central and local government and community and voluntary sector organisations work better together to address complex problems. Led by Professor Kambiz Maani, an internationally renowned expert in systems thinking and sustainable strategies, you will learn how to use systems thinking as a tool for multi-dimensional, multi-stakeholder decision making at local and national levels.

Systems Thinking is a scientific approach to problem solving that deals with hidden complexity and sustainability. It:

- Provides tools and techniques for solving complex problems.
- Improves understanding and anticipation of long term consequences of decisions, actions, policies and strategies.
- Aims to avoid unintended consequences.

We deal with complex issues requiring innovative thinking on a daily basis. These issues may involve a combination of:

- central government, local government and community stakeholders
- economic, environmental, social and cultural dimensions
- local, national and community priorities
- rural and urban issues
- short and long-term time frames.

WHAT TO EXPECT FROM THIS WORKSHOP

- understanding of systems thinking and its application to decision-making
- techniques and tools for using and applying systems thinking to complex problems
- exercises to develop practical skills for applying systems thinking in your role
- an opportunity to learn and understand systems thinking together with people from other sectors and organisations
- improved skills for working together to achieve your priorities.

WHO SHOULD ATTEND?

Central and local government

- strategic decision makers
- planners
- relationship managers
- policy makers
- operational staff
- those interested in community outcomes

Community and voluntary sector people involved in working with local and central government

WORKSHOP FEES

\$145.00 + GST (\$163.00) Non-SOLGM Members

\$125.00 + GST (\$141.00) SOLGM Members

DELEGATES WHO HAVE ATTENDED THIS WORKSHOP BEFORE SAID:

95% said the workshop met or exceeded their expectation and that the presenter was knowledgeable and engaging.

Specific comments:

- Excellent workshop; useful, creative, great results; It was exactly what I hoped for; The benefits of using this approach are clear.
- Brings a collaborative and focused approach to solving organisational problems.
- It will enable collaboration and cross-team discussion, an inclusive approach.
- It's simple to use this approach (it's logical).
- Systems diagram is a really useful way of identifying issues and reflecting key areas to address.
- It identifies the importance of relationships/seeing the relationships and linkages are important.
- It revisits things we've take for granted - new way of thinking.
- I can use it in my work (interconnected issues), and it's the missing element in the way my organisation works/ will benefit my organisation.

KEY INFORMATION

Workshop Date & Time:

Thursday 26 November 2009 8.30 - 12.30

Venue:

- The Chateau on the Park
189 Deans Ave, Riccarton, Christchurch

Attendance fee:

- \$145.00 + GST (\$163.00) Non-SOLGM Members
- \$125.00 + GST (\$141.00) SOLGM Members

ACKNOWLEDGEMENT

This workshop has been prepared under the auspices of The Department of Internal Affairs whose assistance is gratefully acknowledged.

WORKSHOP PROGRAMME

8.30 - 9.00	REGISTRATION Tea and coffee on arrival
9.00 - 10.20	Seminar Professor Kambiz Maani <ul style="list-style-type: none"> • systems thinking - what and why? • systems thinking and complexity management • systems thinking and policy integration • case studies using economic, governance and social policy examples
10.20 - 10.50	MORNING TEA
10.50 - 12.20	Workshop Professor Kambiz Maani <ul style="list-style-type: none"> • Applying the lessons and language of systems thinking to improve the responses to complex issues. • Facilitated discussion in small mixed groups
12.20 - 12.30	WRAP-UP

PRESENTERS PROFILE

Professor Kambiz Maani



Professor Maani is an internationally acknowledged expert in systems thinking, organizational learning and leadership. He is the holder of UQ-AgResearch Chair in Systems Thinking and Practice at the University of Queensland– a joint initiative between AgResearch and The School of Integrative Systems at the University of Queensland (Australia). The role aims to develop and apply systems theory and methods to solve complex problems in sustainable management.

Dr. Maani's academic and consulting career spans over 25 years in the USA, Asia, Australasia, and South America. He studied engineering at the University of Illinois in Champaign-Urbana (USA).

Professor Maani's research focuses on complex decision making, managerial effectiveness, and collective learning in organisations. He is the recipient of several research and publication awards from international academic journals.

He has published widely and has consulted to numerous organisations in Australasia and around the world. Kambiz has lectured internationally and has held visiting positions at a number of universities including MIT, London Business School (LBS), Boston University, Cornell and Helsinki School of Economics. At MIT he has collaborated with Professor Peter Senge, the best selling author of *The Fifth Discipline*.

Before joining the University of Queensland, Kambiz was with the University of Auckland where he founded the Department of Management Science and the Business School Division at Tamaki. He is co-author of the leading book: *Systems thinking, Systems Dynamics - Managing Change and Complexity*. The book, now in its second edition, is used widely at universities and corporations around the world.

Kambiz's executive courses on systems thinking and organisational learning have been offered internationally to universities, government agencies and corporations.

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26 NOVEMBER 2009

Please return your completed registration form to:

Carolyn Lampp, Event Co-ordinator, SOLGM Opus Business School, PO Box 5538, Wellington.
Phone: 04 978 1243, Fax 04 978 1285, email clampp@solgm.org.nz.

Or register online at www.solgm.org.nz

NAME:	
BUSINESS TITLE:	
COUNCIL/ORGANISATION:	
POSTAL ADDRESS:	
DELEGATE'S EMAIL ADDRESS:	
A registration confirmation email will be sent to the Delegate's email address <input type="radio"/> Tick this box to subscribe to SOLGM's mailing list and receive information from SOLGM and the Business School via email	
TELEPHONE: (BUS)	(MOB)
DO YOU HAVE ANY SPECIAL DIETARY REQUIREMENTS? <input type="radio"/> NO <input type="radio"/> YES	
PLEASE LIST:	

I AM PERSONALLY A MEMBER OF SOLGM NO YES

FEE AND PAYMENT INSTRUCTIONS

SOLGM GST No: 49 723 490

The attendance fee for SOLGM Members is: \$145.00 + GST (\$163.00 incl)

The attendance fee for Non-SOLGM Members is: \$125.00 + GST (\$141.00 incl)

- Enclosed is a cheque for \$163.00 or \$141.00 (including GST) made payable to the SOLGM Opus Business School, PO Box 5538, Lambton Quay, Wellington
- Payment will follow by cheque/direct credit
- Please send an invoice (Purchase Order number MUST be supplied)
Purchase Order Number:
- Please debit my credit card for: \$ (including GST)
 Visa Mastercard

CARDHOLDER NAME:

CARD NUMBER:

EXPIRY DATE:

SIGNATURE:

CANCELLATIONS AND REFUNDS

- If cancellation of registration is received 7 working days or more prior to the start date of the event, the registration fee will not be invoiced, or if pre-paid, a full refund will be given.
- If a cancellation of registration is received less than 7 working days prior to the start date of the event, or in the case of registered non-attendees, the registration fee will be payable in full and no refund given.
- Once a completed registration form has been received, any cancellation request must be made in writing by way of a fax to 04 978 1285 or email clampp@solgm.org.nz
- SOLGM Opus Business School reserves the right to cancel any event due to insufficient registrations.

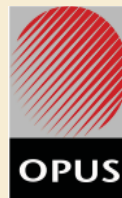
REGISTRATION FORM



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