HRDQ®

Systems Thinking
How to Solve Problems So They Stay Solved

Self-Guided Learning Program

Overview

Introduction

From production and marketing to customer service and fulfillment, organizations are made up of a series of interconnected parts. And while each function may appear to operate efficiently on its own, a change in just one cog can throw the whole system out of whack, creating a continuous chain reaction of problems.

Systems thinking is a proactive problem-solving approach that examines the relationships between various organizational functions and how they impact each other. What makes systems thinking so powerful is that it enables you to predict the consequences—intended and unintended—of a potential change, eliminate silo thinking, adjust perspectives to see different viewpoints, and remain focused on the big picture. By understanding and implementing the systems thinking process, you will be able to help your organization find optimal solutions to complex challenges, improve innovation, and increase productivity.

Test Your Knowledge

Read the question, then click on the answer.

Which of the following is an example of systems thinking?

A. Breaking down a large issue into smaller ones.

B. Focusing on short-term results.

C. Focusing on unintended consequences.

D. Having a silo mentality.