MGM 315 - Class Plans - Spring 2004

Class 1, 4/07/04

• Class overview	What are your expectations Syllabus - general discussion about systems thinking	30
• Attendance • Admin hours?		5
• Introductions		15
Break		10
ST review	LCD projection & discussion	60
Break		10
Major Problems?	In organizations? Nominal group technique	40
		170

General Discussion:

Class Expectations

Syllabus

What is systems thinking?

ST review:

Problems vs. messes vs. "wicked messes"

Detail complexity vs. Dynamic complexity

Perspectives on importance of Systems Thinking

Problem Solving &
Continuous Improvement for Fire Prevention

Management Practices: Primary & Secondary

Strategy, Balanced Scorecard, & Systems Thinking

The "learning curve"
… general perception vs. what it's really like

Deep learning cycle

Wheel of learning

Architecture of Learning Organizations
... and the "infrastructure" of a learning organization

What you need for "thinking and learning"

Single-loop learning & Double-loop learning

Taking the long view ... "balancing tubes"

System behavior is a result of ....

Initial introduction to the systems languages

- Causal Loop Diagram (CLD)

- Stock & Flow diagram (S&F)

Reinforcing Feedback & Exponential Growth

Policy resistance: Traffic Congestion Example

What is the effect of "road building?"
It determines _____

Exercise: The Nominal Group Technique for achieving consensus, problems facing organizations.