Systems Thinking
10 – 12 FEBRUARY 2020, 8:30 AM to 5:30 PM • AIM Campus, Makati City

Course Overview
Systems Thinking is one of the key management competencies of the 21st century for understanding the structure of complex situations and the dynamics they produce. This management discipline provides ways of viewing the world as a whole and to locate leverage points for establishing fundamental changes. Using causal loop diagrams and system archetypes, discover how the language and tools of system thinking can dramatically improve your understanding of the ways in which your organization’s performance is tied to its internal structure and operating policies, as well as its customers, competitors, and suppliers.

Course Objectives
- To introduce whole brain thinking skills as a pathway to creativity and innovation
- To introduce the basic characteristics of systems and the importance of systems thinking in organizational life
- To create causal loop diagrams of systemic structures in a series of learning activities based upon real-life business cases
- To help take participants take the first step toward becoming a systems thinker

Course Benefits
With Systems Thinking, participants will learn the basic skills to improve their ability to think systemically and to anticipate unintended consequences of policy changes in a dynamic organization.

Who Should Attend
The program is recommended for senior executives, functional area managers, planners, and strategists who are seeking a fresh way of thinking to resolve complex business problems and to maximize benefits from business opportunities.

What You Will Learn
- The Creative Powers of Whole Brain Thinking
- Systems Thinking and the Learning Organization
- Reinforcing and Balancing Loops as Building Blocks of Dynamic Systems
- Seeing Interrelationships Using Causal Loop Diagrams
- System Archetypes as Templates of Systems Behavior

Faculty Profile
Prof. Fernando Y. Roxas, DBA, teaches Service Operations, Quantitative Analysis, Systems Thinking, and Sources & Uses of Power in the degree and executive training programs of AIM. He is also the Executive Director of the Dr. Andrew L. Tan Center for Tourism where he develops training programs and research on Sustainable Tourism. He has published in peer reviewed and case journals on topics such as renewable energy, sustainability, and poverty mitigation.

Prof. Antonio Ma. Perez teaches Systems Thinking, Balanced Scorecard, Quantitative Analysis and Operations Management. Prior to joining AIM, he was a regular lecturer in Operations Management and Decision Analysis in the MBA program of the Malaysian Institute of Management in Kuala Lumpur. Prof. Perez obtained his MBA degree from the University of California Los Angeles (UCLA) with major in Management Information Systems. He was elected member to the Beta Gamma Sigma, the national honor society for students in Business Administration in the U.S.A.