

Systems Thinking for Organizational Leaders Training Course

28 December 2026 – 1 January 2027
Kuala Lumpur

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Overview

Systems Thinking for Organizational Leaders Training Course is a one-week course for senior leaders, managers, strategy professionals, and change leaders who leave with a Systems Intervention and Adaptive Review Portfolio. Participants apply systems thinking for organizational leaders, systems mapping for complex decisions, causal loop diagrams for managers, feedback loops and leverage points, and adaptive intervention design to interconnected workplace challenges. The course links diagnosis, collaborative inquiry, action, and review. Agile Leaders Training Center develops systems thinking for organizational leadership.

Who Should Attend

- Leadership functions responsible for strategic choices across organizational boundaries
- Management functions responsible for interconnected operational and performance challenges
- Strategy functions responsible for assumptions, scenarios, and long-term consequences
- Change functions responsible for interventions, adoption, and adaptive review
- Cross-functional decision groups responsible for stakeholder alignment and shared outcomes

The course assumes participants make or support organizational decisions and leaves out software systems analysis, process mapping instruction, Lean methods, project-only risk analysis, and sector-specific clinical systems.

Departments and Industries

The course supports departments and industries that coordinate decisions across interconnected people, processes, resources, and outcomes.

- Executive leadership, strategy, transformation, and corporate development
- Operations, supply chain, manufacturing, and logistics
- Financial services, technology, and professional services
- Healthcare administration, education management, and public-facing services
- Human resources, organizational development, and cross-functional programs

Learning Objectives

By the end of this course, participants will be able to:

- Analyze system boundaries, stakeholders, relationships, and behavior patterns
- Build causal loop diagrams with reinforcing and balancing feedback
- Use stock-and-flow reasoning to diagnose delays and accumulation
- Evaluate mental models, archetypes, leverage points, and unintended consequences
- Prioritize interventions through scenarios and collaborative inquiry
- Build an adaptive experiment and review portfolio

Course Agenda

Day 1: System Boundaries and Behavior

- System Purpose and Boundary Definition Canvas
- Stakeholder Role and Influence Map
- Behavior Over Time Graph Method
- Mental Model Assumption Record
- Linear and Systemic Explanation Comparison

Day 2: Feedback and System Structure

- Causal Loop Diagram Construction Guide
- Reinforcing Feedback Loop Pattern
- Balancing Feedback Loop Pattern
- Delay and Unintended Consequence Scan
- System Archetype Recognition Cards

Day 3: Stocks, Flows, and Leverage

- Stock and Flow Boundary Sketch
- Accumulation and Depletion Reasoning Table
- Constraint and Bottleneck Interaction Map
- Leverage Point Assessment Matrix
- Intervention Side-Effect Challenge

Day 4: Intervention and Adaptive Change

- Collaborative System Inquiry Protocol
- Scenario and Response Pathway Map
- Intervention Hypothesis and Evidence Sheet
- Adaptive Experiment Design Canvas
- Monitoring Signal and Review Trigger Set

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Day 5: Systems Thinking Practice

- Exercise: Frame a System Boundary and Stakeholder Map
- Exercise: Build and Test a Causal Loop Diagram
- Exercise: Identify Delays and Leverage Points
- Exercise: Design and Challenge an Adaptive Intervention
- Capstone Exercise: Systems Intervention and Adaptive Review Portfolio

Practical Exercises

The course uses suggested activities drawn from operations, technology, healthcare administration, and service transformation.

- Suggested activity: turn a recurring performance issue into a boundary, stakeholder, and behavior-over-time view.
- Suggested activity: map reinforcing and balancing feedback behind a service backlog and test alternative explanations.
- Suggested activity: compare leverage points and challenge likely delays, displacement, and unintended consequences.
- Suggested activity: define an adaptive experiment with signals, assumptions, safeguards, and review triggers.

FAQs

Who suits systems thinking for organizational leaders, and what does it assume?

Systems thinking for organizational leaders suits decision-makers working across functions, stakeholders, and changing conditions. It assumes practical responsibility for organizational choices and no prior modeling expertise.

How does organizational systems thinking differ from process mapping?

Organizational systems thinking examines changing behavior, feedback, delays, mental models, accumulation, and consequences across boundaries. Process mapping documents the sequence, roles, decisions, and handoffs within a defined workflow.

What do causal loop diagrams show managers?

Causal loop diagrams show how variables influence one another, where feedback reinforces or balances change, and where delays can separate an action from its visible consequence.

How do leaders identify leverage points in a system?

Leaders identify leverage points by testing which relationships, rules, information flows, goals, constraints, or assumptions could change system behavior without relying on activity volume alone.

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Why should systems interventions use adaptive review?

Adaptive review keeps an intervention connected to evidence by monitoring signals, checking assumptions, examining unintended effects, and adjusting or stopping action when observed behavior differs from the hypothesis.

Conclusion

Participants take a Systems Intervention and Adaptive Review Portfolio back to work. It connects boundaries, stakeholders, behavior graphs, mental models, feedback maps, stock-and-flow reasoning, leverage choices, experiments, signals, and review triggers. The portfolio changes complex organizational discussion into a traceable cycle of systemic diagnosis, intervention, observation, and adaptation.