

THREE STEPS OF SYSTEMS THINKING

Systems thinking helps break down silos by looking at the interaction of all the parts in a system when solving a problem. It takes account of how improvements in one area of a system can adversely or beneficially affect another area. Leaders and sponsors of unit-based teams can coach teams to incorporate systems thinking into their day-to-day work and small tests of change.

	IDENTIFY THE PROBLEM	<p>Step back and consider the problem within the bigger system.</p> <p>Focus on patterns of behaviors over time, rather than a single event.</p> <p>Focus on the specific system within the organization's control that is responsible for performance issues.</p> <p>Look for the cause of the problem or inefficient workflow.</p>
	BRAINSTORM SOLUTIONS	<p>Understand the feedback loop and ongoing process that reinforces the problem.</p> <p>Take advantage of the collective brainpower of the group to solve the problem.</p> <p>Create a list of different possible solutions.</p>
	DO A REALITY CHECK	<p>Evaluate the solutions to see whether they are realistic.</p> <p>Conduct small tests of change to see whether an improvement can be made.</p>

