WICKED PROBLEMS AND THE COMPLEX WORLD

The modern world is fast paced and dynamic, and approaches that used to work for us don't work anymore. Some issues are just too complex, too subject to unpredictable influences, how can leaders ensure these issues are addressed effectively?

This course will examine the complex and ambiguous world that we live and work in, and practice developing effective responses to these challenging situations.

Aim

To provide participants with a clear understanding of:

1. "Wicked" versus "Tame" problems
2. Traditional "mechanical" thinking versus a systems-based approached
3. How to lead through complexity and ambiguity
4. The importance of connecting with people in all parts of the system
5. Using insights from neuroscience to consider how basic human drivers affect how people work together

Methodology

The training approach to be used, which governs the design and delivery of the training is based on the following principles:

- To actively involve the participants throughout the training
- To enable participants to share their thoughts and enquiries
- The training is designed based on the needs and expectations of the participants that are reflected in the pre-training questionnaire

Workshop methods and tools

In order to achieve the objectives of the training, the following tools and methods will be utilised:

- **Presentations:** presentations will be used in order to provide the background of each subject and create discussion and questions.

- **Discussions:** throughout the training, participants will be encouraged to contribute to discussions and share their experiences and thoughts with the rest of the group. The discussions will be facilitated and coordinated by the facilitator in order to maintain the focus in the key areas of interest

- **Case studies:** case studies will be used so as to facilitate and trigger discussion, as well as allow external benchmarking so as to achieve competitiveness

- **Group work:** group work will be used in order to facilitate practical understanding of the issues and in order to enhance team working, team building and cooperation amongst participants

Sample Programme

10.00   **Session 1**

- Introductions and welcome

- Mechanical vs system thinking

- Being in a complex adaptive system

Break

Session 2

- Creating order from chaos

- Practical implications

Lunch 12.30 – 13.30

Session 3

- Motivations driving social behaviour

Break

Session 4

- Considering your own wicked issues

- Action planning

16.00   **Close**