

Accelerated Systems Thinking Practitioner Level 7 Apprenticeship

Professor Martin Parr

Richard Burgess

The JGA Group

Independent training provider empowering our customers to move forward independently in their lives and develop their futures

More than 25 years

Apprenticeships and short programmes

Rated "Good Provider" by Ofsted (October 2019)

STP is new, the first learners (nationally we think) were with JGA in July 21 - pioneers!

Award Winning Training

Queens Award for Enterprise (Promoting Opportunity) 2021

BAME Apprenticeship Awards 2020

West London Business Awards Provider of the Year 2021, 2019

Apprentice of the Year 2021, 2019, 2018

Specialist Sectors:

- Growth
- Government Professions
- Business & Management

Overall Success

- 2019/20 Retention 89%
- 86% of employers rate us as good or excellent (Feb 2021)
- Our aim: 100% SUCCESS + at least 50% to achieve **distinction**

What is ST? (or “how to make things happen!”)

Systems Thinking Practitioners support decision-makers in strategic and leadership roles to understand and address complex and ‘wicked’ problems through the provision of expert analysis, advice and facilitation.

The occupation addresses complex problems that cannot be addressed by any one organisation or person, but which require cross-boundary collaboration within and between organisations.

The goal is to understand the behaviour of a key process. This, in turn, allows it to be managed. With systems thinking, diagrams, graphs, and computer simulations are used to illustrate, model and predict systems behaviour.

Apprenticeship Content & Benefits

- Knowing the self and key personality preferences
- Systems, people and complexity
- Personality, stakeholders and assumptions
- Information and Evidence
- Modelling and Simulation
- Systems Modelling Tools
- Multi-methodology
- Leadership in Systems Thinking
- Planning and Delivering Successful Interventions
- Leading Change
- Resilience

Small group monthly seminars

Expert 1-2-1 coaching

Pastoral/learning adjustment

Symptoms of a Complex Problem

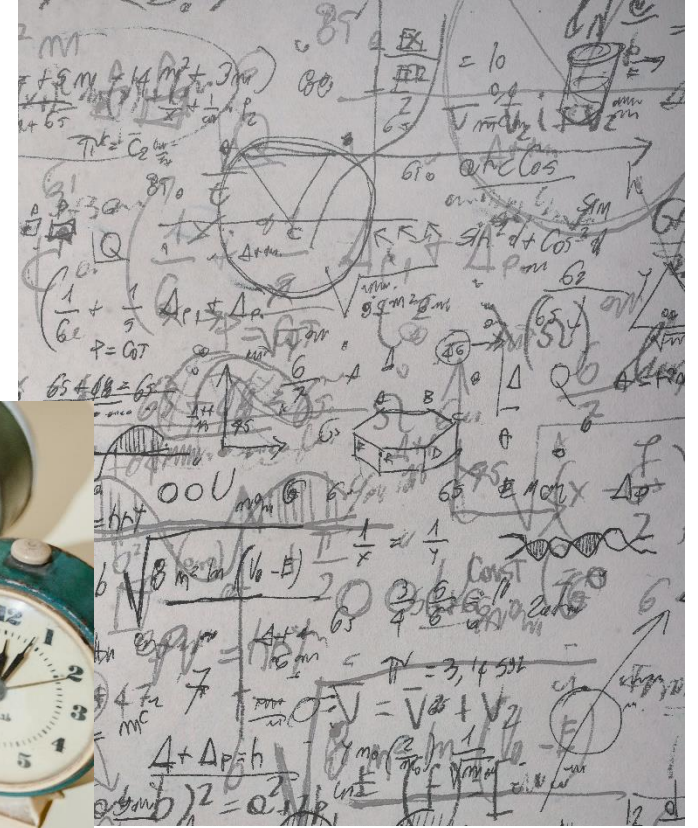
- The Requirement:
 - Agreement as to **What?** and **How?** is difficult

Problems arise because the decision maker can't make sense of the decision space



What can Systems Thinking help with?

- **Complexity** – not knowing what to do
- **Pressure** to Quickly find workable solutions (and too many 'chiefs' all wanting their own direction)
- **Lots of time pressure**



What can Systems Thinking Help With?

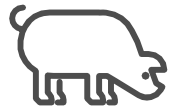
- **Lack of funding**, support, stakeholder engagement etc.
- **“We have run out of ... money ... time ... ideas ... energy!!”**



The journey of managing complex issues

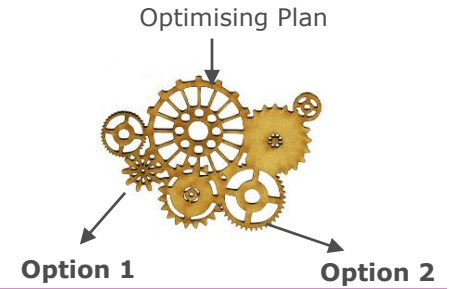
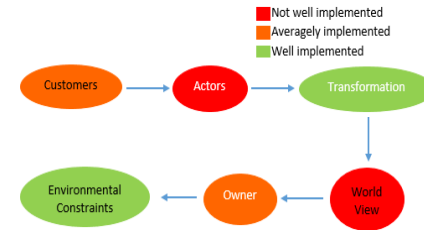
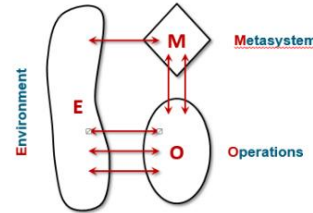


Pig Diagram



Soft Systems Methodology:
 What/Why/How are you doing it?
 What are the different elements?
 Customers
 Actors
 Transformation
 World
 Owner
 Environmental Constraints

The System Must Be Balanced



General Understanding & Situational

Finding a Broad Direction

Development of Acceptable Options

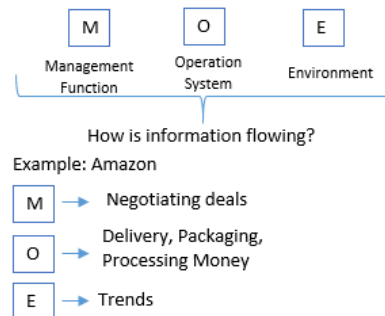
Specific Options: Design/ Explore & Select

Bring into Being – For A Purpose



Stakeholders need to find agreement
 ↓
 Make sense of the mess
 ↓
 Find a direction

Viable Systems Model



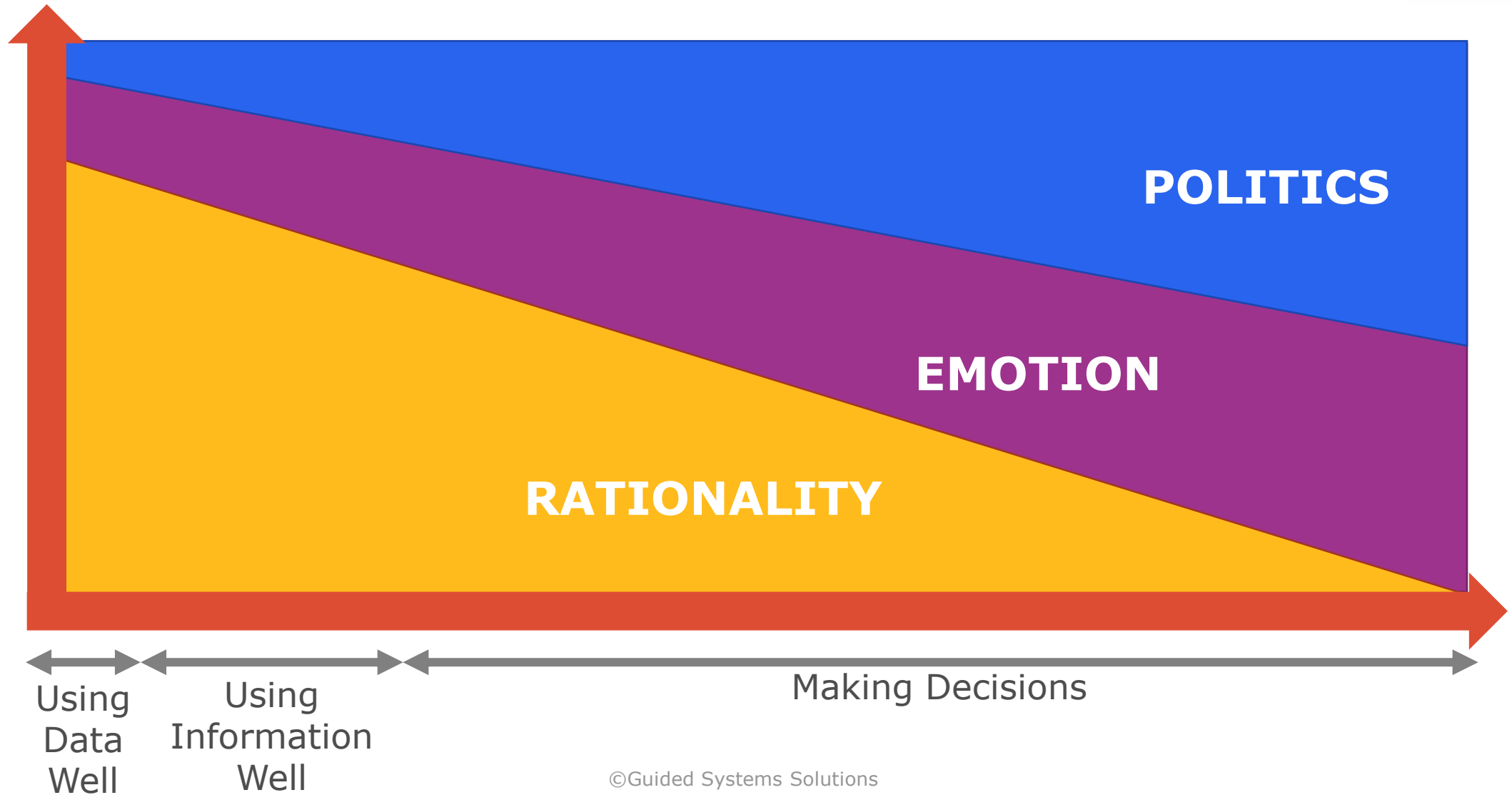
Don't start building until you have the right bricks!

©Guided Systems Solutions

Decision Making – Multi Criteria Decision Analysis



Decisions Making is Complicated



The current apprentices appreciate

That they can apply their learning immediately

The course is aimed at solving real world problems and each presentation of the course is adjusted for the types of complex problem that the apprentices have

The monthly one to one sessions offer an opportunity to talk in confidence with a highly experienced coach about key work problems



Your Training

Seminars via Teams or Zoom, supplemented with online learning tools and self study materials. Progress is recorded via an online tool (OneFile).

Training Phase – 21 months in duration (accelerated):

- Monthly interactive tutor-led seminars
- Monthly 1-2-1 time with a skills coach (60-90 minutes)
- Line Managers attend part of the coaching session
- Quarterly formal progress reviews
- Self study
- Put learning into practice right from the beginning!

Workplace Training Plan:

- Single place for on the job and off the job training
- Individualises the apprenticeship to your needs and that of the business



Registration Procedure

- Initial checks:-CV, job description, skill scan, 3 year minimum residency, maths & English GCSEs.
- Registration-online application, maths & English diagnostics (40 mins each), Information, Advice & Guidance call, learning style questionnaire
- Apprenticeship Agreement & Commitment Statement (signed by learner, line manager and CS by JGA also)
- Join next Induction and first structured learning session.
- Workplace Development Plan session with coach and line manager within six weeks of start.