

INSTRUCTOR: We're all used to dealing with problems every day of our lives, and there are many courses on problem solving. But problems in real life have a tendency to have layers of complexity that make them difficult to even understand, let alone solve, and some situations when you first see them frankly just look like a complete mess. So what do you do when you don't know what to do?

One answer is to use systems thinking as an alternative and complementary approach to dealing with these kinds of complex situations. This free course can help you to engage systemically with messy, complex, and problematic situations, providing techniques to better understand and change them. It can also help you to approach systems thinking from your current professional practise, whatever the job role and sector you work in. So no matter what you do or where you work, if your typical day presents you with messy, complex situations to make sense of and problems to solve, this course is for you.

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