



# Philadelphia

The Institute for Management Studies, 201 West Liberty Street, Suite 100, Reno NV 89501

SUBJECT	<b>SYSTEMS THINKING AND LEADERSHIP: MANAGING CHAOS AND COMPLEXITY</b>		
FACULTY	MR. JAMSHID GHARAJEDAGHI		
LOCATION	Springfield Country Club 400 West Sproul Rd., Springfield, PA 19064 (610) 690-7600	DATE	Tuesday, March 23, 2010
		REGISTRATION	8:30 AM
		SESSION	9:00 AM - 4:00 PM

## TIME TOPICS

25%	<b>Why Systems Thinking?</b> Understand the nature of emerging chaos and complexity that increasingly are becoming part of our working environment.
15%	<b>Five Systems Principles</b> Openness, Purposefulness, Emergent Property, Multidimensionality, and Counterintuitive Behavior
10%	<b>Five Dimensions of Socio-Cultural Systems</b> Power, Knowledge, Wealth, Beauty, and Values
25%	<b>Systems Methodology</b> A holistic language of interaction & design for seeing through chaos and understanding complexity.
25%	<b>Holistic Thinking, Operational Thinking, and Design Thinking</b> Form a comprehensive systems methodology that is capable of dealing with the emerging challenges of our current complex environment.

## SEMINAR DESCRIPTION

During the last 50 years, our worldview has gone through a profound transformation in two critical dimensions. Not only has there been a fundamental shift in our understanding of the nature of the organization from a mindless mechanical system to a purposeful socio-cultural system. But also, there has been a discriminating shift in our way of knowing: from analytical thinking, the science of dealing with independent sets of variables, to systems thinking, the art, and science of handling interdependent set of variables. Effective use of these discriminating conceptions requires not only a clear understanding of the notion self-organization and purposeful behavior of socio-cultural systems but also unambiguous recognition of the imperative of interdependency and choice. This seminar will deal with the implications of these crucial changes.

## FOR RESERVATIONS

**Joseph Paesani, FSA**  
**Phone/Fax: (610) 325-7041 e-mail: Philadelphia@ims-online.com**

## FACULTY



**MR. JAMSHID GHARAJEDAGHI**, Managing Partner of INTERACT, has more than thirty-five years of experience with the development & practice of systems methodology in designing business architecture, learning and control systems. His work has taken him into corporations and government agencies around the world for both private and public concerns. Mr. Gharajedaghi was formerly the Director of The Busch Center, the research arm of the Social Systems Sciences Department, and Adjunct Professor of Systems Sciences at The Wharton School, University of Pennsylvania (1979-1986). He began his career with IBM's World Trade Corporation where he served as a Senior Systems Engineer (1963-1969). He left IBM to become CEO of the Industrial Management Institute (1969-1979). He has held teaching positions at: Villanova University School of Business (2000- present); The Wharton School, University of Pennsylvania (1979 - 1986); IBM Education Centers (1965 - 1969); and University of California, Berkeley (1961 - 1963). Mr. Gharajedaghi received his engineering degree from the University of California, Berkeley (1963) and completed more than 1,500 hours of professional training in systems engineering at the IBM Education Centers in the United Kingdom, Germany, and France. From this early training in information systems, his interests led him to operations research, behavioral sciences, and finally, for the last 35 years to the development of design thinking as the third generation of systems thinking. Mr. Gharajedaghi has written several books, including *Systems Thinking, Managing Chaos & Complexity, A Platform for Designing Business Architecture, Prologue to National Development Planning, Towards a Systems Theory of Organization*, and *A Guide to Controlling Your Corporation's Future*. He is the author of numerous published articles in various international scientific and management journals.

## GUIDE TO PARTICIPANT SELECTION

SENIOR EXECUTIVE  
(Pres, Exec & Sr. VP)

EXECUTIVE  
(VP & General Mgr)

SENIOR MANAGER  
(Div. & Reg. Mgrs)

MIDDLE MANAGER  
& SUPERINTENDENTS

1	2	2	2	1	3	2	2	2	1	3	2	2
1	1	1	1	1	2	1	1	1	1	2	1	1
1	2	1	1	1	2	1	1	1	1	1	2	2
2	3	2	3	3	3	2	3	3	3	3	2	3
Admin	Distrib	Engr	Finc	H.R.	Legal	Mktng	IT	Ops	Plng	Pchsg	R&D	Sales

APPLICABILITY

"1" indicates primary target audience

"2" indicates a good fit if the level of material is appropriate

"3" indicates (in the opinion of the Institute and faculty) limited applicability.

## FOCUS

PRIMARY

### PLANNING/ORGANIZING:

Problem Identification, Selecting and Organizing Information, Analysis, Evaluating Alternative Solutions, Developing Specific Plans

SECONDARY

### LEADERSHIP DEVELOPMENT:

Adaptability, Creativeness, Initiative, Judgment

TERTIARY

### EXECUTING/CONTROLLING/EVALUATING:

Decision Making, Results Analysis, Evaluation

LEVEL

Introductory  Intermediate  Advanced