

**LEADERSHIP & MANAGEMENT | COURSE BROCHURE**

# Systems Thinking for Leaders

5 days | Classroom training | English

**SMART HORIZON**

info@smarthorizon.uk
2 Kingdom Street, Paddington
London W2 6BD, United Kingdom

Explore current programmes

https://smarthorizon.uk



# Course content

## Why attend

Many organisational problems persist because leaders treat symptoms rather than understanding the system that produces them. Systems thinking helps leaders see interconnections, feedback loops, delays and unintended consequences. This course introduces practical systems thinking tools, including causal loop diagrams, system archetypes and leverage points, and applies them to strategic and operational challenges.

Quick fixes often make complex problems worse. This course gives you tools to understand the bigger picture, anticipate side effects and find high-leverage interventions for lasting improvement.

## Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

## Course methodology

The course uses visual mapping exercises, system archetype case studies, simulations and group problem-solving on participants' real challenges.

## Course objectives

By the end of this course, participants will be able to:
• Explain the core concepts of systems thinking
• Map causal relationships and feedback loops
• Recognise common system archetypes in organisations
• Identify unintended consequences of decisions
• Find leverage points for effective intervention
• Apply systems thinking to strategy and problem-solving

## Target audience

This course is suitable for:
• Senior and middle managers
• Strategy and planning professionals
• Change and transformation leaders
• Policy makers
• Operations and process improvement leaders



# Course content

## Target competencies

Participants will develop competencies in:

- Systems mapping
- Causal loop analysis
- Pattern recognition
- Root cause understanding
- Leverage point identification
- Holistic decision-making

## Course outline

### Day 1: Introduction to Systems Thinking

| | |
|---|---|
| **09:00–09:54** | Linear versus systems thinking |
| **09:54–10:48** | Events, patterns and structures |
| **10:48–11:00** | Feedback loops and delays |
| **11:00–11:30** | **Coffee break** |
| **11:30–12:12** | Feedback loops and delays (continued) |
| **12:12–13:06** | Mental models |
| **13:06–14:00** | Exercise: Iceberg analysis of a problem |

### Day 2: Mapping Systems

| | |
|---|---|
| **09:00–09:54** | Causal loop diagrams |
| **09:54–10:48** | Reinforcing and balancing loops |
| **10:48–11:00** | Stocks and flows basics |
| **11:00–11:30** | **Coffee break** |
| **11:30–12:12** | Stocks and flows basics (continued) |
| **12:12–13:06** | Boundaries of the system |
| **13:06–14:00** | Workshop: Building a causal loop diagram |



# Course content

## Day 3: System Archetypes

| | |
|---|---|
| 09:00–09:54 | Fixes that fail |
| 09:54–10:48 | Shifting the burden |
| 10:48–11:00 | Limits to growth |
| 11:00–11:30 | **Coffee break** |
| 11:30–12:12 | Limits to growth (continued) |
| 12:12–13:06 | Tragedy of the commons |
| 13:06–14:00 | Case study: Recognising archetypes in organisations |

## Day 4: Leverage and Intervention

| | |
|---|---|
| 09:00–10:08 | Leverage points in systems |
| 10:08–11:00 | Anticipating unintended consequences |
| 11:00–11:30 | **Coffee break** |
| 11:30–11:45 | Anticipating unintended consequences (continued) |
| 11:45–12:53 | Designing interventions |
| 12:53–14:00 | Simulation: Managing a complex system |

## Day 5: Applying Systems Thinking

| | |
|---|---|
| 09:00–09:54 | Systems thinking in strategy |
| 09:54–10:48 | Engaging stakeholders in system mapping |
| 10:48–11:00 | Learning organisations |
| 11:00–11:30 | **Coffee break** |
| 11:30–12:12 | Learning organisations (continued) |
| 12:12–13:06 | Communicating complexity simply |
| 13:06–14:00 | Capstone: Systems analysis of a real challenge |

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



# Course content

## Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Kuala Lumpur<br>Confirmed dates | 9 Nov 2026 | 13 Nov 2026 | **£1,450.–** |
| Online<br>Confirmed dates | 9 Nov 2026 | 13 Nov 2026 | **£1,250.–** |
| Cape Town<br>Confirmed dates | 16 Nov 2026 | 20 Nov 2026 | **£1,890.–** |
| Online<br>Confirmed dates | 16 Nov 2026 | 20 Nov 2026 | **£1,250.–** |
| Paris<br>Confirmed dates | 23 Nov 2026 | 27 Nov 2026 | **£2,860.–** |
| Online<br>Confirmed dates | 23 Nov 2026 | 27 Nov 2026 | **£1,250.–** |
| Istanbul<br>Confirmed dates | 7 Dec 2026 | 11 Dec 2026 | **£2,650.–** |
| Online<br>Confirmed dates | 7 Dec 2026 | 11 Dec 2026 | **£1,250.–** |
| Amsterdam<br>Confirmed dates | 14 Dec 2026 | 18 Dec 2026 | **£2,540.–** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Online<br>Confirmed dates | 14 Dec 2026 | 18 Dec 2026 | **£1,250.–** |
| Singapore<br>Confirmed dates | 11 Jan 2027 | 15 Jan 2027 | **£2,820.–** |
| Online<br>Confirmed dates | 11 Jan 2027 | 15 Jan 2027 | **£1,250.–** |
| London<br>Confirmed dates | 25 Jan 2027 | 29 Jan 2027 | **£2,450.–** |
| Online<br>Confirmed dates | 25 Jan 2027 | 29 Jan 2027 | **£1,250.–** |
| Rome<br>Confirmed dates | 1 Feb 2027 | 5 Feb 2027 | **£2,450.–** |
| Online<br>Confirmed dates | 1 Feb 2027 | 5 Feb 2027 | **£1,250.–** |
| Dubai<br>Confirmed dates | 8 Feb 2027 | 12 Feb 2027 | **£3,150.–** |
| Online<br>Confirmed dates | 8 Feb 2027 | 12 Feb 2027 | **£1,250.–** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Frankfurt<br>Confirmed dates | 22 Feb 2027 | 26 Feb 2027 | **£2,650.-** |
| Online<br>Confirmed dates | 22 Feb 2027 | 26 Feb 2027 | **£1,250.-** |
| Kuala Lumpur<br>Confirmed dates | 8 Mar 2027 | 12 Mar 2027 | **£1,450.-** |
| Online<br>Confirmed dates | 8 Mar 2027 | 12 Mar 2027 | **£1,250.-** |
| Paris<br>Confirmed dates | 22 Mar 2027 | 26 Mar 2027 | **£2,860.-** |
| Online<br>Confirmed dates | 22 Mar 2027 | 26 Mar 2027 | **£1,250.-** |
| Barcelona<br>Confirmed dates | 5 Apr 2027 | 9 Apr 2027 | **£2,840.-** |
| Online<br>Confirmed dates | 5 Apr 2027 | 9 Apr 2027 | **£1,250.-** |
| Istanbul<br>Confirmed dates | 12 Apr 2027 | 16 Apr 2027 | **£2,650.-** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Online<br>Confirmed dates | 12 Apr 2027 | 16 Apr 2027 | **£1,250.-** |
| Amsterdam<br>Confirmed dates | 26 Apr 2027 | 30 Apr 2027 | **£2,540.-** |
| Online<br>Confirmed dates | 26 Apr 2027 | 30 Apr 2027 | **£1,250.-** |
| Singapore<br>Confirmed dates | 10 May 2027 | 14 May 2027 | **£2,820.-** |
| Online<br>Confirmed dates | 10 May 2027 | 14 May 2027 | **£1,250.-** |
| London<br>Confirmed dates | 24 May 2027 | 28 May 2027 | **£2,450.-** |
| Online<br>Confirmed dates | 24 May 2027 | 28 May 2027 | **£1,250.-** |
| Cape Town<br>Confirmed dates | 7 Jun 2027 | 11 Jun 2027 | **£1,890.-** |
| Online<br>Confirmed dates | 7 Jun 2027 | 11 Jun 2027 | **£1,250.-** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Dubai<br>Confirmed dates | 14 Jun 2027 | 18 Jun 2027 | **£3,150.–** |
| Online<br>Confirmed dates | 14 Jun 2027 | 18 Jun 2027 | **£1,250.–** |
| Frankfurt<br>Confirmed dates | 21 Jun 2027 | 25 Jun 2027 | **£2,650.–** |
| Online<br>Confirmed dates | 21 Jun 2027 | 25 Jun 2027 | **£1,250.–** |
| Kuala Lumpur<br>Confirmed dates | 12 Jul 2027 | 16 Jul 2027 | **£1,450.–** |
| Online<br>Confirmed dates | 12 Jul 2027 | 16 Jul 2027 | **£1,250.–** |
| Paris<br>Confirmed dates | 26 Jul 2027 | 30 Jul 2027 | **£2,860.–** |
| Online<br>Confirmed dates | 26 Jul 2027 | 30 Jul 2027 | **£1,250.–** |
| Rome<br>Confirmed dates | 2 Aug 2027 | 6 Aug 2027 | **£2,450.–** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Online<br>Confirmed dates | 2 Aug 2027 | 6 Aug 2027 | **£1,250.-** |
| Istanbul<br>Confirmed dates | 9 Aug 2027 | 13 Aug 2027 | **£2,650.-** |
| Online<br>Confirmed dates | 9 Aug 2027 | 13 Aug 2027 | **£1,250.-** |
| Amsterdam<br>Confirmed dates | 23 Aug 2027 | 27 Aug 2027 | **£2,540.-** |
| Online<br>Confirmed dates | 23 Aug 2027 | 27 Aug 2027 | **£1,250.-** |
| Singapore<br>Confirmed dates | 13 Sept 2027 | 17 Sept 2027 | **£2,820.-** |
| Online<br>Confirmed dates | 13 Sept 2027 | 17 Sept 2027 | **£1,250.-** |
| London<br>Confirmed dates | 20 Sept 2027 | 24 Sept 2027 | **£2,450.-** |
| Online<br>Confirmed dates | 20 Sept 2027 | 24 Sept 2027 | **£1,250.-** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Vienna<br>Confirmed dates | 4 Oct 2027 | 8 Oct 2027 | **£2,940.–** |
| Online<br>Confirmed dates | 4 Oct 2027 | 8 Oct 2027 | **£1,250.–** |
| Dubai<br>Confirmed dates | 11 Oct 2027 | 15 Oct 2027 | **£3,150.–** |
| Online<br>Confirmed dates | 11 Oct 2027 | 15 Oct 2027 | **£1,250.–** |
| Frankfurt<br>Confirmed dates | 25 Oct 2027 | 29 Oct 2027 | **£2,650.–** |
| Online<br>Confirmed dates | 25 Oct 2027 | 29 Oct 2027 | **£1,250.–** |
| Kuala Lumpur<br>Confirmed dates | 8 Nov 2027 | 12 Nov 2027 | **£1,450.–** |
| Online<br>Confirmed dates | 8 Nov 2027 | 12 Nov 2027 | **£1,250.–** |
| Paris<br>Confirmed dates | 22 Nov 2027 | 26 Nov 2027 | **£2,860.–** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Online<br>Confirmed dates | 22 Nov 2027 | 26 Nov 2027 | **£1,250.-** |
| Istanbul<br>Confirmed dates | 6 Dec 2027 | 10 Dec 2027 | **£2,650.-** |
| Online<br>Confirmed dates | 6 Dec 2027 | 10 Dec 2027 | **£1,250.-** |
| Amsterdam<br>Confirmed dates | 13 Dec 2027 | 17 Dec 2027 | **£2,540.-** |
| Online<br>Confirmed dates | 13 Dec 2027 | 17 Dec 2027 | **£1,250.-** |

## Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

## Contact Smart Horizon

info@smarthorizon.uk
2 Kingdom Street, Paddington
London W2 6BD, United Kingdom

View the latest course details online