



## HUMAN SYSTEMS DYNAMICS INSTITUTE

### **Human Systems Dynamics**

The world grows more complex and unpredictable every day. Yesterday's solutions cannot address today's challenges. From all levels and all kinds of organizations, we hear the same refrain. "We know that what used to work doesn't work anymore, but we do not know what else to do." These people turn to the Human Systems Dynamics Institute because they know we offer practical and powerful options for action, even in the most chaotic situations. Three things set us apart from other consultants and other complexity practitioners.

First, we bridge complexity theory and practice. We understand complex change. We help you overcome its challenges and leverage its opportunities. Our models and methods are simple and practical. At the same time, we understand complexity science and its implications for performance. Together our theory and practice reveal the simplicity that drives the complexity you experience.

Second, we support your Adaptive Action. With our help, you see the current situation, including unexplored opportunities and untapped resources. You understand challenges in revolutionary and innovative ways. You take real, concrete action to shift the present toward a more productive future. Under our guidance, you build the capacity to adapt by practicing adaptation in response to your most sticky issues.

Third, we work on all levels of human experience at the same time. We help individuals engage all their intelligences—social, emotional, intellectual, artistic. We help teams succeed, even when everything is changing around them. We build bridges across organizational silos, connect staff with their customers, and design processes that streamline complex operations. We help you prove that a seed planted for change in one place may bear fruit in many other places.

We integrate theory and practice, build your adaptive capacity, and infuse change across the whole organization to prepare you and your colleagues to leverage uncertainty in your organization.

### **We Build Your Adaptive Capacity**

Our simple, three-step Adaptive Action process guides you to the simplicity on the other side of your chaos. We support you as you ask three questions:

*What?* What is the real sticky issue within the current situation? We help you collect and analyze data to build a better, shared, and more complete understanding of your environment and its issues.

**Nothing is intractable.**

*So what?* So what new meaning can you find in patterns of the present? We facilitate dialogues and problem-solving sessions to develop shared understanding as a foundation for collaborative action. We train you to use our models and methods in other contexts and on future challenges.

*Now what?* Now what will you do, as individuals, groups, institutions, and communities? How will you take action in the present to create a more productive future? We help you develop and implement flexible and adaptable plans that respond to your unpredictable environments. We design systems to support success, including evaluation, communication, decision making, and information management.

## **Our Adaptive Design Serves You**

All of our programs are unique—designed to meet your needs in your context, but imagine one or more of the following.

*Adaptive Action Lab.* Key stakeholders, executives, or team members come together for a laboratory experience that can be a half-day to a three-day session. While they learn complex dynamics of human systems, they practice what they learn to solve their most sticky issue. They come to see a sticky issue in a new light, understand it in useful ways, plan action to respond, and sustain the learning and action over time. They come with a wicked problem and leave with an Adaptive Action Plan to resolve it.

*Adaptive Action Plan.* Planning for an unpredictable future requires a special kind of adaptive capacity. We guide teams at all levels of an organization to create the future they desire by taking well-informed action today while they prepare for the next unexpected change that is sure to come in the future.

*Adaptive Action Capacity.* Individuals and teams need new skills and understandings to deal with the uncertainty and complexity that surround them. We work with groups to establish policies, practices, procedures, and professional capacity to cope with what is and to anticipate what might be. In one- to three-day training sessions we focus on immediate concerns and opportunities. In longer and more intensive programs, we certify Human Systems Dynamics Professionals to provide support for others.

## Complex Systems in Trouble Turn to the HSD Institute

The *Canada School of Public Service* recognized the need for Adaptive Leadership to serve the citizens of Canada. They turned to Human Systems Dynamics Institute to build adaptive capacity for internal coaches, trainers, and consultants who lead transformation across the system.

The *Ministry of Health in British Columbia* wanted to transform the healthcare system to respond to expanding needs and contracting resources. They turned to Human Systems Dynamics Institute to design, develop, and deliver training to help the next generation of executives lead transformation in complexity.

The government of the *Yukon Territory* requires sustainable HR policies, processes, practices, and people. They turn to Human Systems Dynamics for Adaptive Action Labs to help them work collectively to tackle their most sticky issues.

*Cargill* needs to network its leaders internationally. Minneapolis integrates artists into City departments to connect with underrepresented communities. An international peacemaking organization explores corruption in African courts. McKnight Foundation needs to evaluate an international crop research program. One of the highest ranking public schools in California creates a culture of learning. All of these organizations, across the service spectrum and around the world, turn to Human Systems Dynamics Institute to respond to their most urgent and complex challenges.

For more information or to get started on your Adaptive Action journey, contact Randi Fiat at [info@hsdinstitute.org](mailto:info@hsdinstitute.org) today.