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| **TSC Category** | Analytical Thinking | | | | | |
| **TSC** | Systems Thinking | | | | | |
| **TSC Description** | Understand complexity of cause-and-effect relationships of systems and processes across the organisation, as well as evaluate systems based on the value-creation and contribution to specific issues | | | | | |
| **TSC Proficiency Description** | **Level 1** | **Level 2** | **Level 3** | **Level 4** | **Level 5** | **Level 6** |
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|  |  | Understand the interrelationship of various processes affecting work activities, assess processes and systems holistically and examine aggregates rather than individual activities | Monitor the interrelationship of systems and processes across the organisation and evaluate these systems based on value creation and contribution to specific issues | Understand complexity of cause-and-effect relationships of systems and processes across the organisation and provide direction to improve organisational systems based on gaps identified |  |
| **Knowledge** |  |  | * Organisation’s mission, vision and values * Definitions of systems thinking * Features of systems thinking * Limitations of appropriate evaluation processes to assess effectiveness of system thinking application * Sources of information for assessing the effectiveness of system thinking application * Possible success indicators of chosen solutions | * Benefits of systems thinking * Organisation from a systems perspective * Types of tools in terms of system thinking application * Applications of system thinking * Considerations in designing suitable criteria to assess effectiveness of chosen solutions * Considerations in selecting the appropriate methods to document the process of applying systems thinking | * Concepts of systems thinking application * Approaches and problem-solve solutions related to system thinking application * Limitations of appropriate evaluation processes to assess effectiveness of system thinking application |  |
| **Abilities** |  |  | * Understand how various processes are related * Assess processes and systems in a holistic manner * Apply systems thinking approaches and processes to identify the root causes of non-achievement of desired goals and outcomes of the organisation * Document process of applying systems thinking in problem-solving and decision-making | * Monitor interrelationships of systems and processes * Evaluate the performance of system applications * Assess the effectiveness of the chosen solutions using an appropriate evaluation process * Analyse issues that affect the achievement of desired goals and outcomes * Implement systems thinking approaches and processes to propose solutions | * Understand cause-and-effect relationships * Provide direction to improve organisational systems * Evaluate the effectiveness of system thinking application * Develop an implementation plan for the chosen solutions to resolve issues that affect the achievement of desired goals and outcomes in an organisation * Use systems thinking tools to formulate possible solutions to resolve issues that affect the achievement of desired goals and outcomes * Select suitable solutions using established criteria to resolve issues that affect the achievement of desired goals and outcomes * Recommend corrective actions to improve chosen solutions |  |