



MASTER CLASS

complexity
*even dead fish go
with the flow*

6TH APRIL 2021



In this master class we will explore the differences between ordered and complex systems, and look at some of the complexity principles & concepts that will help us in our quest to develop resilient organisations.

As human beings we place a lot of value on order, and try to make our world and workplaces as ordered and predictable as possible. Although we have made great advances in fine-tuning ordered systems, which are predictable and knowable, we have found that our efforts fall short when we utilise the same approach when dealing with complex systems, which are unpredictable and unknowable. The tools & methods that help us in ordered systems appear inappropriate and in some instances even harmful in complex systems.

Navigating complexity requires us to adopt an approach which isn't based on predictability and homogeneity. It requires us to embrace uncertainty and divergence, tap into the vast knowledge of various players in our systems, seek out patterns and take small safe to fail actions which nudge our organisation in a desirable direction.

This master class will provide heuristic and 'survival skills' useful for navigating complex terrain, which you will be able to take with you back to your organisation



WHO IT IS FOR?

- Anyone who is looking to expand their knowledge on complexity and human systems.
- Anyone who doesn't know where to start in how to resolve messy and unsolvable problems in their workplace.
- Anyone who wants to influence organisational culture.
- Anyone who is curious enough to want genuine change in a system.

LENGTH:

This is a 3 hour Masterclass.

HOW YOU WILL LEARN:

Via interactive, live-online learning.

TOPICS INCLUDE:

- Complexity principles and concepts.
- Safety as an emergent property of a complex adaptive system.
- Practical approach to complexity and complex human systems.
- Differences between organised and disorganised spaces and how we need to act differently.
- A good understanding of how we can tap into what is happening in the here and now with some methods and tools.
- The naturalistic approach on how to influence complex systems..
- Practical approach to complexity and complex human systems.

KEY BENEFITS:

For individuals

- Understand the concepts and research that support the Complexity Theory to better understand work as done and system implications.
- Better understanding of the nature of complex systems and their characteristics.
- Knowledge on how to act in a complex system.

For organisations

- Understand the concepts and research that support the Complexity Theory to better understand work as done and system implications.
- Use the heuristics and survival skills in their own organisations as they will be delivered as practical tools easy to use in different organisational contexts.



Marion Kiely

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Marion Kiely is a Senior Consultant at Art of Work where she helps clients navigate complex challenges and become more resilient. She adopts a progressive, straight-talking approach, and is an advocate of anthro-complexity and adaptive safety approaches.

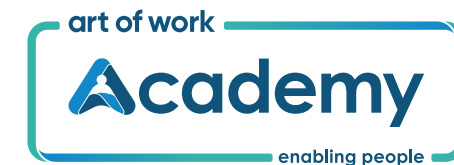
Working at Pfizer Pharmaceuticals for over 15 years, she led a very successful safety program. In 2012 she attended a masterclass in Human Factors and Safety with Prof Sidney Dekker who introduced her to Dave Snowden's Cynefin Framework and complexity theory. Ever since, she has been pursuing more knowledge in this area and applying it to the safety field. She lectures at the University College Cork and is also a member of the IOSH South Ireland Committee.

She has a particular interest in people in the system and has amassed much knowledge and experience in how change can be introduced and sustained within organisations. She has an aversion to safety approaches which focus on 'fixing the employee' and is much more interested in looking at what elements of the system are setting employees up for failure and working with organisations to explore their organisational ecosystem, make sense of it, and take action based on the discovery and sense-making activities undertaken.

IN PARTNETSHIP WITH THE AUSTRALIAN INSTITUTE OF HEALTH & SAFETY (AIHS):

20 CPD
Points

At the end of the master class, AIHS members will be awarded **20 CPD points**.



For more information, please contact:

ACADEMY TEAM

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