“Don’t just do something, stand there.”

Systems Thinking for Advisor Training and Development
Presenters

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Fixes That Fail
Today’s Topics

- What is Systems Thinking?
- What is Advisor Training and Development?
- How Can Systems Thinking Improve Training and Development?
- Systems Ideas We Learned Today
What is Systems Thinking?
“Systems thinking is a holistic way to investigate factors and interactions that could contribute to a possible outcome. A mindset more than a prescribed practice...”

- Dr. Marie Morganelli

“The award-winning systems thinker Donella Meadows defined a system as ‘an interconnected set of elements that is coherently organized in a way that achieves something.’ … Building on her definition, I define systems thinking as the ability to understand these interconnections in such a way as to achieve a desired purpose.”

– David Peter Stroh

“Modern systems theory, bound up with computers and equations, hides the fact that it traffics in truths known at some level by everyone.”

– Donella H. Meadows

What is Advisor Training and Development?
Intentional & Outcomes Oriented

The Competencies:
1. Conceptual
2. Informational
   A. Internal environment
   B. External environment
   C. Student needs
   D. Advisor self-knowledge
3. Relational
Advisor training and development is an on-going, perpetual learning process.
How Can Systems Thinking Improve Training and Development?
It Breaks Us Out of Linear Thought

1. Conceptual
2. Informational
3. Relational
It Helps Prioritize The Competencies

- Conceptual
- Relational
- Internal Env
- External Env
- Student Knowledge
- Interaction
- Context
- Stock

Self Knowledge
Systems Thinking Helps Advisors Advise Better

Helps avoid “Fixes that Backfire”

Helps harness the power of “Success to the Successful”

Systems Ideas We Learned Today

- Bounded Rationality
- Shifting Dominance
- Feedback and delays
- Success to the Successful
- Fixes that Backfire
- Context, Interaction, Stock
References