

The background is a light blue gradient with several realistic water droplets of various sizes scattered across it. The droplets have highlights and shadows, giving them a three-dimensional appearance.

Wicked Problems

Tom Higley – Founder & CEO,
10.10.10 & X Genesis





Burggasse, Stadthalle U
Bestandteil von
Simmering

1277

TICHY

„Weil Eis nicht Eis ist“

System Purpose or Goal



Interrelationships & Rules



Actors, Entities & Elements

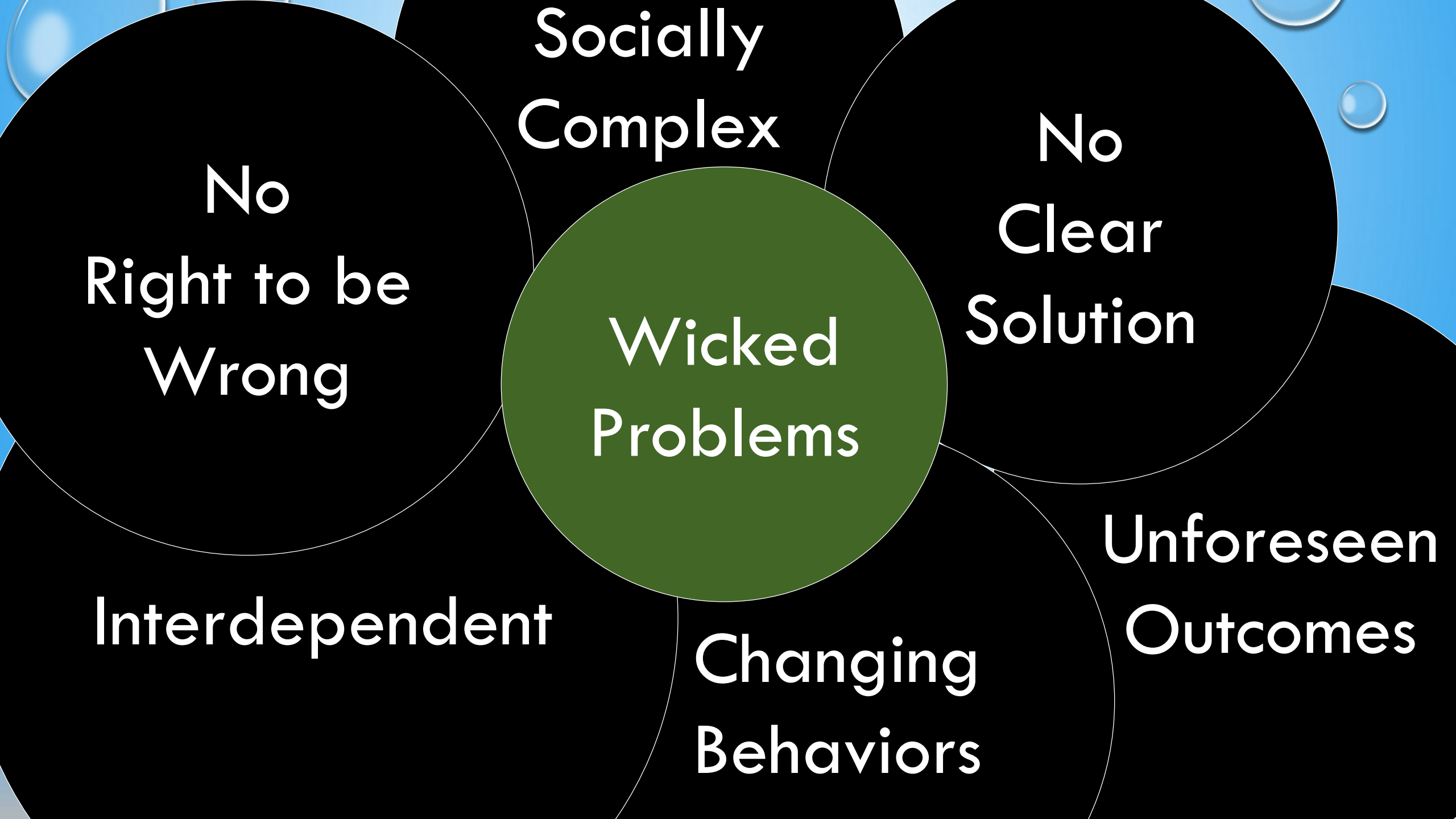


Behaviors



Events





**Socially
Complex**

**No
Clear
Solution**

**Unforeseen
Outcomes**

**Changing
Behaviors**

Interdependent

**No
Right to be
Wrong**

**Wicked
Problems**

Four Things To Understand

- No definitive formulation of a WP
- No one addressing a WP has a right to be wrong
- Choice of a WP's explanation determines nature of its resolution
- Each WP is a symptom of another problem

Tools & Methods: **Systems Maps, Causal Loops & More**

- You are here. (But what else is here and why?)
- Who is doing what, when, with whom and with what result?

A green road sign with a white border and rounded corners, mounted on a metal pole. The sign features the word "Intervention" in a large, white, sans-serif font. The background of the sign is a textured green. The sign is set against a blue sky with scattered white clouds.

Intervention





The background is a light blue gradient with several realistic water droplets of various sizes scattered across the top and bottom edges. The droplets have highlights and shadows, giving them a three-dimensional appearance.

Points of Intervention

PLACES TO INTERVENE IN A SYSTEM
IN INCREASING ORDER OF EFFECTIVENESS
(DANA MEADOWS)

Getting Unstuck

Wicked Problems as Opportunities

- The “outsider” – as change agent; the child – “the emperor has no clothes”
- Change the system by “building a system”
- Isolating a subsystem”



10.10.10

Tom Higley, Founder & CEO
10.10.10 & X Genesis

tom@101010.net

@twitter

LinkedIn: www.linkedin.com/in/tomhigley/

X
Genesis