

**Derek Hendrikz Consulting Presents:**

# Management Cybernetics

Duration:	3-days
Max. Participants:	20
Facilitators:	1
NQF Level:	5
SETQAA Accreditation:	Services SETA – Decision Number 2072

## About the workshop:

Cybernetics studies the flow of information through a system and the way in which that information is used by the system as a mean of controlling itself. Management cybernetics is the concrete application of natural cybernetic laws to all types of organizations and institutions created by human beings, and to the interactions within them and between them. It addresses the issues that every individual who wants to influence an organization in any way must learn to resolve. The workshop aims to give a practical approach to applying management cybernetics in such a way that organisational effectiveness is enhanced.

## The workshop outcome:

On completion of this workshop the participant should enhance organisational effectiveness through practically applying management cybernetic principles.

## Workshop objectives:

Participants will achieve the workshop outcome by being able to:

- Understand the field of management cybernetics;
- Understand the fields of entrepreneurial, organisational and socio- cybernetics;
- Understand and apply effective organisational control;
- Apply cybernetics in organisational decision-making;
- Understand and apply effective models; and
- Apply the Viable Systems Model (VSM) to his/her own organisational environment.

## Training methodology:

The methodology is based on interactive learning, i.e. learners will learn by doing. Furthermore learners will use examples from their own environments, thus ensuring that the learning is anchored at their workplace. Most of the interactive learning will take the form of simulated exercises and case studies where participants will demonstrate the skills taught. As with all DHC training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

## Programme:

Time:	Day 1:	Day 2:	Day 3:
08:00-10:00	Introduction to Management Cybernetics	Sociocybernetics	Modelling
10:00-10:30	<i>Convenience Break</i>		
10:30-12:30	Entrepreneurial cybernetics	Understanding organisational control	Systems
12:30-13:30	<i>Lunch</i>		
13:30-15:00	Organisational cybernetics	Cybernetics in decision making	The viable systems model
15:00-15:15	<i>Convenience Break</i>		
15:15-16:00	Day Review	Day Review	Day Review & Programme Evaluation

## Who Should Attend?

- Management on all levels.
- Organisational development practitioners.
- Strategy development practitioners and consultants.
- Employees working with strategy, business processes and value chain analysis.
- Any person who is interested in the fascinating field of management cybernetics.

## Day 1:

***Introduction to Management Cybernetics:***

- The origin and nature of management cybernetics.
- The laws of cybernetics.
- The cybernetician's questions.
- Application fields for management cybernetics.

***Entrepreneurial Cybernetics:***

- Applying the knowledge gained from general cybernetic theories applicable in everyday business contexts.
- Establishing and improving regulation, control and communication.
- Surviving in increasing complex and competitive markets.
- Applying management cybernetics in small and medium-sized organisations

***Organisational Cybernetics:***

- Systems thinking.
- Organisational design.
- Regulation and self-regulation of organisations.
- New forms of 'governance'.

**Day 2:*****Sociocybernetics:***

- Understanding second-order cybernetics.
- Analysis of social forces.
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- Understanding cooperative behaviour.
- Theories of communication.

***Understanding organisational control:***

- Control theory.
- Organisational power and influence.
- The formation of organisational strategy and structure.
- The process of leadership and motivation.

***Cybernetics in decision-making:***

- Environments of decision.
- Theory of cause and effect.
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- Closing the gap between current and desired reality.
- Decision-cybernetics.

**Day 3:*****Modelling:***

- Scientific modelling.
- The role of models.
- The input – transformation – output schema.
- The black-box technique.

***The Viable Systems Model:***

- Surviving through adaptability.
- Components of the Viable Systems Model (VSM).
- Rules for the viable system.
- Applying the VSM.

***The language of effectiveness:***

- Holistic management.
- Identifying patterns that control events.
- The principle of leverage.
- The evolving organisation.

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