Systems thinking to manage cities smartly
Smart solutions promise to transform cities, but this kind of transformation is difficult to predict and manage. The outcomes are often unexpected and depend on social conditions, the attitudes and skills of people and the capacity of the city to innovate. Systems thinking offers city managers tools to better understand the potential impacts of smart interventions, to select the optimal intervention and to influence successful outcomes.

This course introduces city managers to systems thinking and explains how it can be used to analyse the functioning of a city and the impact of smart interventions. We explore the different understandings that stakeholders have of smart cities and how to navigate them. We work through a process to evaluate different smart interventions from a systems perspective and introduce an agile approach to transforming cities to be smarter and more sustainable.

Why this program?

- It’s credible: designed, developed and delivered by the United Nations University, with trusted expert partners
- It’s practical: you will practice applying the tools on real-life cases and develop confidence in using them
- It’s relevant: you bring cases from your city and cities like it so that what you learn can be applied in your context, with your resources
- It’s enjoyable: the process is active and fun with lots of time to share problems and work on designing solutions
- It’s flexible: we don’t have ready-made solutions for you, we will show you how to design solutions that really work, whatever your city’s challenges

Who is it for?

This program is for managers of cities and settlements at middle to senior management levels. The course will benefit directors, deputy directors, line managers, program managers, project managers and system managers; anyone who is responsible for managing a team or function in local government. The program will also benefit the staff of supplier organisations by building common understandings and skills.

For course details, scheduled dates and cost see https://egov.unu.edu/admissions/credited-courses/spsc-course-1.html#overview