**Lesson Plan Systems Thinking and evaluating the benefits of system change**

* Following guided reading, identify and describe four components of systems thinking which help to solve problems. Explain how these relate to efficient administration systems and link to your own organisation where possible
* In your presentation it may be useful to draw a Systems diagram of an administration system in your organisation and how systems thinking has contributed to its effectiveness
* Identify and describe at least four potential drawbacks to systems thinking in organisations. Explain which two of the four are the most appropriate for your organisation.

<http://www.ehow.com/info_12124336_advantages-disadvantages-systems-thinking-workplace.html>

* Explain how managers can implement change to systems.
* Explain the possible negative consequences of implementing change to systems.
* Explain the benefits of implementing change to systems.
* Identify and describe the most significant benefit of implementing systems change in your organisation. Justify your answer.

**Lesson Plan Learning Outcome Three Policies and Procedures**

* Identify and describe four key features of policies.
* Identify and describe four key feature of procedures.
* Analyse the purposes of formal and informal administrative policies and procedures
* Explain the difference between policy and procedure. Identify four reasons for having formal and informal policies and procedures. Explain why these are important when supporting business activities.
* Explain how policy formulation influences the development of procedures. Identify at least three ways in which the effectiveness of procedures can be evaluated.
* Describe how one of these methods could be used to meet customer requirements. Justify your selection.
* In your PD you should reflect on previous experience in the development of policies and procedures but there must be evaluative considerations