

# Systems Thinking for Everyday Work (STEW) Worksheet



**People constantly have to vary how they do work to achieve successful outcomes due to changing system conditions**

*Explore the workarounds and trade-offs*

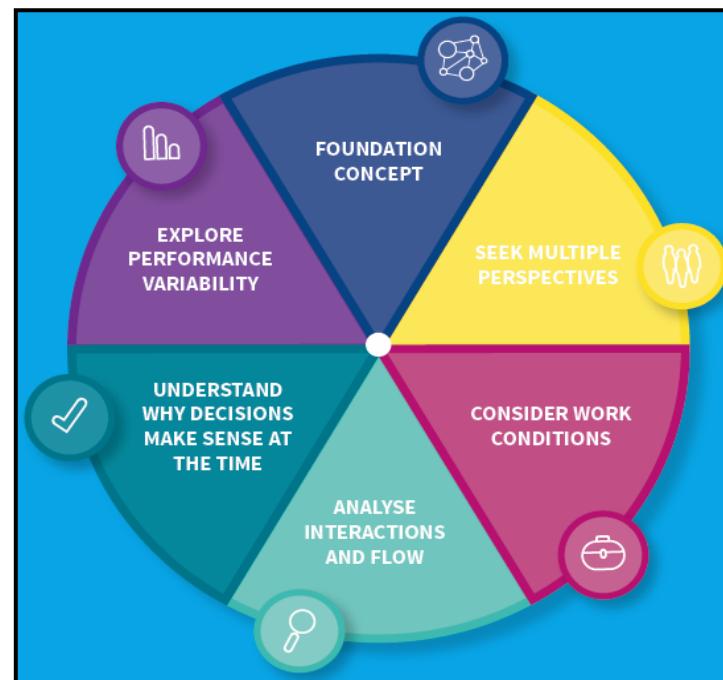
*Explore the difference between work-as-imagined and work-as-done*

**Consider the overall system rather than focussing on isolated parts, events or outcomes.**

*Agree boundaries*

*Agree purpose of system and parameters for success*

**Explore the experiences and views of all people who work in the system to better understand the work system and change implementation issues**



**Explore how conditions, interactions and personal and team goals at the time influenced decisions**

*Be wary of hindsight bias*

*Avoid blaming 'human error' and promote a 'Just Culture'- understand what happened, support those involved and improve work systems to reduce the risk of recurrence.*

**Explore varying demand and capacity, how resources (eg equipment, information and time) and constraints (guidelines, protocols) influence work-as-done**  
*Identify leading indicators of impending trouble*  
*Examine how conditions of work influence staff well-being*

**Consider how different activities interact and how flow is affected**

*When making changes consider the impact on overall system functioning*