



The International Council of Systems Engineering  
North West Local Group presents:

# “Wicked problems, complex decisions, and Babel Fish”

Peter Miles, Catalyze Ltd

4<sup>th</sup> October 2016, 1830 for 1900 until 2030

Frazer-Nash Consultancy, Malt Building, Wilderspool Business Park,  
Greenalls Avenue, Warrington, WA4 6HL

Free car parking and refreshments provided - non-members welcome

**Abstract:** Over the last century our society has developed a range of methods to tackle and resolve complicated challenges and decisions, especially across the various domains of Engineering. However these 'traditional' approaches can break down when faced with complex situations, where feedback and interaction is significant (often because people are in the loop).

The good news is that there are also methods, tried and tested but less well established, to tackle this real world of complex, messy, human situations.

This talk will cover:

- A brief outline of Systems Thinking with an introduction to SCiO, a group of systems thinking practitioners
- 'Wicked' problems, and how to recognise them
- Decision Conferencing – the use of software models as a basis for sense-making with multiple stakeholders including the Synplex process for tackling wicked problems (with an example) and multi-criteria modelling for collaborative decision-making (with an example)

**Suitable for:** Systems engineers of any level of experience who have an interest in how to address project challenges for complex, messy, socio-technical situations.

**Talk and discussion:** the talk will last about an hour, with ample time for questions.



Peter Miles is a Consultant at Catalyze. He supports clients facing strategic decisions and complex challenges in the context of multiple stakeholders. Pete works with clients to design and facilitate interventions into complex and contentious situations. His career has spanned engineering and project management, as well as business development and commercial roles. Pete has Honours and Masters degrees in Electronics from UMIST, is a member of the IET and a Chartered Engineer. He also has the CIM Diploma in Marketing. He has been an active participant in the 'Leading Complex Projects' consortium and is a non-executive director of SCiO (Systems and Cybernetics in Organisation).