



Module 2

Systems and Design Thinking Skills

Delivered By:

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Introduction – What is Systems Thinking?

- **Definition** : "A system is a set of interconnected parts working together toward a goal."
- **Simple example** : "Your office is a system – people, tools, routines, outcomes."



Why is Systems Thinking Important?

Relevance

Systems thinking helps us identify the RIGHT problem and come up with the RIGHT solution.

Key point:

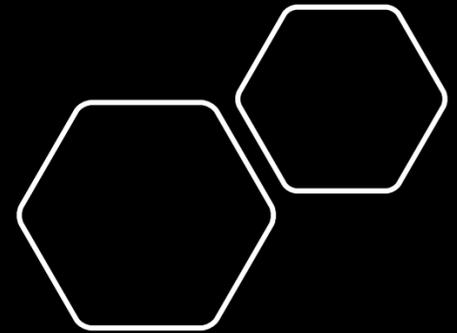
Helps solve chronic, tricky problems (not one-offs), and helps connect small changes to bigger impacts.

Discussion prompt:

"Have you tried to solve a persistent problem that refused to go away? What might you have missed?"

2. KIDLIN'S LAW:

If you can clearly
write down a
problem, then it is
half solved.



Module 2 (continued)

Design

Thinking Skills

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What is Design Thinking?

Definition: “A human-centered, creative problem-solving approach.”

Visual: The five stages – Empathize, Define, Ideate, Prototype, Test.

Bullet: Why it matters for universities (better student experience, streamlined processes, innovation).

Quick Icebreaker: “Share one campus process you wish worked better!”





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Personality types: Give it a try!



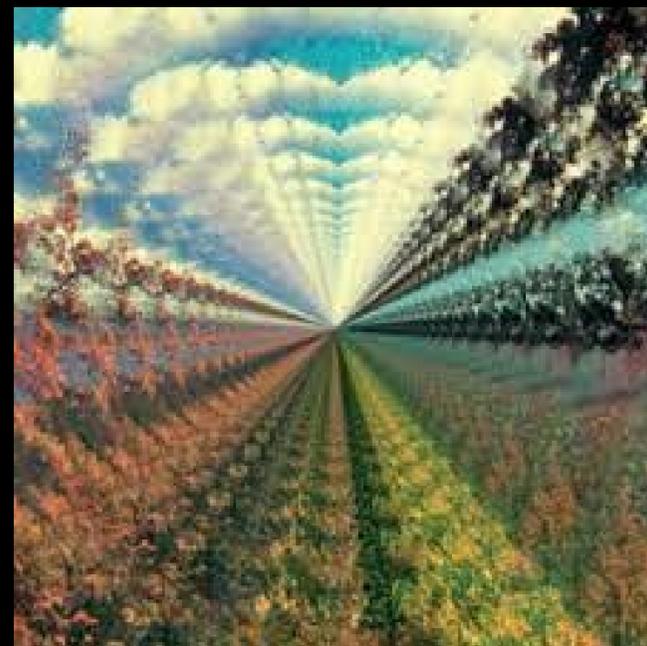
<https://www.16personalities.com/free-personality-test>



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**Five Personality Aspects:
Mind, Energy, Nature, Tactics
and Identity**

Spectrum vs Continuum



Mind

This aspect shows how we interact with our surroundings:



Introverted individuals prefer solitary activities and get exhausted by social interaction. They tend to be quite sensitive to external stimulation (e.g. sound, sight or smell) in general.



Extraverted individuals prefer group activities and get energized by social interaction. They tend to be more enthusiastic and more easily excited than Introverts.

Energy

The second aspect determines how we see the world and process information:



Observant individuals are highly practical, pragmatic and down-to-earth. They tend to have strong habits and focus on what is happening or has already happened.



Intuitive individuals are very imaginative, open-minded and curious. They prefer novelty over stability and focus on hidden meanings and future possibilities.

Nature

This aspect determines how we make decisions and cope with emotions:



Thinking individuals focus on objectivity and rationality, prioritizing logic over emotions. They tend to hide their feelings and see efficiency as more important than cooperation.



Feeling individuals are sensitive and emotionally expressive. They are more empathic and less competitive than Thinking types, and focus on social harmony and cooperation.

Tactics

This aspect reflects our approach to work, planning and decision-making:



Judging individuals are decisive, thorough and highly organized. They value clarity, predictability and closure, preferring structure and planning to spontaneity.



Prospecting individuals are very good at improvising and spotting opportunities. They tend to be flexible, relaxed nonconformists who prefer keeping their options open.

Identity

Finally, the Identity aspect underpins all others, showing how confident we are in our abilities and decisions:



Assertive (**-A**) individuals are self-assured, even-tempered and resistant to stress. They refuse to worry too much and do not push themselves too hard when it comes to achieving goals.



Turbulent (**-T**) individuals are self-conscious and sensitive to stress. They are likely to experience a wide range of emotions and to be success-driven, perfectionistic and eager to improve.

Malaysia Personality Profile

Respondents: 480,684

Respondents from Malaysia are likely to be:

...slightly more Introverted than Extraverted (+1.17%)

...slightly more Intuitive than Observant (+0.71%)

...significantly more Feeling than Thinking (+18.52%)

...slightly more Prospecting than Judging (+4.30%)

...significantly more Turbulent than Assertive (+11.74%)

Wrap-Up & Next Steps

Summary: "Systems thinking helps us move from reacting to events, to shaping successful, resilient UPM processes."



Feedback link/QR code for session improvement and further resources.



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THANK YOU