

# HOP FUNDAMENTALS



## Course Overview

The Human and Organisational Performance (HOP) Fundamentals Course explores safety paradigms in which we operate, and introduces the foundational aspects of the HOP philosophy.

Human and Organisational Performance is an operating philosophy that recognises good performance is not only the absence of error, but rather the presence of capacity. It is a systems-based approach leveraging on worker expertise, with a focus on understanding the context and conditions of work.

The HOP Fundamentals Course provides the basis to have robust conversations, with the ability to reflect and explore safety as we know it. It will push your thinking to develop a working knowledge of HOP principles, terminology and approaches. The coursework encourages moving away from a compliance only mindset to asking better questions, seeking to understand how everyday work happens, and involving those who know it best.

Latest research relating to the role of safety professionals, safety work and the role of bureaucracy in safety is introduced and explored. Managers from operations, safety, business improvement and quality will find this program both highly engaging and incredibly beneficial personally and for their organisation.

## About HOPLAB by Southpac International Group

HOPLAB by Southpac International Group introduced Human & Organisational Performance (HOP) to Australia and New Zealand in 2017. Our aim is to help organisations move off the plateau of performance, improve safety and enhance outcomes across all other areas of business.

Our team are specialists in Human and Organisational Performance, Management Systems and Leadership Development – providing expertise in all three areas as needed to achieve the best possible outcomes for our clients.

**We're here to help you bring out the best in your people and systems.**

We work with each organisation to understand how work happens and guide decision makers to reflect, learn and grow – harnessing the potential that already exists within the business: its people. We offer a unique perspective and an organic approach that drives more sustainable results.



### Course Introduction

- The Challenges of Current Safety Perspectives
- Safety Work and the Safety of Work
- HOP and New View Safety

### People Make Mistakes

- Understanding error
- Mistakes in context
- Performance Modes & Error Inducing Conditions

### Blame Fixes Nothing

- Blame or Accountability
- Impacts of Blame
- Why we Blame

### Context Drives Behaviour

- Context and Influences
- Systems Thinking
- Metrics and Performance
- Operational Humility

### Learning is Vital

- Work as Imagined Vs Work as Done (Black Line & Blue Line)
- Linearity, Complexity & Deeper Stories
- Failure and Failing Safely

### Responses Matters

- Reaction vs Response
- Hindsight Bias
- Responding to Learn
- Just Culture and Restoration

### Benefits of HOP

### Course Wrap Up

### What to expect

To ensure you get the most out of this learning experience we provide you with:

- A full day of engaging, energised group discussions, activities, exercises and case studies
- Several takeaway materials to assist you in putting the concepts to work
- All course material
- All refreshments and lunch included (for Face-to-Face delivery)
- Post-course networking opportunities

### Learn what underpins HOP

- Explore latest research in safety
- Unpack various perspectives and approaches to safety
- Reflect on current practice
- Understand foundational aspects of HOP

Participants will be able to apply the ideas discussed to their own organisation to improve system stability, reliability and resilience. They will see the importance of building better systems, increasing capacity and improving learning around events and normal work.

"An excellent course. Understanding the HOP principals was a game changer into how we have approached learning from operations. Highly recommend if you have the chance to attend."

Scan the QR code to find upcoming dates and enrol.



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