



## 1 Day HOP Fundamentals Course Program

### Course Introduction

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

### People Make Mistakes

- Errors and Mistakes
- 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

### Reponses 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.

*"Was a great course and content was simple which allowed for discussion and interaction within the room."*

Brisbane

LINK TO COURSE URL



## Our Clients



## Contact Us

www.southpacinternational.com

admin@southpac.biz | +61 (7) 5533 9988  
Unit 2b, 5 Executive Drive,  
Burleigh Waters QLD, 4220