

2-DAY HOP & LEARNING TEAMS MASTERCLASS

WITH BOB EDWARDS



Prepare to deep dive into your current organisational governing principles and attitudes, generating a seismic shift in how you respond to both success and failure.

Bob Edwards' HOP & Learning Teams Masterclass is as engaging as it is informative. His ability to have you alert, involved and practicing HOP principles from the outset, is outstanding. Using real world experiences and focusing on practical and easy-to-use examples, Bob brings operational value to front-line employees while providing all levels of management insight into the messy complexities of everyday work.

About Bob Edwards

Bob helps organisations realise that human error is common and can even be expected in complex work environments. He demonstrates how, when something bad happens, our focus needs to shift from blaming those doing the work to a look at the system they are working in. Bob draws on his life experience from the military, working in industry, adventure sports and raising a family of 12 kids to bring his presentations to life. He uses a humorist style to talk about his own failures and successes in life to help others relax a little about failure and focus more on learning and collaboration.

He is a leading expert on Human Performance Learning Teams and has led over hundreds of Learning Team sessions for safety and quality events and for operational upsets and challenging design issues. His approach is practical and easy to use. Bob brings real value to those who do the work and helps managers understand better the complexity and adaptive nature of work, and in doing so leads organisations to improve operational discipline through the empowerment of employees and forward accountability.



DAY ONE | HOP Fundamentals

This engaging and practical part of the course develops a working knowledge of the HOP (Human & Organisational Performance) principles, terminology and methods. HOP moves organisations away from a “compliance only” mindset to asking better questions, seeking understanding and enhancing the performance of everyday work. The basic HOP principles are explored:

- People Make Mistakes
- Blame Fixes Nothing
- Context Drives Behaviour
- Learning is Vital
- Response Matters

Key topics such as blame, error, operational drift, performance modes, and system thinking are covered in enough depth that the participants will be able to put into practice what they learn.

Masterclass Dates & Costs

BRISBANE

20 & 21 March, 2023

PERTH

23 & 24 March, 2023

COURSE COST

\$1,795.00 Per Person

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DAY TWO | Learning Teams

This part of the course will demonstrate how to improve operational learning. Emphasis is placed on the Learning Teams approach and the value of taking time to learn before taking action.

Methods and techniques for coaching and facilitating Learning Teams as well as a discussion of what the learning sessions should look like are included. This training also includes a discussion with coaches about things that may hinder learning (i.e. biases, production pressure, etc.) as they attempt to conduct better operational learning at their site. A practical Learning Team simulation is included within the course, so the concept can be taken straight back to your workplace and put into action.

