



HUMAN & ORGANISATIONAL PERFORMANCE 1 DAY LEARNING TEAMS COURSE

UNDERSTANDING HOW PEOPLE AND SYSTEMS PERFORM

Overview

The Learning Teams Course is an interactive, hands-on 1-day course designed to equip you with the skills, knowledge and confidence to begin running Learning Teams in your organisation.

Learning Teams are a method to learn about operations and understand how people and systems perform within an organisational context. Human and Organisational Performance (HOP) recognises that workers are the experts in how work gets done – and how they are able to adapt to the ever-changing complexities that come with it. Put simply, Learning Teams allow your people to provide both the insight into their work and be a part of ways to make it better. Specifically, a Learning Team is a facilitated conversation with field experts to share their insights, experiences and stories about their work. The outcome is a holistic understanding of how they navigate every-day operations, with a positive focus on building system resilience.

From this course you will discover the Learning Teams method and develop your skillset to practically apply the process; incorporate other ways to learn about operations and build them into existing systems and activities; and develop a plan to begin operational learning as part of your strategy in alignment with foundational HOP concepts.

Why Choose Southpac?

Southpac International is a contemporary training and consulting company focused on improving work. Our aim is to help organisations move off the plateau of performance, improve safety and simultaneously 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.

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 about Operational Learning

- Learning Teams in action
- Application of Learning Teams and key steps in the Learning Teams process
- What to do with the insights learned
- Discover additional ways to learn about normal operations
- Incorporate operational learning with existing strategies and activities

What do Learning Teams provide?

Learning Teams provide a collaborative approach to improve and enhance operations, capacity and rigour around critical controls. The true strength of Learning Teams is that the focus is on normal operations. While this can be useful in incident response activities, they can be used at any time to learn, providing a proactive means to safety management.

The depth of learning and insight from the process enables better comprehension of problems, and allows for informed decision making and effective solutions.

1 Day Learning Teams Course Specifics

In this course you will:

- Understand and contrast traditional safety activities such as investigating or compliance checks and new tools focused on learning
 - Get a holistic perspective of Learning Teams, their applications, and what they can achieve
 - Understand and apply the overarching process of a Learning Team, including pre, during and post-session activities
 - Identify the roles and stakeholders in a Learning Team, and the attributes that make these roles successful
 - Practice applying the key Learning Team steps for success
 - Workshop other ways to learn about normal operations in existing safety activities as a proactive strategy
 - Synthesise and develop a plan to learn about operations in your business, incorporating HOP and operational learning methods

Case studies, scenarios, simulations, practical examples, story shares, discussions and hands-on activities and are used throughout the day to equip participants with a holistic comprehension of HOP and Learning Teams, with the ability to reflect and apply to their own operations.

"The most engaging, informative and practical course I have attended for a very long time. We will apply the learnings in our workplace."

Brisbane QLD

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