



HUMAN & ORGANISATIONAL PERFORMANCE 3 DAY HOP & LEARNING TEAMS COURSE LEARNING & IMPROVING TO BUILD RESILIENT SYSTEMS

Overview

The 3 Day HOP & Learning Teams course is the ultimate guide to learning the foundations of Human and Organisational Performance (HOP) and understanding how to apply the philosophy at an organisational level.

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. It is a catalyst for a paradigm shift in thought from finding fault in people towards looking for strengths and weaknesses in systems. The approach will provide the foundations to gain rich operational insights, build system capacity and resilience, improve engagement and empower your workforce.

Over 3 highly engaging and insightful days, you will develop a working knowledge of the Human and Organisational Performance principles, terminology and methods. The course builds on the foundational aspects Human and Organisational Performance and critical perspectives of safety in day 1 HOP Fundamentals. The following two days are focused on Operational Learning and the Learning Teams method, as well as considering ways of incorporating the HOP approach in your organisation. Managers from operations, safety, business improvement and quality will find this program both highly engaging and incredibly beneficial personally and for their organisation.

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:

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

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Day 1 HOP Fundamentals

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

2

Day 2 Operational Learning and Learning Teams

- Learning Teams approach to understand work and improve operational learning
- Learning Teams coaching, facilitation and simulations
- Exploring ways to learn about operations

3

Day 3 HOP Integration

- Building safety as a capacity
- Learning organisation traits
- Applying HOP to your operations

3 Day HOP & Learning Teams Course Specifics

Key topics such as blame, error, normal variability, complex coupling of conditions, performance modes, biases and system thinking are covered in enough depth that the participants will be able to put into practice what they learn.

In this course you will be challenged to:

- Shift beyond a mindset of compliance only, oversimplification of events, root cause, and a linear path to failure
- Recognise and account for the human condition in work
- Understand how everyday work happens (and how it usually goes well)
- Think holistically with a systems approach to failure and success
- Consider our reaction to failure and the ways we respond
- Evolve from a reactionary mode to learning and improving proactively
- Ask questions that foster deeper understanding
- Critically reflect on current operations and safety paradigms
- Think strategically about the application of HOP in your organisation

Participants will be able to see the importance of building better systems, increasing capacity and improving learning around events and normal work.

"This course was possibly the most engaging, informative and practical course I have attended in a very long time. We will work to apply the learnings in our workshop."

Brisbane QLD

LINK TO COURSE URL



Our Clients



Contact Us

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TO EDUCATE, TO LEAD, TO INSPIRE...

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