



HUMAN & ORGANISATIONAL PERFORMANCE 1 DAY FUNDAMENTALS COURSE

A CONTEMPORARY OPERATING PHILOSOPHY TO IMPROVE WORK

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.

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 what underpins HOP

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

HOP Principles

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



1 Day HOP Fundamentals 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

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.

“Great delivery, kept it interesting and challenged thinking. Most beneficial for challenging the way we think about blame.”

Toowoomba QLD

LINK TO COURSE URL



Our Clients



Contact Us

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TO EDUCATE, TO LEAD, TO INSPIRE...

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