Bob and Andy

Making HOP the New Norm

Live-Virtual Training Descriptions

Valid until December 31, 2020

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2-Day HOP Live Virtual Course

Laying the foundation: a paradigm shift in thought around our role as leaders

Topics Covered

Each topic area will marry theory with practical application

- HOP Principles*
- Error and Blame
- Question Intent
- Accountability and Discipline

> *HOP Principles:
>   People Make Mistakes
>   Blame Fixes Nothing
>   Context Drives Behavior
>   Learning and Improving is Vital
>   How We (as leaders) React Matters

Description

HOP Foundations is a leadership development class; a "Matrix pill" designed to reveal truths about human behavior and system design that have historically remained unseen in the operational world. The class uses storytelling, behavioral science research and real-life examples to debunk myths and create a new paradigm based on the 5 Principles of HOP. Through the narrative of the class, the participants engage in self-discovery around how their reaction to failure either improves or weakens a system. This class helps set the cultural tone needed for learning team training and provides an introduction to the leadership skills that are the foundation for a local or business-wide HOP culture change.

Learning Team Deep Dive (2-Day)

Topics Covered

- Learning Team Process
- Asking Operational Learning Questions
- Learning Simulation and Practice

The Deep Dive Learning Team Training uses (hands free) hands-on techniques to teach participants how to facilitate a learning team*. The training covers the practical application of the tool, its immediate benefits, and its long-term role in improving how the organization reacts to failure, error, and work complexity. The use of learning teams is an important first step in anchoring HOP principles to other tools and processes.

*A learning team is a tool used to facilitate Operational Learning. Operational Learning is a technique of learning from those closest to the work, which has proven to lead to the development of improvement actions that increase system resilience: addressing deviation prone rules, identifying error traps, and improving or adding defenses that reduce the consequences of human error.