

# **HOP HUB**

*Making HOP the New Norm*

## Live-Virtual Training Descriptions

Valid until December 31, 2020

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## (2 Day) HOP Foundations

### 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 Leaders React Matters

#### Description

HOP Foundations is a leadership development class 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 foundations and cultural tone needed for Operational Learning (including learning teams) and provides an introduction to the leadership skills that are the foundation for a local or business-wide HOP culture change.

## (2-Day) Operational Learning

#### Topics Covered

- Complex Systems vs Ordered Systems
- Being Teachable (question structure and approach)
- Creating Conditions for Candor
- Learning Simulation and Practice

The Operational Learning course uses hands-on techniques to teach participants how to Operationally Learn\*. The training covers the practical application of the technique, its immediate benefits, and its long-term role in improving how the organization reacts to failure, error, and work complexity. The course also shows the structure of one type of Operational Learning tool, a Learning Team. The use of learning teams is an important first step in anchoring HOP principles to other tools and processes.

*\*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.*