

# **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; 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 Operational Learning 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.*