

# HOP Principles for Leaders

BUILDING SAFER AND MORE RESILIENT WORKPLACES

## Are you ready to improve safety in your workplace?

This course on Human Operational Performance (HOP) principles is designed for leaders at all levels.

It will help you lead with confidence, collaboratively learn alongside your teams, and create a safer, more resilient workplace.

Embed the principles into your safety framework to create improved measures which give visibility over system vulnerabilities.

## What participants say



Moni's facilitation style enabled us to challenge established safety mindsets. The balance of content delivery and group discussion was perfect, making it easy to understand and apply Safety II principles.

The real workplace examples made the concepts clear and applicable. I highly recommend this training for anyone looking to improve their safety culture.

**Stewart - Construction Industry**



- 1. Error is normal.** We all make mistakes.
- 2. Blame fixes nothing.** Accountability is the willingness to accept responsibility.
- 3. Learning and improving is vital.** Learning is deliberate.
- 4. Context drives behaviour.** Systems drive outcomes.
- 5. How we respond matters.** How leaders act and respond counts.
- 6. Controls save lives.** Understand the human dependencies of controls



# Course Benefits

## TRANSFORM YOUR SAFETY APPROACH

- Learn how HOP and resilience engineering can help you shift from a compliance mindset to asking better questions, understanding work conditions, and focussing on critical controls.
- Leaders often see mistakes with hindsight bias, but this course will teach you to uncover less visible organisational issues.
- With resilience engineering, the assumption is that workers are highly adaptable actors in imperfect systems. They create operational success and safety the vast majority of the time, despite variable conditions and constraints.
- Use resilience engineering principles to reduce the effect of variable demands and improve your team's capacity to adapt successfully in any conditions.
- Build effective critical controls to ensure the team can fail safely when mistakes or errors occur.

## About your Presenter



Moni Hogg brings over 20 years of experience in health and safety. Nationally recognised for her work in Safety Differently/Safety II, Moni has led innovative safety initiatives for organisations like Rocket Lab, Contact Energy and Fletcher Building.

She was a finalist for the HRINZ 2019 Health, Safety & Wellbeing award and authored a book on Safety Differently.

A key client won the 2023 Safeguard Award for excellence in Safety II. Moni is a respected speaker and highly experienced trainer in contemporary safety approaches. She holds a qualification in Adult Education, has a business degree, and is NEBOSH and ICAM certified.



# Session Details

- Duration:** 2 hours (Options available from one hour to a full day)
- Format:** Online or face-to-face
- Interactive:** Activities and discussions to make learning engaging
- Ideal Group Size:** Six to eight participants

## What you will learn

### 1. A NEW APPROACH TO SAFETY

- Understand why traditional safety methods fall short and how HOP principles offer a better way.

### 2. THE SCIENCE OF MISTAKES

- Know the science behind why people make mistakes and why blame fixes nothing.
- Learn modern ways to respond to mistakes and incidents while keeping accountability.

### 3. CONTEXT DRIVES BEHAVIOUR

- Recognise that context drives behaviour and explore how work conditions impact safety and performance.

### 4. CREATING A LEARNING CULTURE

- Envision a culture where continuous learning is vital, and feedback leads to real improvements.
- Improve openness about system weaknesses to foster psychological safety.

### 5. EFFECTIVE RESPONSE STRATEGIES

- Learn practical strategies to manage and respond to incidents effectively when response matters.

### 6. CRITICAL CONTOLS EFFICTIVENESS

- Find new and innovative ways to measure safety performance and effectiveness of critical controls to drive the outcomes you want.

Sign up for this session or schedule a personalised session for your group

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