HOP FUNDAMENTALS
FOR SENIOR LEADERS

This course introduces senior leaders to the principles and mindset of Human and Organisational Performance (HOP).

It focuses on how leadership can influence safety culture, system design, and operational learning by moving beyond compliance and fostering meaningful engagement.

Who is this course designed for?

The course is tailored for senior leaders, executives, board members, and decision-makers who influence strategic direction, resource allocation, or organisational culture. It's ideal for anyone who leads or governs high-risk operations.

What topics are covered?

Participants explore safety paradigms, the HOP principles, and the role of leadership in shaping system capacity and learning. Key themes include psychological safety, organisational resilience, shifting from blame to accountability, and practical ways to support better conversations and better systems.

About HOPLAB by Southpac International Group

HOPLAB by Southpac International Group introduced Human & Organisational Performance (HOP) to Australia and New Zealand in 2017. Our aim is to help organisations move off the plateau of performance, improve safety and 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.

Course Introduction

- The role of Leadership in safety
- Current safety perspectives
- Why HOP has emerged

People Make Mistakes

- Understanding error
- Mistakes in context
- Performance Modes & Error Inducing Conditions

Blame Fixes Nothing

- Blame or Accountability
- Impacts of Blame
- Why we Blame

Context Drives Behaviour

- Context and Influences
- Systems Thinking
- Metrics and Performance
- Operational Humility

Learning is Vital

- Work as Imagined Vs Work as Done (Black Line & Blue Line)
- Linearity, Complexity & Deeper Stories
- Failure and Failing Safely

Reponses Matters

- Reaction vs Response
- Hindsight Bias
- Responding to Learn
- Just Culture and Restoration

Benefits of HOP

Course Wrap Up

What to expect

Leaders will gain new perspectives on error, accountability, and system design. The course encourages self-reflection, challenges legacy safety thinking, and provides practical tools to lead in ways that improve performance, trust, and learning across the organisation.

The course is designed for leaders with no prior experience in HOP. It builds awareness and sets the stage for deeper integration if your organisation is considering broader HOP adoption.

Delivery options

This course can be delivered as a half-day or full-day session, depending on your team's availability and goals.

It is delivered in-house, either face-to-face or virtually, and can accommodate up to 12 participants.

"An excellent course. Understanding the HOP principals was a game changer into how we have approached learning from operations. Highly recommend if you have the chance to attend."

Trusted by leading companies across Australia, New Zealand and the world.

CHEP A Brambles Company

SQUADRON ENERGY

Perenti

Downer Relationships creating success

Saputo Dairy Australia

energy DEVELOPMENT CORPORATION

Ansell

DEPARTMENT OF CORRECTIONS ARA POUTAMA AOTEAROA

CLEANAWAY Making a sustainable future possible

wilmar

HOP|LAB   **hoplab.org**