

The HOP Mentor

Making HOP the New Norm



Available Services

Prepared by: Andrea Baker, The HOP Mentor

www.thehopmentor.com

Fundamentals Training

HOP Fundamentals training 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. 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 Teams and Operational Learning Training

Learning Team Training uses hands-on techniques to teach participants how to coach 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 to human error by: addressing deviation prone rules, identifying error traps, and improving or adding defenses that reduce the consequences of human error.*

Learning Team Coach

As part of the HOP journey, it is important to develop a sufficient number of HOP Advocates and Learning Team Coaches to support Operational Learning. During the development of internal resources, there are times when an external coach may be needed to respond to an event or maintain learning team momentum. Externally coached learning teams also provide a unique opportunity to further develop internal coaches.

HOP Cultural Change Planning and Support

Planning: HOP is a cultural change (not a program) that needs to be planned and fostered. To maintain momentum it is paramount to plan how we 1) define success 2) demonstrate the value of HOP principles 3) communicate 4) anchor principles into operating rhythms and 5) create support structures for HOP Advocates and Learning Team Coaches. HOP Cultural Planning is a partnership in the same way Operational Learning is a partnership - together, we create tailored plans by using cultural change elements and HOP Principles to enhance existing business structure, rhythms and management systems.

Support: During the execution of a HOP Cultural Change Plan, it may helpful to have support in creating business specific training, delivering communications, developing HOP Advocates and Coaches, or piloting a new process.

General HOP Cultural Change Support

Independent of whether we've created plans together, it can be helpful to have a fresh set of eyes review your HOP plans, tools, or vision and provide support and guidance to help you move forward.