



HOP - Human and Organisational Potential (Performance)



HOP principles:

- People make mistakes
- Blame fixes nothing
- Learning is vital
- Context drives behaviour
- Response matters

4 Ds

DIFFERENT
DUMB
DANGEROUS
DIFFICULT

HOP

BLAME FIXES NOTHING
PEOPLE MAKE MISTAKES
LEARNING IS VITAL
RESPONSE MATTERS
CONTEXT DRIVES BEHAVIOUR

STKY



Fatal Risks

PAIN POINTS

PPE

LTIs

SAFETY OBS

VEHICLE INSPECTIONS

PRE-QUALS

SYSTEMS



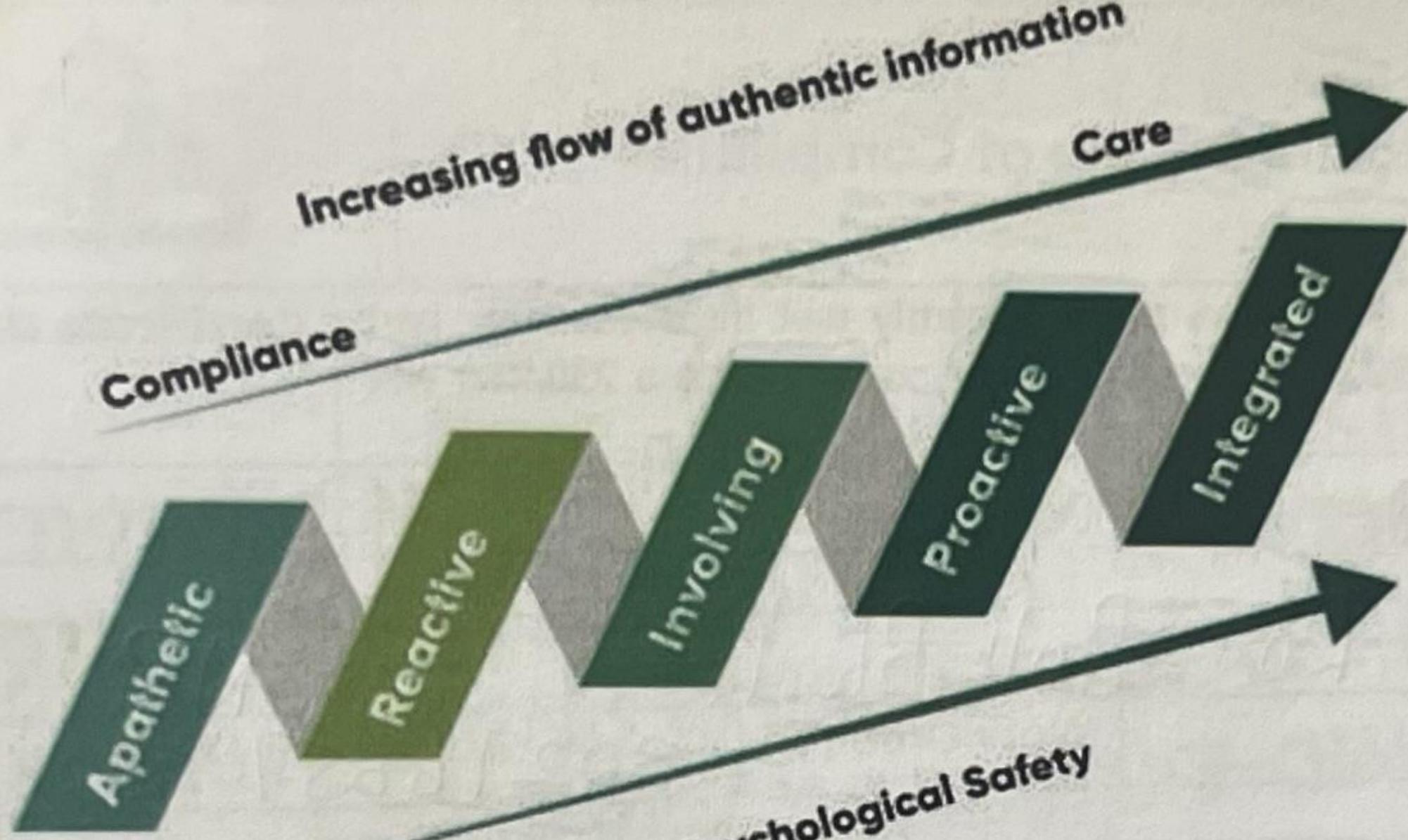
Your brain?

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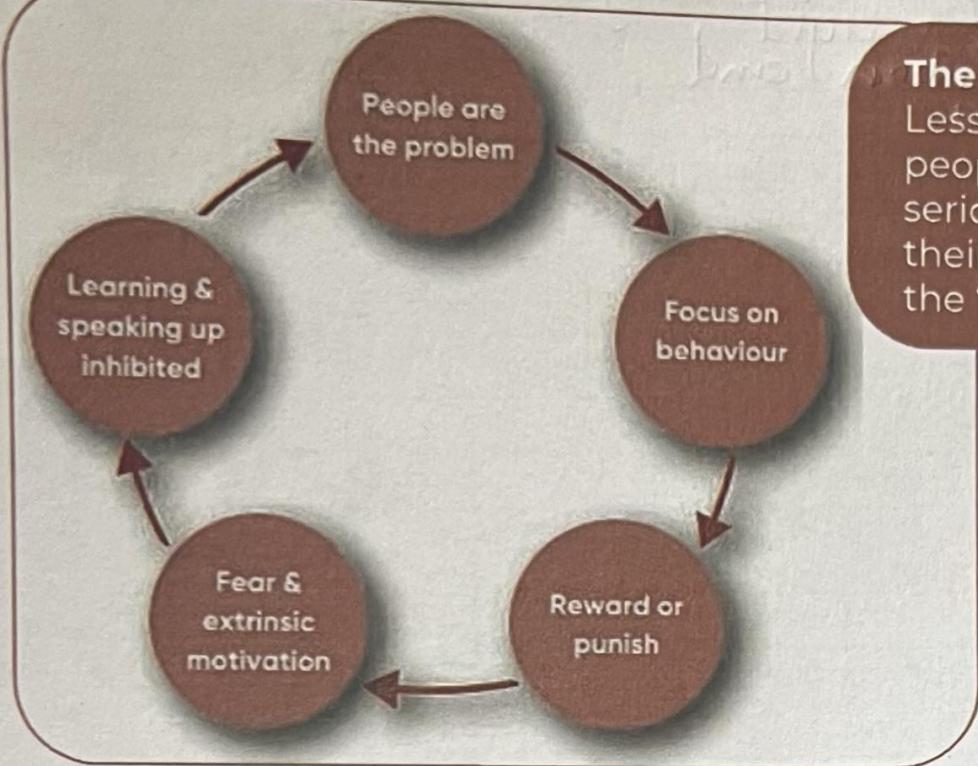
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Trust is everything!

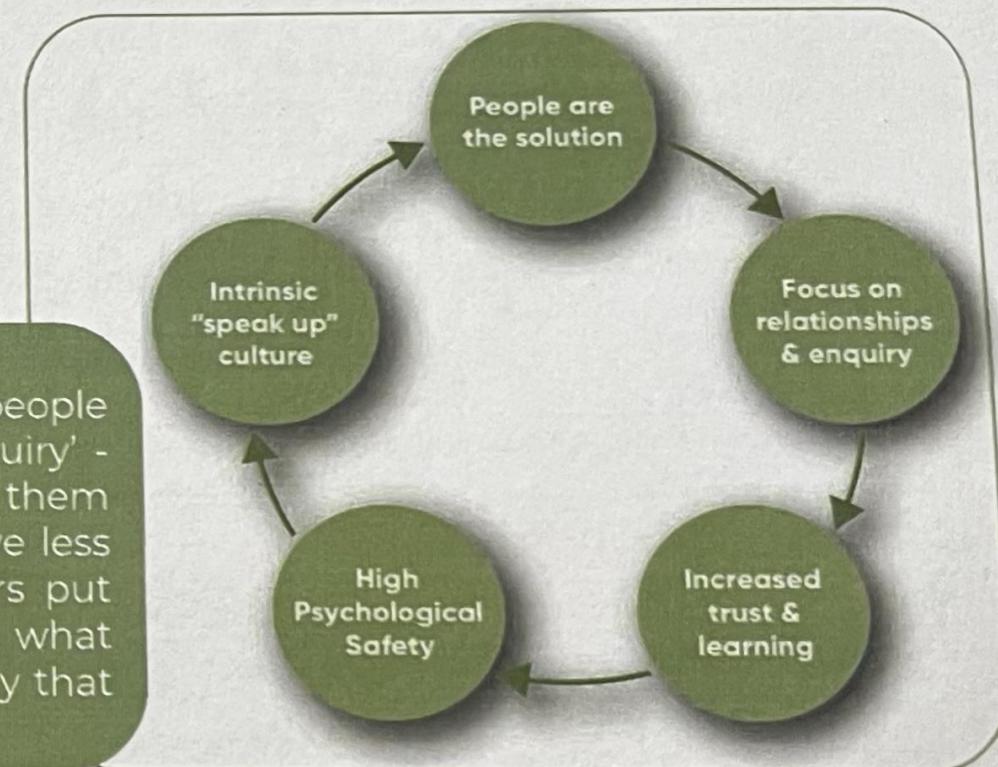


Increasing trust & psychological Safety



The Fear Loop

Less mature organizational cultures tend to view their people as 'a problem to be solved' – they tend to have more serious incidents, and when this occurs, they simply blame their people, resulting in what psychologist Clive Lloyd calls the 'fear loop' – a self-fulfilling prophecy.



The Trust Loop

More mature organisational cultures tend to view their people as (part of) the solution – they engage in 'humble enquiry' - collaborating with their teams and doing safety **WITH** them (rather than **TO** them). These organisations tend to have less than their fair share of serious incidents, which leaders put down to their people being the solution. This results in what Clive Lloyd calls the 'trust loop' – a self-fulfilling prophecy that becomes embedded in culture.



Trust is the result of consistently demonstrating three leadership qualities.

1. **Integrity** (doing what I say I will)
2. **Ability** (competence)
3. **Care** (demonstrating care for our people)

All three qualities are required for trust to be created and sustained.



Trust is everything!
'Arrives on foot & leaves on horseback'



Next steps for you & your organisation?

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