



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

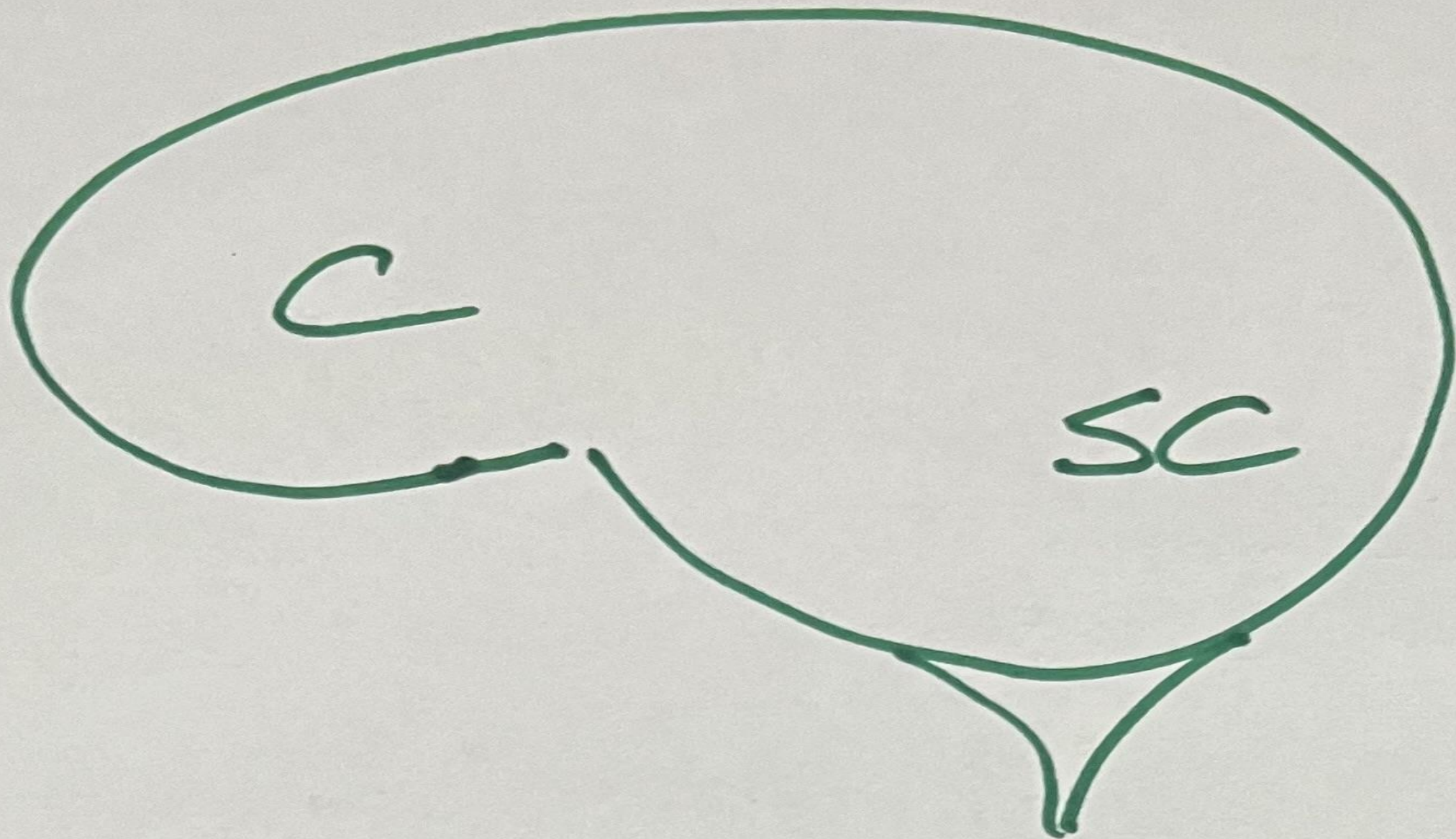
PRE-QUALS

SYSTEMS



Your brain?

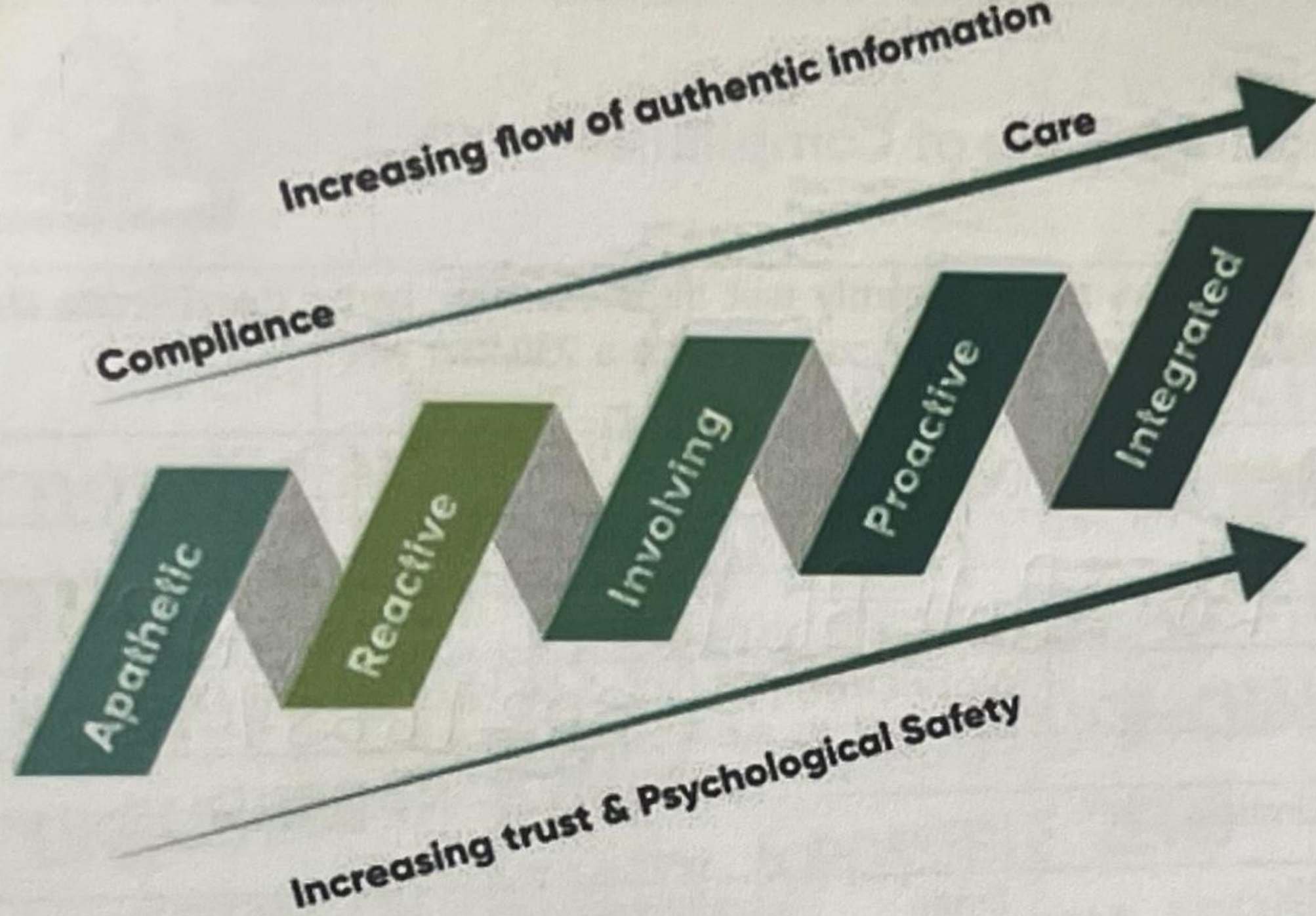




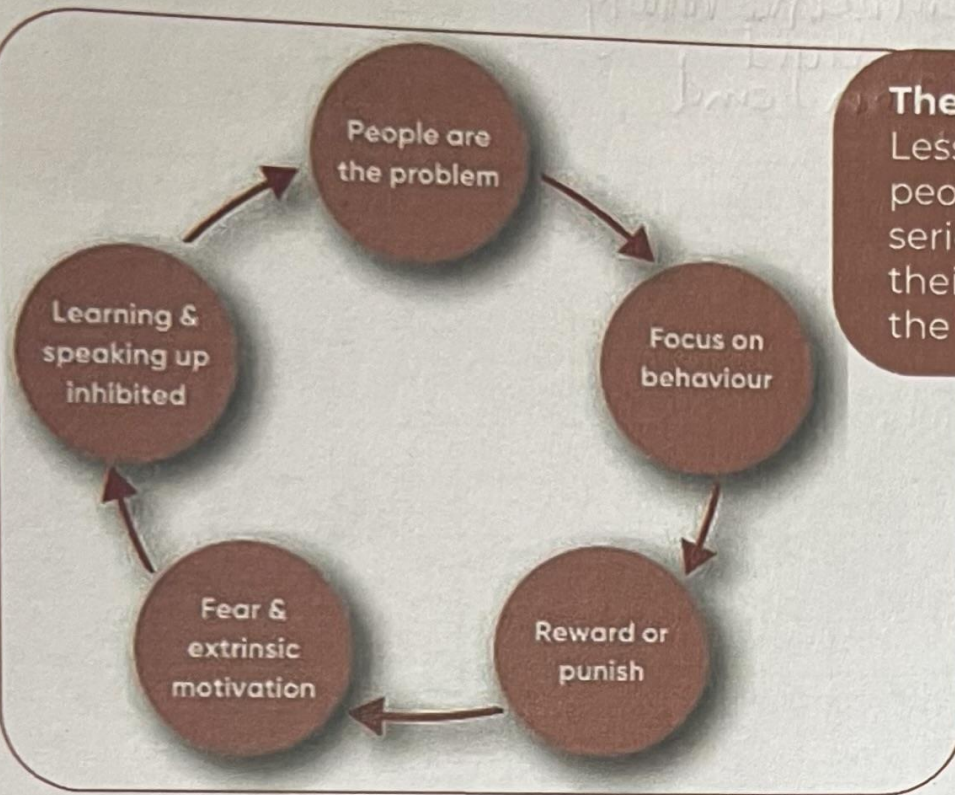


Trust is everything!



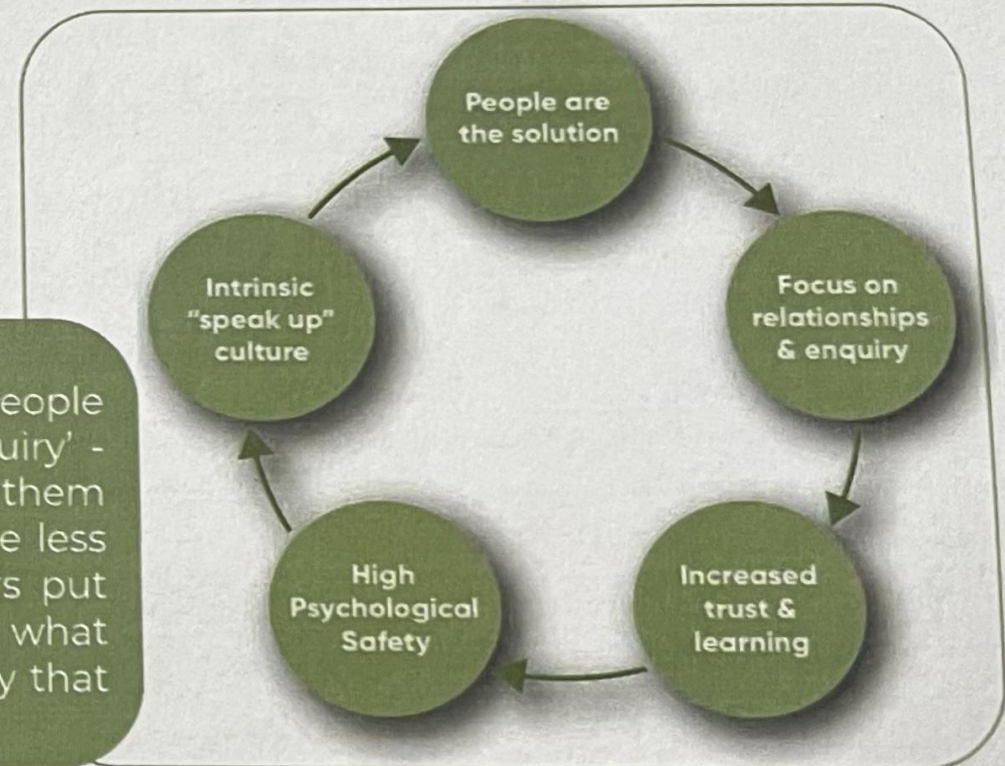






### The Fear Loop

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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