HOP|LAB®

Scan the QR code to learn more and enrol.



2-Day Workshop

Operational Learning in Practice

Operational Learning is at the core of Human and Organisational Performance (HOP). This practical two-day workshop equips participants with the skills and tools to learn from everyday work, strengthen systems, and improve performance.

Through practical exercises and real workplace examples, participants will learn how to apply Operational Learning in investigations, safety conversations, and daily operations to build stronger learning practices and organisational resilience.

DAY 1

FOUNDATIONS & CAPABILITY

Participants explore the key principles of HOP and Operational Learning, building a shared understanding while developing practical skills to support learning through conversations, curiosity, and everyday work.

DAY 2

APPLYING OPERATIONAL LEARNING

Learn practical Operational Learning tools and techniques to embed learning into everyday work, strengthen investigations, and drive continuous organisational improvement.

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

BHP · Canadian Natural · CHEP A Brambles Company · Department of Corrections · Saputo · ventia · TRANSMOUNTAIN

What will I learn in the Operational Learning workshop?

You'll develop practical Operational Learning skills that can be applied immediately into your everyday work. Through hands-on activities and real-world scenarios, you'll learn how to facilitate better learning conversations, use an Event Learning framework to explore events, and apply practical tools to better understand work, strengthen learning and improve your workforce engagement.

Do I need prior HOP training to attend?

Prior HOP training is not essential. However, for the best outcomes, we recommend having completed our HOP Fundamentals, HOP & Learning Teams, or HOP Fundamentals eLearning course, to build foundational knowledge of the HOP principles. If you have a basic understanding of HOP, or simply bring curiosity and a genuine willingness to learn from the experiences of your people, you will be well positioned to get value from the workshop. We begin with a refresher of key HOP and Operational Learning concepts before moving into practical application.

What practical skills will I gain?

Participants will learn how to facilitate better learning conversations, ask more effective questions, identify opportunities to learn from everyday work, introduce practical operational learning activities, and apply approaches that strengthen organisational learning over time.

Will this workshop teach us a new investigation method?

This workshop is not about completely replacing your existing investigation process. Instead, it introduces a framework and practical tools to help organisations better understand the reality of what happened, including new questions, analysis approaches and learning techniques that can be integrated into current methods. The framework taught can be tailored to each organisation's existing processes and needs, allowing teams to strengthen their current practices rather than start again. Participants will apply these concepts through a practical case study on Day 2.

Can this workshop be customised for our organisation?

Yes. When delivered in-house, the workshop can be tailored to your organisation's industry, operational context, existing systems and current Operational Learning maturity. Examples and activities can be customised to ensure the learning is directly relevant to your teams.