



# Human & Organizational Performance Personal Journey – From Blaming People for Accidents to Understanding Adaptations of HOP Principles



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# Adaptations of HOP Principles



- What are we going to discuss today
  - My HOP journey
  - My Passion – My Conviction
  - HOP Principles with experience and details about Blame fixes nothing



## My Passion – My Conviction



### My HOP Journey



## 5 HOP Principles



- Error is normal – people will make mistakes
- Systems influence behavior
- **Blame fixes nothing**
- Learning and improving is essential
- Response Matters



## Blame fixes nothing



- Blame prevents improvement
  - Error is normal.....so is “to blame”
  - Most of us are in systems that allow us to fill our need to blame
  - At times, this journey will become lonely
- Creating a successful system to stop blame
  - Focus on context not outcome
  - Investigate events with intent to learn how work gets done
  - Paradigm shift in thinking – Culture Change

