



## proHRO Conference Program 2011, November 15 at The Hague University

The proHRO Conference is designed for a wider audience of professionals who want to learn about HRO, experience how it works and explore the difference with classical ways of organizing.

### HRO Perspective Sessions

HRO Perspective Sessions launch High Reliability Organizing in Europe. Keynote speakers introduce HRO features, techniques of implementing HRO and concepts of mindful organizing. Lectures are followed by sub-sessions with concrete cases and discussions on how to work on HRO. Lectures and discussions will be delivered both in Dutch and English.

### HRO Reflexion Sessions

HRO Reflexion Sessions review how organizations make sense of unexpected events that impact upon safety and reliability. In hindsight it is often easy to recognize how early warning signals could have been detected. But in reality, organizations need to re-organize very quickly when the unexpected happens. In these sudden moments, the learning curve is very steep and there is precious little time to respond; there is a need for learning in real-time in trying conditions. The conference sub-sessions explore this topic in more detail. The question is: How do organizations engage in real-time learning to cope with surprises? Is it even possible to turn unexpected events into competitive edge?

### HRO Exploration Sessions

HRO Exploration Sessions examine a number of very different environments in which organizations have shown more capable than others to survive and to perform in a remarkably reliable way. The conference moves beyond the research of well-known High Reliability Organizations and at the same time builds on their practical achievements and lessons learned. The conference explores experiences, approaches and prerequisites to develop real-time learning capabilities.

### HRO Sharing Sessions

In the afternoon and evening there will be special sessions to share knowledge, expertise and experiences with others. Participants will be able to discuss questions in 1-to-1 sessions with experts (Speed Dating), share experiences in an open market place or just have fun and network with others.



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**Workshop Overview**

- **What is HRO: Basic principles**  
HRO principles and conditions explained to beginners
- **HRO and intervention strategies**  
STARS model: Various intervention strategies
- **HRO, safety and risk management**  
Risk management 2.0: Beyond the glass ceiling
- **HRO in networks**  
Creating HRO in organizational networks
- **Patient safety**  
Experiencing intervention strategies
- **HRO in police**  
Staff ride experiencing
- **Improving safety culture**  
Organisational safety culture change
- **HRO and the NASA experiences**  
The NASA incidents from an HRO perspective
- **Creative technics for intervention strategies**  
Use of mass media in creating awareness and a different mind set
- **Staff rides to learn from near-misses and surprises**  
Experience collective patterns of mindlessness
- **Complex or complicated? – Beyond the “glass ceiling”**  
Implications of different mind-sets on designing HRO practices
- **Mass events and UEFA**  
Security enhancement program within UEFA
- **Mindful practices in the creative sector**  
How to manage the unexpected at a film set?
- **Creating HRO teams in infrastructural projects**  
How to develop aligned multi-actor teams
- **HRO and governance**  
Applying HRO principles to the way oversight bodies aim for compliance
- **HRO studio: the case major airport**  
Intervention tool to create HRO awareness
- **Simulation techniques**  
Using virtual reality to study human behaviour in stress situations
- **Enhancing safety in the oil industry**  
Statoil's safety program
- **HRO in information systems programs**  
How to create high reliability in (temporary) programmes
- **Focussing on the client**  
HRO principles at a child health care institute
- **Educating HRO**  
How to train individual skills for HRO
- **Safety in the railway sector**  
Safety culture at Norwegian Railway
- **HRO in crisis situations**  
Lessons learned from Afghanistan and Bosnia
- **Implementing HRO in an ICT company**  
A business case for HRO