

RELIABLE AND HIGH PERFORMANCE IN RISK-PRONE TIMES – WHAT ARE THE LESSONS LEARNED FROM FLIGHT CARRIERS, HOSPITALS, NUCLEAR POWER PLANTS OR WILDLAND FIRE FIGHTING?

FIRST EUROPEAN  
**proHRO**  
CONFERENCE

# THE HAGUE 15<sup>th</sup> of November 2011

THE PROHRO CONFERENCE OPENS THE FLOOR TO LEADING RESEARCHERS, SCIENTISTS, PRACTITIONERS AND ADVISORS FROM VARIOUS INDUSTRIES ALL CONCERNED WITH A MAJOR CHALLENGE: HOW CAN WE CREATE RELIABLE AND HIGH PERFORMANCE IN THE FACE OF UNCERTAINTY?

CHECK IN, GET THE BASIC GRID AND DEVELOP YOUR OWN PATHWAYS TO RELIABLE AND HIGH PERFORMANCE:

HOW DOES HIGH RELIABILITY ORGANIZING MAKE A DIFFERENCE? WHAT PIONEERING EXPERIENCE IS OUT THERE? HOW CAN IT BE TRANSLATED TO OTHER SECTORS? WHICH MINDSETS, LEADERSHIP AND CULTURES ARE REQUIRED TO “MANAGE THE UNEXPECTED”?

MANAGING THE UNEXPECTED

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ADVSAFE  
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APOLLO13

## The conference

proHRO provides various pathways to get to know, to reflect on, to explore and to experience High Reliability Organizing. Learn about HRO concepts from renowned HRO-researchers (HRO Perspective).

Reflect on underlying assumptions and mindsets to develop a profound shared understanding on HRO concepts (HRO Reflection).

Observe, experience and compare practices of mindful organizing – in hospitals, aerospace, football stadiums, film sets or the chemical industry (HRO Exploration).

Share your findings across sectors and professions by using the various networking opportunities like one-to-one speed dating or marketplace chats (HRO Sharing)!

## proHRO

proHRO is a network of HRO thought leaders with a background in science or practice. The mission of proHRO is to find new approaches for reliable performance using practice and research-based evidence from High Reliability Organizing. There will be a first proHRO Expert Workshop right after the conference on November 16<sup>th</sup>.

## Registration

Ready to check-in?

The conference fee is € 345.

Early bird fee until end of August is € 325.

Please register online at [www.proHRO.com](http://www.proHRO.com).

Questions concerning the conference?

[www.proHRO.com](http://www.proHRO.com) / [info@prohro.com](mailto:info@prohro.com)

## The programme

09.00 h prepare  
sign in & coffee

09.30 h itinerary  
welcome & overview

09.40 h HRO perspective  
keynote & discussion

10.30 h maps  
instructions for workshop sessions

10.45 h HRO reflection  
workshops reflecting on HRO concepts  
English & Dutch

12.30 h refresh  
lunch & energizer

13.30 h HRO exploration  
workshops to experience HRO in practice  
English & Dutch

16.15 h restore  
keynote and sharing of findings

17.00 h gather  
networking opportunities  
keynote and sharing of findings

18.00 h refresh  
dinner

20.00 h sharing sessions  
marketplace & speed dating



Kathleen Sutcliffe  
University Michigan



Paul Schulman  
Mills College, CA

### How do HRO's manage the unexpected?

Learn what researchers found out about the organizing principles of highly reliable hospitals, flight carriers or nuclear power plants.

### Dive deep into HRO thinking and develop shared references with your peers.

Discuss different intervention strategies for applying HRO in your organization, learn how HRO challenges traditional risk management approaches or reflect on how HRO is used in networks. That is all too specific and you want the basics first? Join the HRO for Beginners group...

### Explore the field – HRO practices in different environments!

Experience intervention strategies in the health sector. Look over the shoulder of a plant manager aiming for collective mindfulness. Quick-start learning from failure by attending a Staff Ride in the police area. Discuss with a director about HRO on a film set. Learn how HRO perspectives may be applied to NASA, UEFA, steel industry, Sabic, airports, railways, IT-Projects, infrastructure systems and many more...



Prof. Renaud Vidal  
University Aix-Marseille



Dr. Bert Slagmolen  
Apollo 13 Consult



Prof. Arjen Boin  
University of Utrecht



Dr. Annette Gebauer  
ICL Berlin



Prof. Peter Pawlowsky  
TU Chemnitz



Dr. Marc Otten  
ContainR Media



Dr. Daved van Stralen  
Loma Linda University



Dr. Mark de Bruijne  
TU Delft



Wil Ernes  
Sabic Europe

and many more...

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