



# FranklinCovey Alignment and Supportive Content for the Pillars, Principles, and Values of High-Reliability Organization

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FranklinCovey®

THE ULTIMATE COMPETITIVE ADVANTAGE

# How does FranklinCovey's Approach and Content Support High Reliability Organizations

FranklinCovey excels at working with organizations to achieve results that require a change in human behavior. We accomplish this through our world-class learning content, designed to systematically develop high-performance organizational cultures by focusing on individual responsibility, leadership effectiveness, and disciplined process execution. Our framework for cultural change aligns to the goal of establishing a Just Culture to accomplish Zero Patient Harm.



*To become and remain an HRO, we must develop environments where all staff feel safe to speak up about potential safety issues and identify areas that need improvement. Psychological safety is bolstered by effective leadership behaviors like empathic listening, effective trust and relationship building, a balance of courage and consideration, meaningful and accurate feedback and coaching and being aware of and mitigating against the negative impacts of bias. We build a just culture by focusing on three areas:*

## Effective Individuals

*“At its heart it is a culture change that asks all involved staff to understand their role and empowers them to apply their unique expertise to prevent error.”\**

## Great Leaders

*“HROs establish trust amongst leaders and staff by creating a Just Culture that balances individual accountability with systems thinking”\**

## Organizational Focus & Execution

*Though we must appropriately monitor progress on our journey to Zero Harm, we must also ensure that these performance metrics don't unintentionally create a disincentive to report real or potential errors, or undermine the broader strategic goals associated with becoming an HRO.*

# Three Pillars of HRO

## Leadership Commitment:

Safety and reliability is reflected in leadership's vision, decisions, and actions

### Create a Shared Team Vision and Strategy

- **Half-day** day instructor-led course (virtually or in-person)
- **Two**, 2-hour webinars
- **One** 45 minute eLearning module
- **Three**, 10-minute eLearning modules

## Culture of Safety:

Throughout our organization, safety values and practices are used to prevent harm and learn from mistakes.

- [Shea Homes](#): 5-minute Case Study
- [Copa Airlines](#): 10-minute eLearning Module
- [Get Better: Wear Glasses That Work](#): 5-minute eLearning module

## Continuous Process Improvement:

Across the organization, teams use effective tools for continuous learning and improvement.

### Find Out Why

- **Full-day**, instructor-led course (virtually or in-person)
- **Five**, 30-minute eLearning modules
- **Twenty-Two**, 10-minute eLearning modules
  
- [Habit 7 – Sharpen the Saw](#): 60-minute eLearning
- [Get Better: Get Your Volume Right](#): 10-minute eLearning module

# Five Principles of HRO

## Sensitivity to Operations:

Focus on frontline staff and care processes.

- [Store 334 from the 4 Essential Roles of Leadership](#) (10-minute eLearning) *Learn to execute with excellence and hold others accountable for success.*
- [Dabbawalas from the 4 Essential Roles of Leadership](#) (10-minute eLearning) *Create effective team systems and continuously improve key processes.*

## Commitment to Resilience:

Bounce back from mistakes.

- [Western Digital](#) (10-minute eLearning) *Learn to build a highly effective team by using the 7 Habits as an organizational operating system.*
- [Paradigms](#) (5-minute eLearning) *Learn how your point of view impacts your results.*
- [Organizational Trust](#) (60-minute eLearning) *Consider the organizational practices and policies that support resilience.*
- [Habit 1: Be Proactive](#) (30-minute eLearning) *Take responsibility for your choices, regardless of circumstance.*

## Preoccupation with Failure:

Anticipate risk. Every staff member is a potential problem solver.

- [Your Best Moment](#) (5-minute eLearning) *Understand your organization's strategy and translate its goals into action.*
- [Diagnose Before You Prescribe](#) (10-minute eLearning) *Listen with the intent to truly understand, not to influence and judge.*
- [Find Out Why Part 3: Hear What Customers Don't Say](#) (30-minute eLearning) *Use a different type of customer interview to uncover what causes customers to buy.*

## Deference to Expertise:

Empower and value expertise and diversity.

- [Uncovering Needs](#) (5-minute eLearning) *Solutions are only useful if they solve the root of the problem.*
- [Look for Genius](#) (5-minute eLearning) *Identify and apply people's genius.*
- [Extending Trust](#) (5-minute eLearning) *Explore the multiplier effect of extending trust.*
- [Delegate to increase autonomy](#) [Jhana Article](#)

## Reluctance to Simplify:

Get to the root causes.

- [Project Management Essentials](#)
  - **Full-Day**, Instructor-led course
  - **One**, two-hour webinar
  - **Five**, 30-minute eLearning modules
  - **Six**, 15-minute eLearning modules
- [Jhana resources around Project Management](#) tips, tools, articles, and videos addressing the skills and nuances of managing complex projects.

# Seven Values of HRO

## It's About the Veteran

- [The Hidden Story](#) (5-minute eLearning) *Learn to understand another's situation or feelings.*
- [Huddle 1: Leading Loyalty](#) (30-minute eLearning) *Learn to get better at increasing the loyalty of your customers co-workers.*
- [Legacy of Loyalty](#) (10-minute eLearning) *Learn how your unique contribution can leave behind a legacy of loyalty.*

## Support a Culture of Safety

- [What is Culture](#) (5-minute eLearning) *Influence your team's culture by modeling behaviors and using the right systems to get results.*
- [Get Better: Make it Safe to Tell the Truth](#) (5-minute eLearning) *Routinely seek feedback and act on it where needed.*
- [Creating Space for Others](#) (5-minute eLearning) *Create an environment where others can step up with their best thinking and work.*

## Commit to Zero Harm

- [Path to Synergy: Team](#) (10-minute eLearning) *Learn to Synergize in a team environment, allow each person to contribute by valuing differences, and consider each person's point of view.*
- [IDEO](#) (20-minute eLearning) *Learn to come up with innovative solutions to problems, and develop a creative approach to work.*
- [Everest From the 4 Essential Roles of Leadership](#) (15-minute eLearning) *Engage your passion and sense of purpose, and develop routines and processes to ensure excellence.*

## Learn, Inquire, and Improve

- [Multiplier Moments](#) (5-minute eLearning) *Multipliers focus on unleashing the talent and smarts of other people.*
- [Asking Better Questions](#) (5-minute eLearning) *Ask questions that access and amplify the intelligence of others.*
- [Hold Regular 1-on-1s](#) (30-minute eLearning) *Regular 1-on-1s, when done well, can help release the highest talents and contributions of each individual.*

# Seven Values of HRO (cont.)

## Duty to Speak Up

- [Choose Courage](#) (30-minute eLearning) *Consistently choosing courage helps everyone contribute their best selves.*
- [Counterfeiting Your Culture](#) (5-minute eLearning) *Encourage high-trust behaviors to improve your team's culture.*
- [Make it a Debate](#) (5-minute eLearning) *Spark a debate to drive a sound decision on a key issue.*

## Respect for People

- [Whole-Person Paradigm](#) (15-minute eLearning) *Capitalize on your talents and skills and empower yourself to give your best to the team.*
- [All of Us](#) (5-minute eLearning) *Strength comes from making connections with each other.*
- [Hidden Potential](#) (5-minute eLearning) *Learn to notice the talent, capability, and potential for greatness right in front of you.*

## Clear Communications

- [Strategic Narrative](#) (5-minute eLearning) *Learn to create a short, compelling message that conveys your vision to gain others' support and endorsement.*
- [Writing for Results](#) (30-minute eLearning) *This module discusses how writing impacts your personal credibility and your ability to get things done.*
- [Leading Effective Meetings](#) (30-minute eLearning) *When planned for and used well, meetings focus people's creative attention on specific, actionable outcomes.*