hopcopilot®

AI Agents for Navigating Complexity, Operational Learning, Safety & Operations.

HOP™ INTO ACTION LEARNING TEAMS INC

Storyboard AI Agent - Case Study

Microsoft 365 Copilot and OpenAI ChatGPT Agents

Event Learning From High Potential Near Miss Events with the 4Ls

Scenario: A series of 4Ls sessions were conducted to better understand how to support safe work and prevent injuries from falls or accidents when working at height on trucks when loading and unloading materials. The organization wanted to share a single page learning across the organization and industry to improve the design of work.

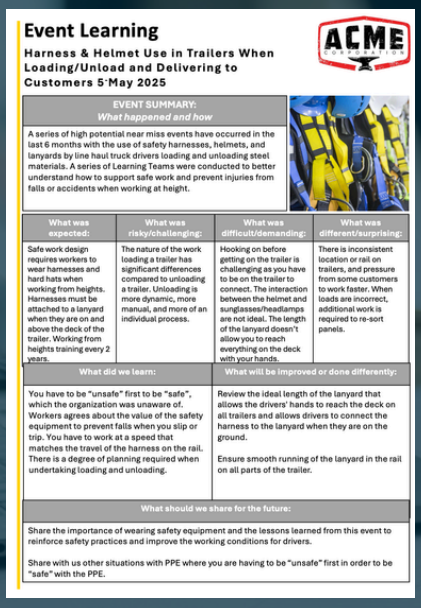
How the AI Agent Helps

This Agent can help you generate a story from an event or 4Ls learning to provide learnings and insights for your organization. The goal is to ensure that fairness and just culture are applied to those involved, focusing on learning, improving and sharing the story to identify other similar systemic issues. The Agent can:

Event Summary: Share the story of the event through the lens of the work or situation, not the persons' actions.

Event Body: Provide detailed sections on what was expected, what was risky or challenging, what was difficult or demanding, and what was different or surprising about the work or the event.

Learnings and Improvements: Share what went well, what response controls worked, what system improvements are being acted on, and how this event storyboard should be shared amongst others.



Event Learning

Harness & Helmet Use in Trailers When Loading/Unload and Delivering to Customers 5-May 2025

ACME

EVENT SUMMARY:
What happened and how

A series of high potential near miss events have occurred in the last 6 months with the use of safety harnesses, helmets, and lanyards by line haul truck drivers loading and unloading steel materials. A series of Learning Teams were conducted to better understand how to support safe work and prevent injuries from falls or accidents when working at height.

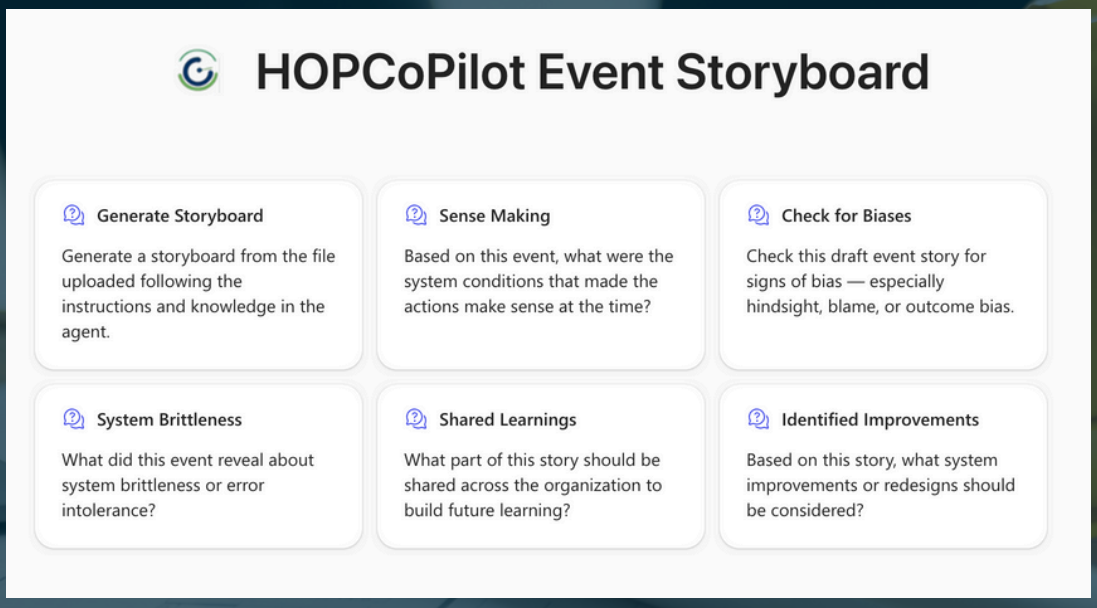
What was expected:	What was risky/challenging:	What was difficult/demanding:	What was different/surprising:
Safe work design requires workers to wear harnesses and hard hats when working from heights. Harnesses must be attached to a lanyard when they are on and above the deck of the trailer. Working from heights training every 2 years.	The nature of the work loading a trailer has significant differences compared to unloading a trailer. Unloading is more dynamic, more manual, and more of an individual process.	Hooking on before getting on the trailer is challenging as you have to be on the trailer to connect. The interaction between the helmet and sunglasses/headlamps are not ideal. The length of the lanyard doesn't allow you to reach everything on the deck with your hands.	There is inconsistent location or rail on trailers, and pressure from some customers to work faster. When loads are incorrect, additional work is required to re-sort panels.

What did we learn:	What will be improved or done differently:
You have to be "unsafe" first to be "safe", which the organization was unaware of. Workers agrees about the value of the safety equipment to prevent falls when you slip or trip. You have to work at a speed that matches the travel of the harness on the rail. There is a degree of planning required when undertaking loading and unloading.	Review the ideal length of the lanyard that allows the drivers' hands to reach the deck on all trailers and allows drivers to connect the harness to the lanyard when they are on the ground. Ensure smooth running of the lanyard in the rail on all parts of the trailer.

What should we share for the future:

Share the importance of wearing safety equipment and the lessons learned from this event to reinforce safety practices and improve the working conditions for drivers.

Share with us other situations with PPE where you are having to be "unsafe" first in order to be "safe" with the PPE.



HOPCoPilot Event Storyboard

Generate Storyboard
Generate a storyboard from the file uploaded following the instructions and knowledge in the agent.

Sense Making
Based on this event, what were the system conditions that made the actions make sense at the time?

Check for Biases
Check this draft event story for signs of bias — especially hindsight, blame, or outcome bias.

System Brittleness
What did this event reveal about system brittleness or error intolerance?

Shared Learnings
What part of this story should be shared across the organization to build future learning?

Identified Improvements
Based on this story, what system improvements or redesigns should be considered?

https://hoptool.com/HOPAI

Try our free Microsoft 365 Copilot version here: https://hoptool.com/4jxNVP8

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Principles Based AI Approach to HOP

What does a principles based approach to using AI for HOP and Operational Learning look like.

AI, Like Humans, Makes Mistakes – Learning is Key

Just as people make mistakes in complex and adaptive systems, AI is not infallible—it will generate incorrect, misleading, or incomplete responses. Instead of expecting perfection, focus on continuous learning and improvement. AI errors are opportunities to refine queries, verify information, and engage in critical thinking. Just as we improve human performance by learning from mistakes, we can enhance AI interactions by iterating knowledge.

Blame Fixes Nothing – Learning Improves AI Responses

If AI provides an inaccurate or unhelpful response, the focus should be on improving the prompt or refining the inquiry rather than blaming the tool, ask, "How can I rephrase this to get a more useful answer?"

Context and Knowledge Drives AI Behavior

The effectiveness of AI responses depends on the context of the instruction and body of knowledge provided, including ethical use, privacy, copyright, misunformation and hallunication. The richer the context, the more tailored and useful the response. Be curious and ask Better Questions, just as you would with a human colleague to drive better behavior.

How You Respond to AI Mistakes Matters

If AI misinterprets a query, recognize it as an opportunity to refine and improve the interaction. Small experimentation “AI Trojan Mouse” and iteration with prompts can enhance learning and improve response accuracy and reduce hallunication and misinformation.

Learning is Essential for AI Improvement

Users who continuously refine how they interact with AI will derive greater value from it. Engage in an AI continous improvement cycle of Ask, Reflect, Refine, and Apply—to optimize AIs use in operational learning.

HOP5

https://hoptool.com/HOPAI