

Utilizing “Case Studies” to improve
Human Performance through innovative
training methods

2012

**NERC Human Performance
Workshop**

L.D. Holland

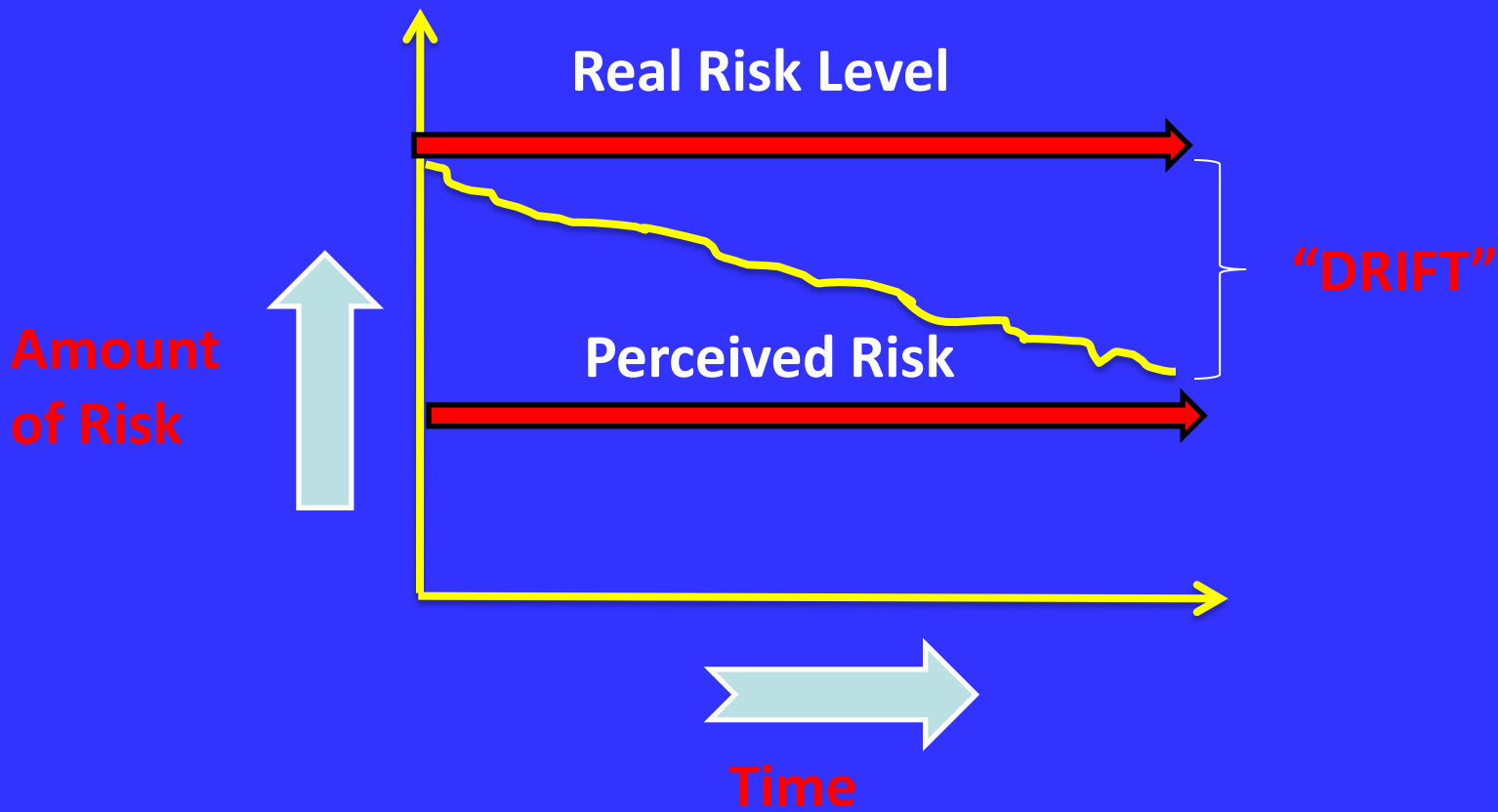
Duke Energy Fleet Human Performance



HU..... KIND OF LIKE “HERDING CATS”

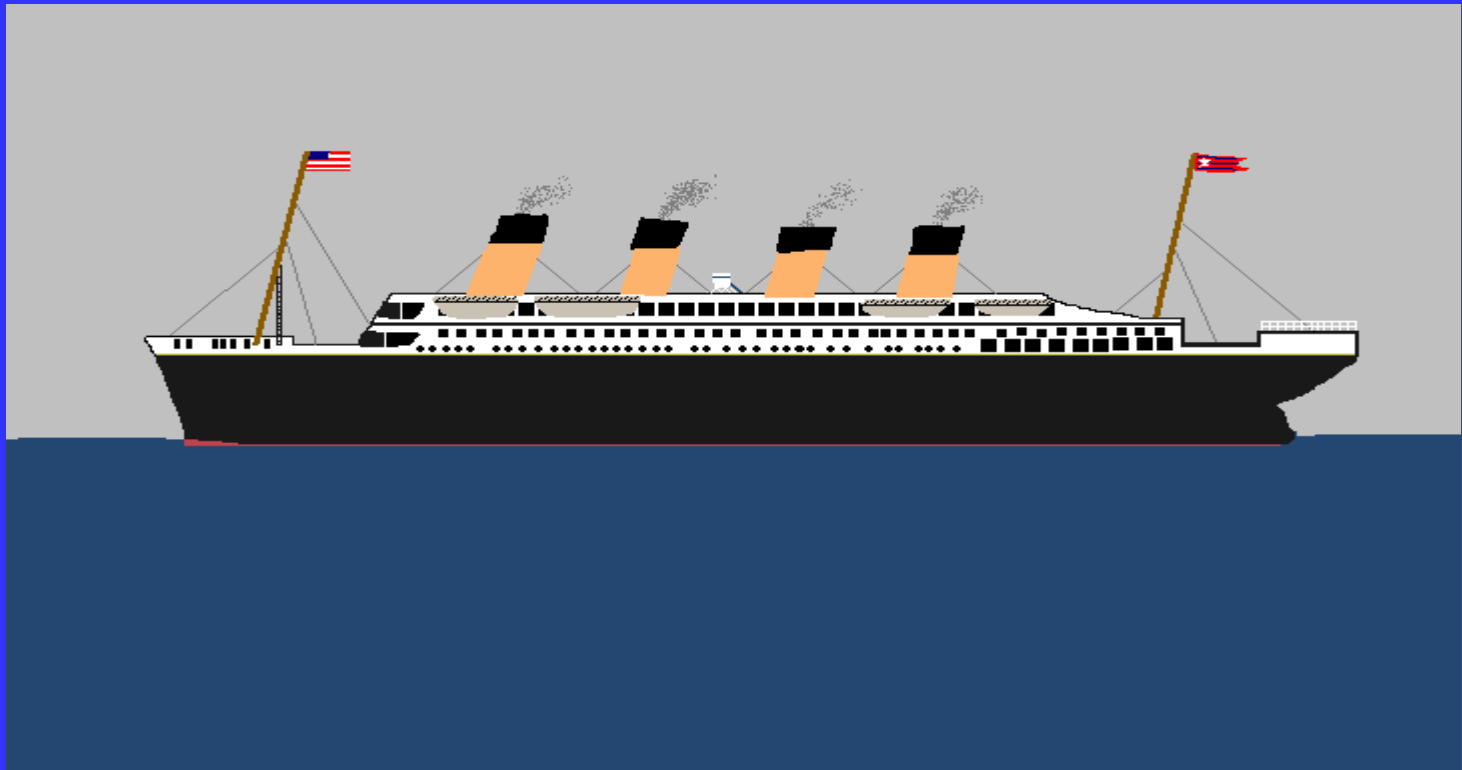


SITUATIONAL DRIFT



TITANIC

a Human Performance Case Study



“ I will say that I cannot imagine any condition that would cause a ship to FOUNDER.... Modern shipbuilding has gone beyond that.”

Captain E.J. Smith

***RMS Titanic* 1907**





Performance Case Study

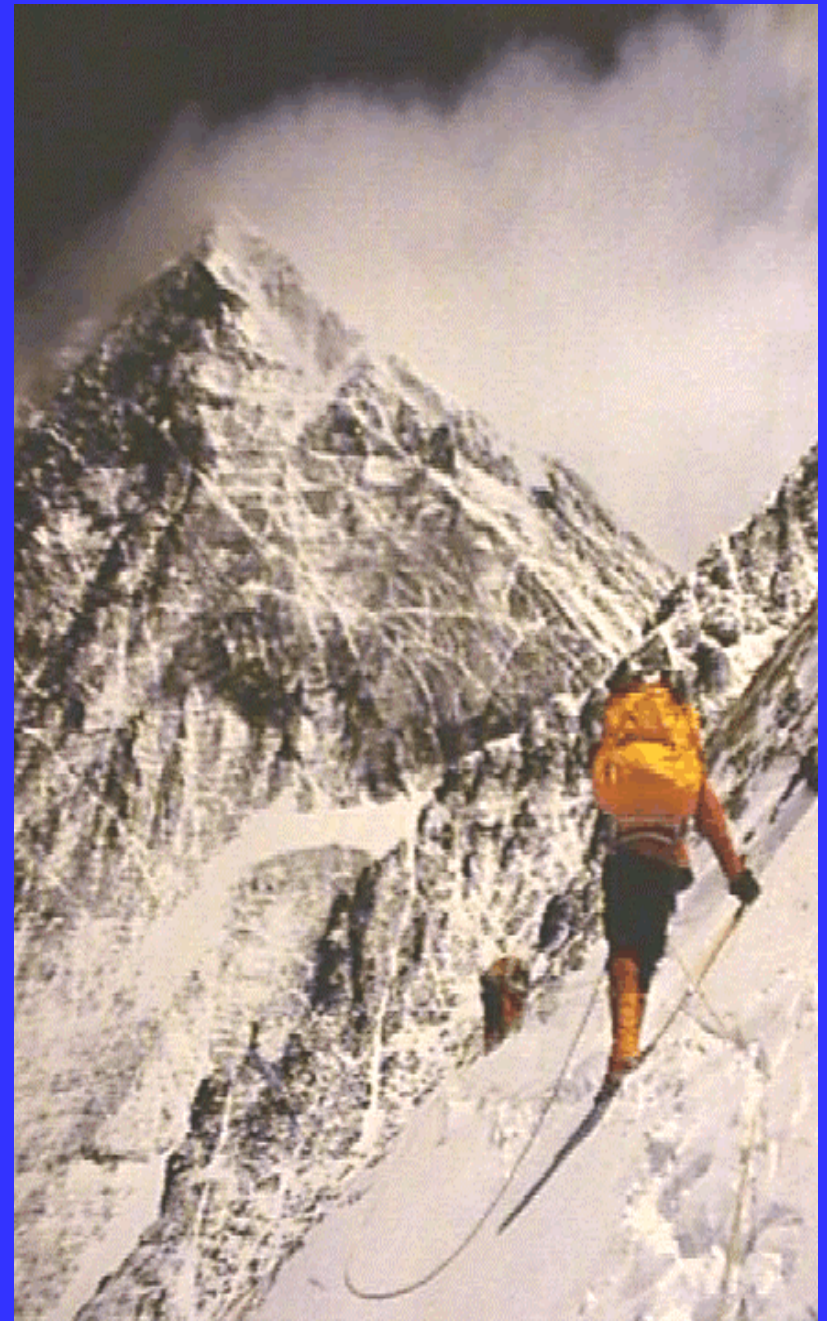


Summit Fever

A Case Study of Flawed
Decision Making

-

Mount Everest,
1996



“Reaching the summit is always optional. Getting down safely is mandatory.”

Ed Viesturs

Americas strongest high altitude climber







WELCOME TO THE TEAM

MOUNTAIN MADNESS

Mountain Student Team

Project: [illegible]

Members: [illegible]

Advisor: [illegible]

Project Description: [illegible]

Objectives: [illegible]

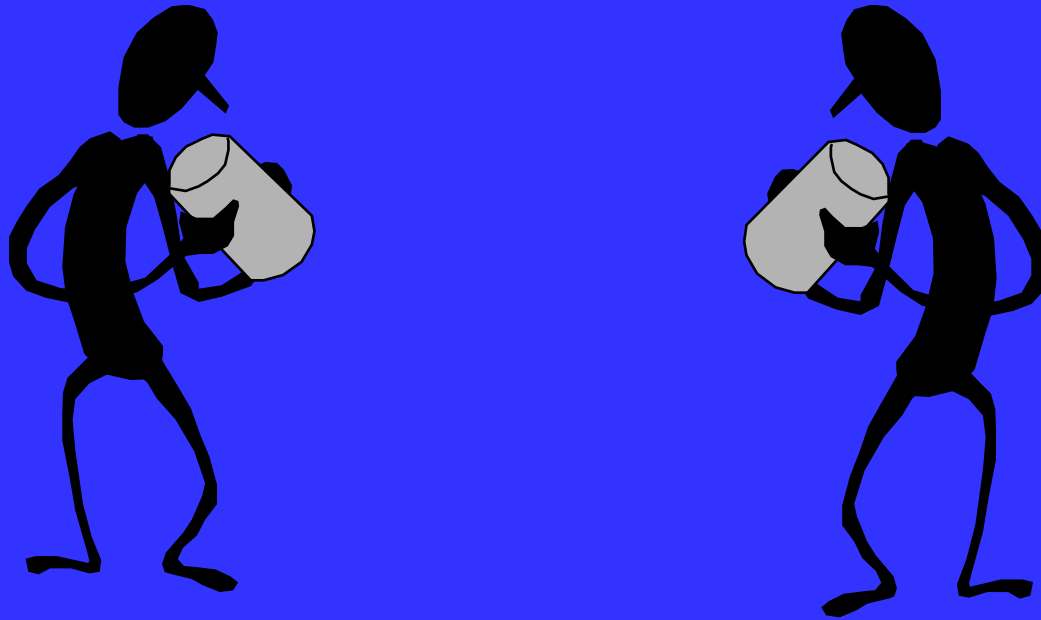
Timeline: [illegible]

Resources: [illegible]

Contact: [illegible]

Meeting table with papers, a white cup, and a pen.

Communication Competence



Communication 101

" WHAT WE HAVE HERE IS A
FAILURE TO COMMUNICATE....."



* FROM THE MOVIE;
"COOL HAND LUKE"

TENERIFE

VIDEO

ANALYSIS



Tower

"KLM eight seven zero five you are cleared to the Papa Beacon, climb to and maintain flight level nine zero, right turn after takeoff, proceed with heading four zero until intercepting the three two five radial from Las Palmas VOR."

KLM 4805



"Ah.... Roger sir, we are cleared to the Papa Beacon, flight level nine zero until intercepting the three two five. We are now at Takeoff."

Tower

"OK..... standby for takeoff, I will call you."

PIPER ALPHA

VIDEO
ANALYSIS



- Hello dear, I can't pick you up today. I'm having a little problem with the car.

You'll have to get a ride home from George.

- A problem with the car! Are you OK??

- Yes, yes, I am OK. And don't worry about the car.

I think that there is just some water in the car's carburetor. I called the garage and they sent over a mechanic to work on it. It will be all fixed by the time you get home. Don't worry, just a little ...

- Water in the carburetor?? My dear, you scared me. Since when do you understand or know about car mechanics? Are you sure that is what it is?

- Well really, I am not THAT sure, my dear, but....



FORMALITY IN HUMAN PERFORMANCE



Introduction Video



Let's set the stage for Formality in Human Performance.....

Questions or Comments:

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