

NERC

NORTH AMERICAN ELECTRIC
RELIABILITY CORPORATION

Reliability Risk Management

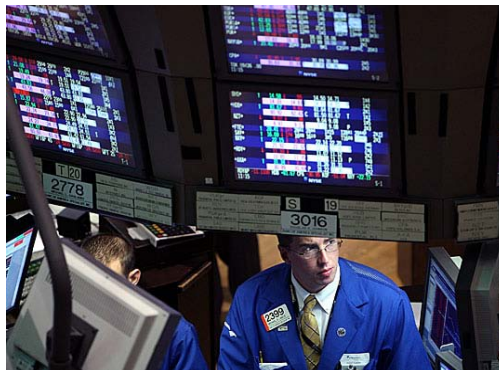
"Improving Human Performance on the Grid"

March 2012

Earl Shockley, Director of Reliability Risk Management

RELIABILITY | ACCOUNTABILITY





**Lab Tests Confirm
Salmonella Source**



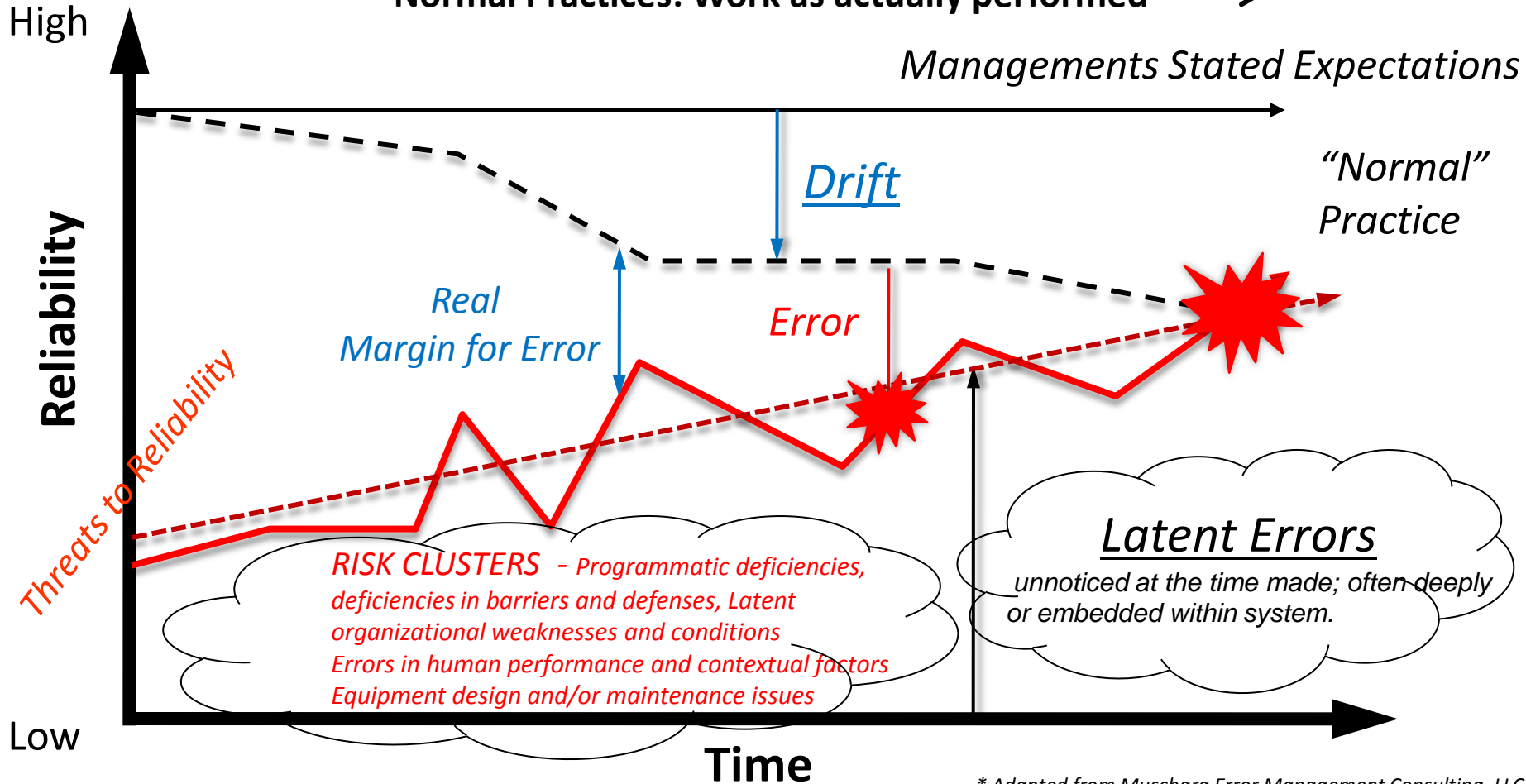
***“There is no such thing as a dysfunctional organization,
because every organization is perfectly aligned to achieve the
results it gets.”***

The Practice of Adaptive Leadership: Ronald Heifetz, Alexander Grashow and Marty Linsky

Drifting to Failure Concept*

Expectations: Desired approach to work (as imagined) —→

Normal Practices: Work as actually performed - - →



* Adapted from Muschara Error Management Consulting, LLC