

Agenda

Improving Human Performance on the Grid

A conference and workshop on improving human performance and increasing reliability on the bulk power system

March 26 – 28, 2013 | 8:00 a.m. – 5:00 p.m. Eastern

NERC Atlanta Office
3353 Peachtree Road NE
Atlanta, GA 30326
(404) 446-2560

Westin Buckhead
3391 Peachtree Road NE
Atlanta, GA 30326
(404) 365-0065

Tuesday, March 26, 2013 – NERC Atlanta Office

7:15 – 8:00 Registration and Breakfast

8:00 – 5:00 NERC Cause Analysis Training

(NERC – Conference Room 611 & 612)

- Ben McMillan, *NERC, Risk Analysis Engineer, Event Analysis*
- Jule Tate, *NERC, Manager Event Analysis, Reliability Risk Management*

8:00 – 5:00 Improving Human Performance: Building a Culture of High Reliability

(NERC – Conference Room 802)

- James Merlo, *NERC, Associate Director, Human Performance – The Psychology of Human Behavior*
- Dr. Patrick Sweeney, *Sweeney Leadership Development Group, LLC – Building Trust in Organizations*
- Earl Carnes, *DOE, Senior Advisor – Organizational Assessment*

12:00 – 1:00 Lunch

5:00 – 7:00 Evening Registration and Reception

Wednesday, March 27, 2013 – Westin Buckhead

7:30 – 8:30 Registration and Breakfast

8:30 – 8:35 Logistics and Safety — James Merlo, *NERC*

8:35 – 8:45 Welcome Address and Introductions

- Mike Moon, *NERC, Senior Director of Reliability Risk Management Group*

- 8:45 – 9:15** Opening Keynote: The Importance of Good Human Performance to Reliability
- Gerry Cauley, *NERC, President and Chief Executive Officer*
- 9:15 – 10:00** Is Error-Free Possible?
- Dr. Chong Chiu, *Performance Improvement International*
- 10:00 – 10:15** Break and Networking
- 10:15 – 11:00** Good Industry Practices in Human Performance Tools
- Daniel J. Tobin, *Baltimore Gas & Electric*
- 11:00 – 11:30** EPRI Power Switching Safety and Reliability project over the past 18 years
- Rodney Krause, *BPA*
- 11:30 – 12:00** Human Performance: What are we learning from the Events in North America? Case Study
- Jake J. Mazulewicz, *Dominion Virginia Power*
 - James Merlo, *NERC*
- 12:00 – 1:00** Lunch
- 1:00 – 1:30** Video Event Reports Provide Visibility into Human Performance
- Robert D. Schwermann, *Pacific Gas & Electric*
 - Tom Neary, *OpCon Technologies, Inc*
- 1:30 – 2:00** Human Performance Leadership Tools
- Brian Baskette, *INPO*
- 2:00 – 2:45** Enhanced Human Performance Training
- David W. Bowman, *Entergy*
 - Tom Harvey, *CSP – President Allied Safety Associates*
 - Donovan Guilbeau, *Director of Human Performance, Southern Electric Corporation*
- 2:45 – 3:00** Break and Networking
- 3:00 – 3:30** EPRI's Interest Group for Worker Safety Research (IGWS)
- Sharan Campleman, PhD MPH DABT CTR, *EPRI*
- 3:30 – 4:30** Culture of Reliability
- LD Holland, *Duke Energy*
- 4:30 – 5:00** HP Initiatives in Action: Generator Forum and WECC Human Performance Working Group
- Allen D. Schriver, P.E., *NextEra Energy Resources*
 - Robert D. Schwermann, *Pacific Gas & Electric*
 - Ron Fenex, *APS*
- 5:00 – 5:10** The Man Between You and Dinner
- James Merlo, *NERC*
- 5:30 – 7:00** Evening Reception

Thursday, March 28, 2013 – Westin Buckhead

- 7:00 – 8:00** Breakfast
- 8:00 – 8:05** Logistics and Safety — James Merlo, *NERC*
- 8:05 – 8:45** High Reliability: Putting Culture to Work
- Jim Morrison, *Consultant, Healthcare Performance Improvement, LLC*
- 8:45 – 9:15** Strategic Approach to Managing Human Performance Risk
- Tony Muschara, *Muschara Error Management Consulting, LLC*
- 9:15 – 9:30** Break and Networking
- 9:30 – 10:30** How do Organizations Drive Human Performance?
- Dr. Sonja B. Haber, *Human Performance Analysis, Corp.*
- 10:30 – 11:30** Industry Near Miss Reporting System
- Robert D. Schwermann, *Pacific Gas & Electric (moderator)*
 - Jake J. Mazulewicz, *Dominion Virginia Power*
 - Earl Carnes, *DOE, Senior Advisor, High Reliability*
- 11:30 – 12:00** Resilient Systems Start with Humans: Failure to Rescue
- Earl Carnes, *DOE*
- 12:00 – 1:00** Lunch
- 1:00 – 2:30** Situation Awareness
- Sam Chanoski, *NERC, Manager of Bulk Power System Awareness (moderator)*
 - Dr. Mica Endsley, *SA Technologies*
 - Dr. G. Kumar Venayagamoorthy, *Director, Real-Time Power & Intelligent Systems Lab, Clemson Univ.*
 - Dr. Michael E. Legatt, *Electric Reliability Council of Texas, Inc.*
 - Kelly Blackmer, *Electric Reliability Council of Texas, Inc.*
- 2:30 – 2:45** Break and Networking
- 2:45 – 3:40** Cognitive Task Analysis
- Rusty Rae, *Alstom Grid*
 - Dr. Richard "Dick" Clark, *Professor Emeritus of Ed. Psychology and Technology, Univ. of Southern CA*
 - Dr. Bror Saxberg, *Chief Learning Officer, Kaplan, Inc.*
- 3:45 – 4:55** Individual Selection
- Gary Kaufman, *Human Resources Consulting*
 - Doug Bailey, *General Manager, Transmission Operations, TVA*

- Gary Williamson, *PSP Metrics*
- Robin Podmore, *President, IncSys*

5:00

Closing Comments

- James Merlo, *NERC*

*Background materials included.