

WECC

Human Performance Work Group Update

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Who We Are

The Western Electricity Coordinating Council (WECC) is the Regional Entity responsible for coordinating and promoting Bulk Electric System reliability in the Western Interconnection.

It includes the provinces of Alberta and British Columbia, the northern portion of Baja California, Mexico, and all or portions of the 14 Western states.

WECC is geographically the largest and most diverse of the eight Regional Entities with North American Electric Reliability Corporation (NERC).

2 CANADIAN
PROVINCES

14 WESTERN
US STATES

NORTHERN
BAJA
MEXICO



WECC Human Performance Work Group

A need

A need was recognized at WECC to identify and leverage synergies among its membership as it relates to Human Performance Improvement (HPI).

HPWG was formed

The WECC Human Performance Work Group (HPWG) was formed in December 2010 with six representatives from various companies.

Members are strong

We currently have over 35 utilities on our membership list.

Our Mission

Identify and **Share** successful Human Performance Initiatives in the industry including the following:

- Human Performance tools, materials, techniques, technologies and vocabulary that may be deployed in the Electric Operations workplace to reduce errors.
- Emerging Human Performance issues, and strategies for continuous improvement of operations training.

Training and Education	Human Performance
Compliance	"Human Performance Improvement (HPI) is the systematic process of identifying and analyzing the root causes of performance issues and implementing big picture solutions across an organization." <i>Association for Talent Development (ATD)</i>
Operations	Resources In the accordians below, you will find examples, ideas, tips and resources on Human Performance topics.
Human Performance	Conferences One of the Human Performance Work Group projects each year is to hold a conference for the purpose of establishing a Human Performance Community of Practice in the WECC region. This conference is a must attend event! Below is information for past conferences as well as the upcoming conference.
Systematic Approach to Training	For questions or more information, contact Deveny Bywaters , (801) 819-7638. For more information about the Human Performance Work Group (HPWG) and upcoming events, go to the HPWG page.
Train-the-Trainer Workshops	
Transmission Planning	
WREGIS	
	<ul style="list-style-type: none"> 2015 HPWG CONFERENCE ▾ 2014 HPWG CONFERENCE ▾ BENCHMARKING ▾ DYNAMIC LEARNING ▾ EVENT ANALYSIS ▾ PRESENTATIONS ▾ NEAR MISS DATABASE ▾ NEWSLETTER SAMPLES ▾ REFERENCES ▾ VIDEOS ▾

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(Training and Education,
Operations, Human Performance)

What We Believe

People achieve high levels of performance

based on the encouragement and reinforcement they receive from peers, subordinates, and leaders.

Events can be avoided

with an understanding of the reasons that errors occur, and by sharing lessons learned from past events.

Knowledge is Power!

Use the new language to describe errors, events, deviations and violations.

Use the new knowledge to analyze problems.

Recognize the performance mode you are in to minimize the error potential.

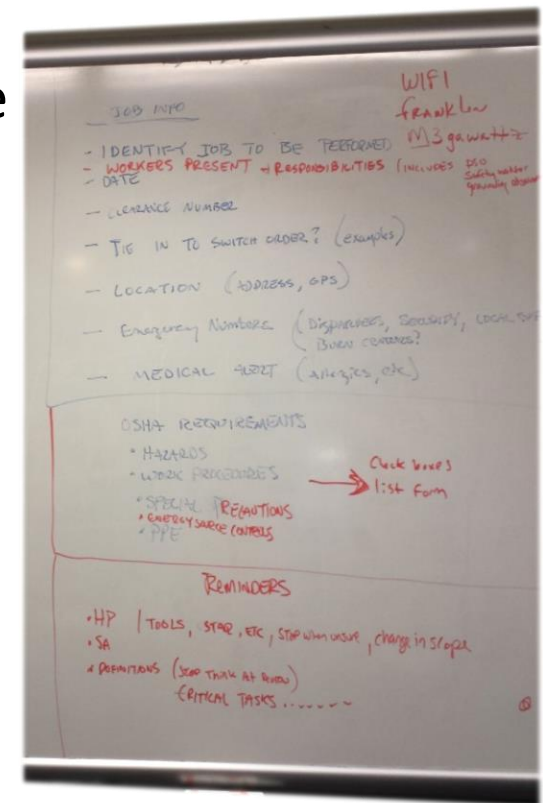
Recognize the triggers that tell you a trap exists that increases the probability and potential for errors.

Use the tools to avoid or minimize the impact of the traps.

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Projects in Action

1. Models for good HP corrective actions
 - How to recognize, measure Human Performance and, change the result when needed
2. Pre-Job Brief: Best Practice Model Template
3. HPI Self Contained Training Modules
4. Creative Communications
5. Employee Recognition Programs
6. Video Event Reports (VERs)
7. Dynamic Learning Activities
 - HP Jeopardy
 - HP stimulators
 - Brain teaser awareness exercises



2015 WECC HPWG Meeting Dates

April 9th

WECC Headquarters, Salt Lake City

- Project Work Meeting #1
- 2015 Conference Planning

June 11th

WECC Headquarters, Salt Lake City

- Project Work Meeting #2
- 2015 Conference Planning



October 2015

WECC HPWG Conference

Planning Currently Underway

WECC HPWG Contact Information



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Human Performance is not a Switch!

