

Announcement

Sixth Annual Human Performance Conference and Workshops Begin in Atlanta

March 28, 2016

ATLANTA – The sixth annual human performance conference and workshops, hosted by the North American Electric Reliability Corporation and the North American Transmission Forum (NATF), focused on topics related to improving operations through processes and procedures that highlight accuracy and efficiency. The conference, which began March 28, focuses on good industry practices and brings together subject matter experts and stakeholders for an idea sharing, cooperative forum.

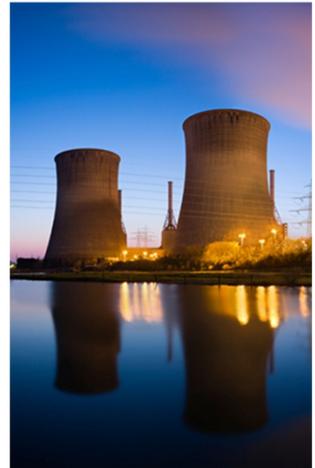
The conference – Improving Human Performance on the Grid – covered topics from personality diversity and the importance of leadership in human performance to human factors in the control room and the art and science of proactive design, which prevents error from entering the system. In addition to the conference, participants were able to choose from a variety of training workshops. The human performance workshop topics included a Human Performance 101 course, a full-day of root cause analysis training, advanced techniques for coaching and observing behavior, and a course on deviation analysis.

Gerry Cauley, president and chief executive officer at NERC, welcomed participants to the conference and highlighted the importance of improving human performance and its impacts on reliability.

“The pace of change on the bulk power system has accelerated recently due to the growth of inverter-based technologies and technologies that operate in micro-seconds—a new reality for industry that presents a performance challenge as well as an opportunity for increased coordination,” Cauley said. “Together, NERC, the Regions, and industry must capitalize on the large amount of available power system data to enhance human performance and prevent impacts from severe events.”

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Other speakers included Chris Hart, the outgoing chair of the National Transportation Safety Board (NTSB), John Ross and Tommy Bishop of the International Association of Fire Chief's Firefighter Near Miss Reporting System, and a host of industry, academia, and practitioners from across North America.

This annual conference is a forum for industry members to interact and improve their individual and organizational abilities to achieve a culture of high reliability. NERC, as the Electric Reliability Organization, remains committed to continuous learning and improvement of bulk power system reliability.

"NERC is glad to be able to provide this annual conference and workshop for the industry and is particularly proud to be doing it jointly this year with the NATF," said James Merlo, vice president and director of Reliability Risk Management at NERC. "The collaboration and sharing that occurs during events like this provides a great opportunity for human performance practitioners to benchmark, share, and expand their knowledge in the area of improving human and organizational performance."

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The North American Electric Reliability Corporation (NERC) is a not-for-profit international regulatory authority whose mission is to ensure the reliability of the bulk power system in North America. NERC develops and enforces Reliability Standards; annually assesses seasonal and long-term reliability; monitors the bulk power system through system awareness; and educates, trains, and certifies industry personnel. NERC's area of responsibility spans the continental United States, Canada, and the northern portion of Baja California, Mexico. NERC is the electric reliability organization for North America, subject to oversight by the Federal Energy Regulatory Commission and governmental authorities in Canada. NERC's jurisdiction includes users, owners, and operators of the bulk power system, which serves more than 334 million people.