Improving Human Performance on the Grid
A conference and workshop on improving human performance and increasing reliability on the bulk power system

March 27 – March 29, 2012
Atlanta Marriott Buckhead Hotel & Conference Center
3405 Lenox Road, NE
Atlanta, Georgia 30326 USA
Phone: (404)-261-9250

Agenda

Tuesday, March 27, 2012 (Buckhead Ballrooms A & B)

7:15 – 8:00  Registration and Continental Breakfast

8:00 – 5:00  NERC Cause Analysis Training
•  Ben McMillan, NERC, Risk Analysis Engineer

8:00 – 5:00  Improving Human Performance: From Individual to Organization and Sustaining the Results
•  James Merlo, NERC, The Science behind the Human Performance Tools
•  Tony Muschara, Error Management Consulting, Critical Steps
•  Dr. Patrick Sweeney, Georgia Gwinnett College, Building Trust in Organizations
•  Tim Autrey, Practicing Perfection Institute, Creating and Sustaining a Learning Organization

12:00 – 1:00  Lunch will be served in the Lenox Dining Room

5:30 – 7:30  Evening Registration and Reception

Wednesday, March 28, 2012 (Heritage Ballroom)

7:30 – 8:30  Registration and Continental Breakfast

8:30 – 8:35  Logistics and Safety — James Merlo, NERC, Manager of Human Performance

8:35 – 8:45  Welcome Address and Introductions
•  Earl Shockley, NERC, 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 – 10:15  Human Performance: From Science to Application
•  James Merlo, NERC (moderator)
•  Dr. Peter Hancock, University of Central Florida
•  Tony Muschara, Error Management Consulting
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<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>10:15</td>
<td>Break and Networking</td>
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<td>10:30</td>
<td>Innovative Human Performance Training</td>
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<td></td>
<td>• Pete Knoetgen, <em>NERC (moderator)</em></td>
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<td>• Robert D. Schwermann, <em>Pacific Gas &amp; Electric</em></td>
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<td>• LD Holland, <em>Duke Energy</em></td>
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<td>11:30</td>
<td>Best Practice or Success Story</td>
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<td>• Jake J. Mazulewicz, <em>Dominion Virginia Power</em></td>
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<td>12:00</td>
<td>Lunch <em>(Buckhead Ballroom)</em></td>
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<tr>
<td>12:15</td>
<td>Lunch Address: Importance of Root Cause and Organizational Introspection</td>
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<td>• Earl Carnes, <em>DOE, Senior Advisor, High Reliability</em></td>
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<td>1:00</td>
<td>Break and Networking</td>
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<td>1:15</td>
<td>Partnering Approach for Event Analysis</td>
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<td>• Ben McMillan, <em>NERC (moderator)</em></td>
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<td>• Chris Hart, <em>Vice Chair National Transportation Safety Board</em></td>
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<td>• Chuck Mowll, <em>Executive Vice President, Business Development, Government and External Relations</em></td>
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<td>• Chuck Lewis, <em>DOE, Director Corporate Safety Programs</em></td>
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<td>2:30</td>
<td>Defining Human Error and Its Causal Factors</td>
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<td>• Ben Marguglio; <em>BW (Ben) Marguglio, LLC; Process Improvement Consulting</em></td>
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<td>3:15</td>
<td>Break and Networking</td>
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<td>3:30</td>
<td>Critical Steps: Anticipating the Points of No Return</td>
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<td>• Tony Muschara, <em>Error Management Consulting</em></td>
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<td>4:30</td>
<td>Understanding and Correcting Normalized Deviation</td>
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<td>• Tom Harvey, <em>CSP – President Allied Safety Associates</em></td>
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<td>5:00</td>
<td>The Man Between You and Dinner</td>
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<td>• James Merlo, <em>NERC Manager of Human Performance</em></td>
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<td>5:30</td>
<td>Evening reception sponsored by Vendors from Training and Human Performance</td>
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<td>6:30</td>
<td>Conference Dinner <em>(Buckhead Ballroom)</em></td>
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<td>• William O. (Billy) Ball, <em>VP and Chief Transmission Officer, Southern Company</em></td>
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**Thursday, March 29, 2012 (Heritage Ballroom)**

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<td>7:30</td>
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<td>Sustaining Human Performance in Organizations</td>
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<td>• Tim Autrey, <em>Practicing Perfect Institute, Inc.</em></td>
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  •  James Merlo, NERC (moderator)
  •  Michael Carden, Dominion Virginia Power
  •  Jim Morrison, Luminant’s HPI Initiative
  •  Kevin Harris, NE Utilities
  •  David W. Bowman, Entergy

10:45 – 11:00  Break and Networking

11:00 – 11:45  Human Performance Successes: TVA Long Term Plan
  •  J. Patrick O’Neil, TVA FPG Performance Improvement

12:00 – 1:00  Lunch (Buckhead Ballroom)

12:15 – 1:00  Lunch Address — Situation Awareness in the Bulk Power System
  •  Dr. Mica Endsley, SA Technologies and President of Human Factors and Ergonomics Society

1:00 – 1:15  Break and Networking

1:15 – 2:30  Situation Awareness
  •  Roman Carter, NERC Moderator
  •  Dr. Mica Endsley, SA Technologies
  •  Dr. Michael E. Legatt, Electric Reliability Council of Texas, Inc.
  •  Dr. Jodi Heintz Obradovich, Pacific Northwest National Laboratory

2:30 – 3:35  Organizational and Human Capital (Gaining and Maintaining Good Human Performance)
  •  James Merlo, NERC (moderator)
  •  Dr. Patrick Sweeney, Georgia Gwinnett College, Building Trust in Organizations
  •  Earl Carnes, DOE, Organizational Culture and Safety
  •  Tim Autrey, Practicing Perfection Institute, Creating and Sustaining a Learning Organization

3:35 – 3:45  Break and Networking

3:45 – 4:45  Way Ahead: The Virtual Collaborations (Group Discussion)
  •  Cause Codes and Trending
  •  Relays, Microprocessors and Human Error
  •  Switching Order Challenges
  •  Other Improvement Opportunities
  •  Webinar in the 3rd Quarter

4:45 – 5:00  Closing Comments
  •  James Merlo, NERC Manager of Human Performance