

## Agenda

### Improving Human Performance on the Grid

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

March 18 – 20, 2014 | 8:00 a.m. – 5:00 p.m. Eastern

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

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

#### **Monday, March 17, 2014 – Westin Buckhead (Pre-function area, 3<sup>rd</sup> Floor Mezzanine Level)**

**5:30 – 7:00** Registration and Welcome Reception

- Registration (Buckhead Ballroom 1, 1<sup>st</sup> Floor Lobby Level)
- Welcome Reception (Pre-function, 3<sup>rd</sup> Floor Mezzanine Level)

#### **Tuesday, March 18, 2014 – Westin Buckhead (Buckhead Ballroom 1, 1<sup>st</sup> Floor Lobby Level)**

**7:00 – 8:30** Registration and Breakfast

**8:30 – 8:35** Logistics and Safety

- James Merlo, *NERC, Director of Event Analysis, Training and Human Performance*

**8:35 – 8:45** Welcome Address and Introductions

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

**8:45 – 9:00** Opening Keynote: The Importance of Good Human Performance to Reliability

- Gerry Cauley, *NERC, President and Chief Executive Officer*

**9:05 – 10:00** Excellence in Human Performance

- Shane Bush, *BushCo, Inc.*

**10:00 – 10:15** Break and Networking

**10:15 – 11:00** Culture Trumps Strategy, so why not Make Culture your Strategy?

- Monika Bay, *Baltimore Gas & Electric*

**11:15– 11:45** Don't forget positive reinforcement

- Shari Heino, *Brazos Electric Power Cooperative, Inc.*

**11:45 – 12:15** The After Action Review (AAR): How do we capture the lessons?

- Dr. Jake J. Mazulewicz, *Dominion Virginia Power*

**12:15 – 1:00** Lunch

**1:00 – 2:00** Is it the symptom or the problem? Job tasking versus Job Scoping

- Rob Fisher, *Fisher IT, Inc.*

**2:00 – 2:45** Fatigue and Human Performance

- Cheryl MacKenzie, *US Chemical Safety Board*

**2:45 – 3:00** Break and Networking

**3:00 – 3:40** Supporting and Strengthening Operator Awareness and Engagement

- Dr. Michael E. Legatt, *Electric Reliability Council of Texas, Inc.*

**3:40 – 4:00** North American SynchroPhasor Initiative (NASPI) Supporting Operator Awareness

- Alison Silverstein, *NASPI*

**4:05 – 5:00** A Chronic Sense of Uneasiness – Stimulating Risk-Based Thinking

- Tony Muschara, *Muschara Error Management Consulting, LLC*

**5:00 – 5:10** The Man Between You and Dinner

- James Merlo, *NERC*

**5:30 – 7:00** Evening Reception

## **Wednesday, March 19, 2014 – Westin Buckhead**

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**7:00 – 8:00** Breakfast

**8:00 – 8:05** Logistics and Safety — James Merlo, *NERC*

**8:05 – 8:55** Organizational Effectiveness

- David W. Bowman, *Entergy*

**8:55 – 9:15** What can our Contractors tell us about HP?

- Donovan Guilbeau, *Southern Electric Corporation*

**9:15 – 9:30** Break and Networking

**9:30 – 10:10** Crew Resource Management

- Red Smith, *Southwest Power Pool*

**10:15 – 11:30** Applied Fiction

- Chris Lazzaro, *Associated Electric Cooperative Inc.*
- Charlie Evans, *Associated Electric Cooperative Inc.*

**11:30 – 12:10** Sustaining Reliable Human Performance

- Earl Carnes, *Senior Advisor, U.S. Department of Energy*

**12:15 – 1:00** Lunch

- 1:00 – 1:45** Did we forget about the rest of the company when rolling out HP?
- Tom Harvey, *CSP – President, Allied Safety Associates*
- 2:30 – 2:45** Break and Networking
- 2:45 – 3:10** The Future of Human Performance
- Tim Autrey, *Executive Director- Human Performance Association*
- 3:15 – 4:00** Human Performance Improvement...Is it Art, Science or Passion?
- Ron Fenex, *Arizona Public Service*
  - John Patton, *Pacific Gas & Electric*
  - Allen D. Schriver, P.E., *NextEra Energy Resources, Generator Forum*
- 4:00 – 4:55** Human Performance Improvement Initiatives
- Kent Peterson, *Xcel Energy*
  - Brad Perrett, *Minnesota Power*
- 5:00** Closing Comments
- James Merlo, *NERC*

## Thursday, March 20, 2014 – NERC Atlanta Office

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- 7:15 – 8:00** Registration and Breakfast
- 8:00 – 5:00** NERC Cause Analysis Training  
(NERC – Conference Room 802)
- Ben McMillan, *NERC, Risk Analysis Engineer, Event Analysis*
  - Jule Tate, *NERC, Manager Event Analysis, Reliability Risk Management*
  - Chris McManus, *NERC, Reliability Engineer, Event Analysis*
  - Ed Ruck, *NERC, Senior Reliability Engineer, Event Analysis*
- 8:00 – 5:00** Improving Human Performance: Building a Culture of High Reliability  
(NERC – Conference Room 611 & 612)
- Monika Bay, *Baltimore Gas & Electric*
  - Jake J. Mazulewicz, *Dominion Virginia Power*
  - James Merlo, *NERC*
  - Earl Carnes, *DOE*
- 12:00 – 1:00** Lunch

