Agenda
Improving Human Performance on the Grid
A Conference and Workshop on Improving Human Performance and Increasing Reliability on the Bulk Power System

March 17 – 19, 2015 | 8:00 a.m. – 5:00 p.m. Eastern

The Ritz-Carlton, Buckhead
3434 Peachtree Road NE
Atlanta, GA 30326
(404) 237-2700

Tuesday, March 17, 2015 – The Ritz-Carlton Buckhead

7:00 – 8:30 Registration and Breakfast
8:30 – 8:40 Logistics and Safety
  • Ritz Carlton Staff
8:35 – 8:55 Welcome Address
  • Mark Lauby, NERC, Senior Vice President and Chief Reliability Officer
9:00 – 9:45 Explain, Predict and Change Human Behavior
  • Dr. James Merlo, NERC, Senior Director of Reliability Risk Management
09:45 – 10:00 Break and Networking
10:00 – 10:50 The Map is not the Territory: Discovering What’s Behind the Data
  • Monika Bay, Baltimore Gas & Electric
10:50 – 11:30 Not Because I Said So
  • Shari Heino, Brazos Electric Power Cooperative, Inc.
11:30 – 11:45 Break and Networking
  • Dr. Jake J. Mazulewicz, Dominion Virginia Power
12:15 – 1:15 Lunch
1:15 – 2:00 You Are Only as Good as What You Eat, and How You Feel
  • Dr. Michael E. Legatt, Electric Reliability Council of Texas, Inc.
2:00 – 3:10 E-Colors: Tools might be the same but people are different.
  • Rob Fisher, Fisher IT, Inc.
3:15 – 3:30 Break and Networking
3:30 – 4:40  VERS: Video Event Reports
   - Ron Fenex, APS
   - John Patton, Pacific Gas & Electric
   - Tom Neary, Knowledge Keeper

4:40 – 5:00  Industry Engagements
   - Ron Fenex, APS, WECC Human Performance Working Group Chair
   - Deveny Bywater, WECC

5:00 – 5:10  The Man Between You and Dinner
   - James Merlo, NERC

5:30 – 7:00  Evening Reception

**Wednesday, March 18, 2015 – The Ritz-Carlton Buckhead**

7:00 – 8:00  Breakfast

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

8:05 – 8:55  Risk-Based Thinking
   - Tony Muschara, Muschara Error Management Consulting, LLC

9:00 – 9:45  Sharing a Lessons Learned: Eversource
   - George Wegh, Eversource
   - Kevin Harris, Eversource

9:45 – 10:00  Break and Networking

10:00 – 10:40  Managing Change in Organizations
   - Riz Shah, US Department of Energy

10:40 – 11:15  Organizational Alignment - Human Performance, Now What?
   - David W. Bowman, Knowledge Vine

   - Chris Hart, National Transportation Safety Board

12:15 – 1:15  Lunch

1:15 – 1:55  Training System Operators
   - Brenda Boline, NERC, Continuing Education Program Coordinator
   - Emma Agola, NERC, Instructional Designer/ LMS Administrator

1:55 – 2:30  Applied Fiction
   - Chris Lazzaro, AECI

2:30 – 2:45  Break and Networking

2:45 – 3:30  The Power of Observations: From the Field to the Boardroom
• Dominic DiBari, *Black and Veatch*

**3:30 – 4:30** Human Performance Improvement Initiatives: Including Contractors

• Kent Peterson, *Xcel Energy*

• Mike Carden, *Dominion Virginia Power*

• Kevin Harris, *Eversource*

**4:30 – 5:00** Closing Comments

• James Merlo, *NERC*

**5:30 – 7:00** Evening Reception

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**Thursday, March 19, 2015 – The Ritz-Carlton Buckhead**

**7:15 – 8:00** Registration and Breakfast

**8:00 – 5:00** NERC Cause Analysis Training

(The Ritz-Carlton Buckhead – Rooms TBD)

• Ben McMillan, *NERC, Manager Event Analysis, Reliability Risk Management*

• Jule Tate, *NERC, Senior Manager Event Analysis, Reliability Risk Management*

• Ed Ruck, *NERC, Senior Reliability Engineer, Event Analysis*

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

(The Ritz-Carlton Buckhead – Rooms TBD)

• Monika Bay, *Baltimore Gas & Electric*
  - *Building a Just Culture*

• Trevor Myers, *Knowledge Vine*
  - *Practical Human Performance*

• Dave Sowers, *Knowledge Vine*
  - *Human Performance Coaching, Get in the Game*

• Tony Muschara, *Muschara Error Management Consulting, LLC*
  - *Local Rationality – A Systematic and Systemic Approach to Understanding the Causes of Human Failures*

• Rob Fisher, *Fisher IT*
  - *E-Colors in HP*

• Mike Legatt, *ERCOT*
  - *Pulling the threads together: Sustaining and growing human performance through situation awareness, corporate culture, human physiology and psychology, training, user experience, promotions and HR policies*

**12:00 – 1:00** Lunch