

# Human Performance Conference

## Eighth Annual Conference/Workshops on Improving Human Performance and Bulk Power System Reliability

March 26-28, 2019

Sharing information across the North American electricity industry allows expertise and experience to strengthen the grid as a whole, and move industry toward achieving reliability objectives. This eighth annual “Improving Human Performance on the Grid” conference will be a collaboration between the North American Electric Reliability Corporation (NERC), the Department of Energy (DOE), and the North American Transmission Forum (NATF). The conference focuses on human performance good industry practices and brings together sector specific subject matter experts and stakeholders in an idea sharing, cooperative forum focused on improving human performance on the bulk power system.

This year’s keynote address will be given by Joseph Pfeifer, the first Chief at the World Trade Center attack on 9/11. Joe retired from the New York City Fire Department (FDNY) as an Assistant Chief and the founding director of FDNY’s Center for Terrorism and Disaster Preparedness. During his career, he has commanded some of the largest disasters in New York City’s (NYC) history and played a major command role during Hurricane Sandy and helped manage NYC’s Ebola Response. Other speakers and presenters include industry leaders, academia, government, vendors, manufacturers, as well as leaders from other industries in the field of human performance, using human performance to enhance and improve human behavior.

### Overview of Conference Agenda:

- The Human Performance Challenges of Firefighting
- Firefighter’s Near Miss Database
- A Lineman’s Character: Critical for Success
- Integrating Operating Experience and CAP Results into Daily Functions and Activities
- Delta Air Lines and HP
- Get Real – The Use of Animation and Augmented Reality
- Roll 3 Dice: How to Build a Resilient System
- Observations Versus Coaching...the Difference may be Bigger than You Think!
- The Joint Application of HPI and RCA Principles on a Serious Incident
- The Answer is in the Field: How are You Extracting It?
- HP in the Control Room
- HP in the Aviation Industry
- Turning Text into Human Performance Insights

### Thursday, March 28, 2019

- **NERC Cause Analysis Training**  
8:00 a.m. – 5:00 p.m.
- **Human Performance Workshops** – Morning and afternoon sessions; select two (one from each session) to attend  
8:00 a.m. – Noon and 1:00 – 5:00 p.m.
  - Workshop sessions to choose from will include: a course on learning activities for human performance, a course on risk modeling, a course on the benefits of a strategic gap analysis, a course on a lineman’s character and how critical it is for success, and much, much, more.

### Evening Receptions

**Monday | 5:30 – 9:00 p.m. | NERC Office Parking Deck**  
Welcome Reception and Crawfish Boil

**Tuesday and Wednesday | 5:00 – 7:00 p.m. | Whitley Hotel**  
Networking with others in human performance