

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

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| 7:00 – 8:30 | Registration and Breakfast |
| 8:30 – 8:40 | Logistics and Safety <ul style="list-style-type: none">• Ritz Carlton Staff |
| 8:35 – 8:55 | Welcome Address <ul style="list-style-type: none">• Mark Lauby, <i>NERC, Senior Vice President and Chief Reliability Officer</i> |
| 9:00 – 9:45 | Explain, Predict and Change Human Behavior <ul style="list-style-type: none">• Dr. James Merlo, <i>NERC, Senior Director of Reliability Risk Management</i> |
| 0945 – 10:00 | Break and Networking |
| 10:00 – 10:50 | The Map is not the Territory: Discovering What's Behind the Data <ul style="list-style-type: none">• Monika Bay, <i>Baltimore Gas & Electric</i> |
| 10:50– 11:30 | Not Because I Said So <ul style="list-style-type: none">• Shari Heino, <i>Brazos Electric Power Cooperative, Inc.</i> |
| 11:30 – 11:45 | Break and Networking |
| 11:45 – 12:15 | Why You Remember What Your Grandfather Said: Using Stories to Make Training Stick <ul style="list-style-type: none">• Dr. Jake J. Mazulewicz, <i>Dominion Virginia Power</i> |
| 12:15 – 1:15 | Lunch |
| 1:15 – 2:00 | You Are Only as Good as What You Eat, and How You Feel <ul style="list-style-type: none">• Dr. Michael E. Legatt, <i>Electric Reliability Council of Texas, Inc.</i> |
| 2:00 – 3:10 | E-Colors: Tools might be the same but people are different. <ul style="list-style-type: none">• Rob Fisher, <i>Fisher IT, Inc.</i> |
| 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*
- 11:15 – 12:15** Better Reliability Through Collaboration: An Aviation Industry Success Story
- 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

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