Agenda
Improving Human Performance on the Grid

Fifth Annual Conference and Workshops on Improving Human Performance and Increasing Reliability on the Bulk Power System

March 29 – 31, 2016 | 8:00 a.m. – 5:00 p.m. Eastern

The Ritz-Carlton, Buckhead
3434 Peachtree Road NE
Atlanta, GA 30326

Tuesday, March 29, 2016 – The Ritz-Carlton Buckhead

The Fifth Annual Conference and Workshops on Improving Human Performance begins with one day of workshops. Conference participants can choose from FOUR different sessions (one full-day session and three half-day sessions). Detailed workshop information is provided in the Workshop Overview.

7:15 – 8:00	Registration and Breakfast

Full-Day Session | 8:00 – 5:00

Session A	**NERC Cause Analysis Training**

- Ben McMillan, *NERC*
- Ed Ruck, *NERC*
- Andy Slone, *NERC*

Half-Day Sessions | 8:00 – Noon and 1:00 – 5:00

Session B   **Evolving from Prediction to Adaptation: Resilience Engineering and Highly Reliable Organizing (HP 201)**

- Beth Lay, *Calpine*
- Zak Woods, *Calpine*
- David Christenson, *Organizing 4 Resilience*
- Dr. Mike Rayo, *Ohio State University*
- Tony Wiseman, *Calpine*

Session C   **What Do We Do Now?**

- Dave Sowers, *Knowledge Vine*

Session D   **HPI 101 – A New Introduction to Human Performance Improvement**

- Dr. Jake Mazulewicz, *JMA Human Error Solutions, LLC*

12:00 – 1:00	Lunch
5:30 – 7:00	Evening Reception

Wednesday, March 30, 2016 – The Ritz-Carlton Buckhead

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

8:00 – 8:10   **Logistics and Safety**

- Ritz Carlton Staff

8:10 – 8:25   **Welcome Address**

- Gerry Cauley, *NERC, President and CEO*

8:25 – 9:20   **PreAccident Investigations**

- Dr. Todd Conklin, *Human Performance Improvement, High Reliability*

9:20 – 9:45   **What's Lurking Beneath YOUR Waterline**

- Monika Bay, *Baltimore Gas & Electric*

9:45 – 10:00   **Break and Networking**

10:00 – 10:30   **Human Performance in CIP?**

- Zeeshan Sheikh, *Entergy*

10:30 – 11:30   **Incident and Event Learning**

- Dr. Todd Conklin, *Human Performance Improvement, High Reliability*
- Bob Edwards, *Hop Coach*
- Wally Groff, *Bonneville Power Administration*
- Jeff White, *Southern Company*

11:30 – 12:00   **Can HP Survive the Merger?**

- Kevin Harris, *Eversource*

12:00 – 12:30   **Don't Fall on Your Way to Lunch: Industrial Biodynamics**

- Christian James, *INBIODYN*

12:30 – 1:10   **Lunch**

1:10 – 1:55   **Risk-Based Thinking**

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

1:55 – 2:30   **Designing for Excellence**

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

2:30 – 2:45   **Break and Networking**

2:45 – 3:40   **Communicate, Coordinate for Resilience and Reliability**

- Beth Lay, *Calpine*
- Zak Woods*, Calpine*
- David Christenson, *Organizing 4 Resilience*
- Dr. Mike Rayo, PhD, *Ohio State University*

3:45 – 4:50   **Putting the Human into the Design**

- David Costello, *SEL*
- Tony Lee, *SEL*
- Ben Prier*, Phoenix Contact*
- Alan P. Sappe'*, Phoenix Contact*

4:50 – 5:20   **Human Interface Design: Human Factors in the Control Room**

- Dr. Antony Hilliard, PhD, *University of Toronto*
- Fiona F. Tran, *University of Toronto*
- Len Johnson, *IESO (Ontario)*
- Tim Spratt, *IESO (Ontario)*

5:20   **The Man Between You and Dinner**

- James Merlo*, NERC*

5:30 – 7:00   **Evening Reception**

Thursday, March 31, 2016 – The Ritz-Carlton Buckhead

7:00 – 8:00   **Breakfast**

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

8:10 – 8:55   **Sustainability: You Got It Started, How Do You Keep It Running?**

- Rob Fisher, *Fisher IT, Inc.*

9:00 – 9:50   **What You Don't See Can Kill You**

- Monika Bay, *Baltimore Gas & Electric*

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

10:15 – 10:45 **Managing Change in Organizations**

- Riz Shah*, US Department of Energy*

10:45 – 11:15 **Total Organization Performance Improvement**

- David W. Bowman, *Knowledge Vine*

11:20 – 12:00 **Never Underestimate the Power of the E-side**
E-Learning the Applied Fiction Way

- Chris Lazzaro*, Founder, Meta Mythic*
- Lisa Carrington*, Arizona Public Service*

12:00 – 1:00   **Lunch**

1:05 – 1:35   **Why Resilient Organizations Are Blameless**

- Tom Neary, *OpCon Technologies, Inc.*

1:35 – 2:20   **Human Factors Training to Anticipate and Prevent Errors**

- Christian Vehrs, *Delta Air Lines*

2:20 – 2:30   **Break and Networking**

2:30 – 3:00   **SMART Feedback**

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

3:00 – 3:40   **Human Performance Improvement Initiatives: Contractor HPI and other Success Stories**

- Timothy J. Adam*, Chain Electric Company*

- Kent Peterson*, Xcel Energy*

3:40 – 4:00   **A Glance at Human Performance in Nuclear Power**

- Brian Baskette, *INPO*

4:05 – 4:20   **WECC Human Performance Work Group Update**

- Deveny Bywaters, *WECC*

- Steve Collins*, Pacific Gas and Electric*

4:20 – 4:50   **Why Some Thrive and Others Fail - HPI Initiatives After 1-5 Years**

- Dr. Jake J. Mazulewicz, *JMA Human Error Solutions, LLC*

4:50 – 5:00   **Closing Comments**

- James Merlo*, NERC*