



## Human Performance Workshop for Technical Personnel **August 15-16, 2018**

ReliabilityFirst is sponsoring a one-day human performance workshop for technical personnel on **August 15 (noon to 5:00) – 16 (8:00 a.m. to noon), 2018 at our office in Cleveland, OH.**

This workshop will focus on the practical application of human performance techniques and concepts for front-line activities that attendees can take back and use in transmission reliability related work areas, such as operations, asset management, design, protection, and maintenance. This workshop will be held immediately after our annual Protection Systems Workshop for Technical Personnel.

The workshop agenda and logistics are shown below. Should you have any questions, they may be directed to Jeff Mitchell of our staff. There is **no fee** to attend this workshop and it is **open to neighboring Regional Entity staff, members, and others.**

### **Intended Audience**



**Individuals whose work focuses on front-line activities in reliability related areas, such as:**

- **Substation and transmission maintenance**
- **Protection and controls**
- **Operations control rooms including tools support personnel for EMS, SCADA, etc.**
- **Asset design groups (substation, transmission)**
- **Asset management groups**
- **Others interested in these topics (e.g., trainers)**

**Participation is limited to the first 80 people to register through the Eventbrite link.** There will be a waiting list available if the maximum number is reached prior to the workshop.

< [link to register](#) >

Some speakers may be able to grant CEU/PDHs for its portion of the training. Unfortunately, RF cannot grant CEU/PDHs for the entire workshop.

We have an RF rate for hotel rooms at the Embassy Suites by Hilton – Cleveland Rockside and the Crowne Plaza Cleveland South – Independence (which is right across the parking lot from our office). There are also numerous hotel brands nearby. Here is the link to our office logistics and to make hotel reservations < <https://www.rfirst.org/about/Pages/AboutUs.aspx> >.

Cleveland-Hopkins airport is about a 15-minute drive from our office and most hotels offer complimentary shuttle service. The Akron-Canton airport is about a 45-minute drive south on I-77.

Breakfasts and lunches will be provided both days, along with a networking reception at the end of the first day with appetizers and beverages. We look forward to hosting you at our office!

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### AGENDA

#### DAY 1 – August 15

1. **Registration** and lunch *[11:30 a.m. - 1:00 p.m.]*
2. Welcome, Introductions, and Why We are Here – Kellie Anton, RF emcee *[1:00 p.m.]*
3. **The Human Performance Connection: Reducing the Risk of Misoperations**  
– Monika Bay *[1:30 p.m.]*
4. Break *[15 minutes]*
5. **Human Performance Lessons Learned, Successes, Near-Miss Stories** – *[3:15 p.m.]*
  - Safety and Human Performance for Contractors – Rich Vavrek, FirstEnergy
  - Observations in Control Center Operations – Andy Hunter, FirstEnergy
6. **Control Room Human Factors & Reducing Errors** – Dr. Michael Legatt *[4:00 p.m.]*
7. Networking Reception with refreshments and appetizers *[5:00 – 6:30 p.m.]*

#### DAY 2 – August 16

8. Breakfast *[7:30 – 8:00 a.m.]*
9. **Three Core Strategies for Human Performance Improvement** – Dr. Jake Mazulewicz *[8:00 a.m.]*
10. **Aspects of Switching and Tagging Errors** – Dwayne Fewless, RF staff *[9:15 a.m.]*
11. Break *[15 minutes]*
12. **Human Performance Lessons Learned, Successes, Near-Miss Stories** – *[10:00 a.m.]*
  - Make Sure Safety is Built In, Not Bolted On – tentatively Jim Wade, Consumers Energy
13. **Untying the ‘Nots’ of Non-stop Change** - Patti Hathaway, The Change Agent *[10:45 a.m.]*
14. Debrief *[11:55 a.m.-noon]*
15. Lunch *[noon-1:00 p.m.]*

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### Additional Information

**Emcee** - Kellie Anton, PhD, is RF's Senior Analyst-Data Analytics in the Analytics/Events Analysis Situational Awareness department.

**The Human Performance Connection: Reducing the Risk of Misoperations** – Monika Bay of Safety & Operational Risk Solutions (formerly BG&E) will provide an engaging and eye-opening exploration into the human aspects of misoperations. Why is it that human beings are vulnerable to making errors and behavioral choices that sometimes lead to bad outcomes? Better understanding how and why these things happen enables us to develop approaches and techniques to overcome those vulnerabilities....and get better outcomes.

**Human Performance Lessons Learned, Successes, Near-Miss Stories** – Rich Vavrek of FirstEnergy will share insights into processes designed to improve contractor Safety & Human Performance. Andy Hunter, FirstEnergy will discuss the new Control Center Observations process that was established to improve Control Center Operations.

**Control Room Human Factors & Reducing Errors** – Michael Legatt, PhD., CPT. Control rooms are the nerve centers of the grid, and their operators are increasingly having to make faster decisions, process more and faster data, integrate data across disparate systems, and recognize that their companies face increased scrutiny. Ultimately, the success of these organizations depends on these operators being set up for success in an environment that is optimized for their brains to perform at their best. We'll discuss high velocity human factors, the role of organizational culture supporting optimal brain function, the need for improved collaboration, and the many ways that setting control room operators up for success improves the metrics our organizations care about. <https://www.resilientgrid.com>

**An Introduction to Human Performance Improvement (HPI)** – Jake Mazulewicz, PhD. Some HPI experts tell us to reduce human errors. Others warn us to stop focusing on the humans. Still others argue that "errors" don't really exist at all. If you're confused, you're not alone. Join us to cut through the confusion and get a clear overview of the three modern core approaches to HPI. You'll get practical, real-world examples as always plus a copy of the Human Performance Improvement Handbook for Leaders -- <https://www.reliableorg.com/product-page/hpi-handbook-for-leaders>

**Aspects of Switching and Tagging Errors** – Dwayne Fewless, is an RF Senior Analyst. There are many aspects of switching and tagging that are taken for granted and thus leads to errors. This session will look at how some of those examples lead to errors and how those errors affect the Control Room Operations as well as Field Operations. We will discuss what occurred to make these errors happen and each individual involved can do to prevent these types of human errors.

**Human Performance Lessons Learned, Successes, Near-Miss Stories** – Jim Wade, Consumers Energy, will discuss how to build in safety and not just merely bold it on.

**Untying the 'Nots' of Non-stop Change** – Patti Hathaway, The Change Agent. Nonstop change is now the workplace norm. According to a recent global survey, 82% of companies had undergone significant reorganizations in the previous year, and only 21% say those efforts were a success. Employees struggle to deal with the enormous amount of change they face and most feel out of control and stumped by the daily uncertainty. At our upcoming workshop, we have invited Certified Professional Speaker and best-selling author, Patti Hathaway, to speak to us on how we can deal more effectively with all these changes. **Please respond to these questions by August 1** <https://www.surveymonkey.com/r/RFHPchange>. **Your Input is KEY!** Patti's book *Untying the 'Nots' of Nonstop Change Before You're Fit to Be Tied* will be available.