

HUMAN PERFORMANCE IMPROVEMENT 3.0 FOR ELECTRIC UTILITIES

November 12-13, 2020
Online | Central Time

“If you have ever considered an HPI initiative you need to see Wes Havard speak, he is a dynamic, entertaining speaker that has a wealth of knowledge on this topic.”

Manager Safety, Security,
East Kentucky Power Co-Op

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The average American company wastes \$637 per year per employee on human errors. Due to the nature of the work we do and the service we provide, the cost of human error in the electric utility industry is closer to \$3,000 per employee per year.

Human Performance Improvement (HPI) is the application of principles and techniques specifically designed to reduce organizational events. HPI 3.0 builds on the original foundation of HPI by integrating emergent research in Industrial and Organizational Psychology, Ergonomics, Social Psychology, Cognitive Psychology, Behavioral Economics, etc. This course will not turn you into a psychologist, but it will equip you with the knowledge and tools you need to reduce events caused by human error in your organization, and it will enable you to be a better leader.

LEARNING OUTCOMES

- Develop a broad and deep understanding of why and how people deviate from expectations
- Discuss and apply a set of human error reduction tools in an Electric Utility context
- Explore the most common responses to failure and how those responses usually guarantee recurrence
- Explore and apply a flexible and robust approach to event response that increases learning and engagement while decreasing the threat of recurrence
- Apply all of the above through a series of dynamic learning activities and case studies from real events in mining power generation, and T&D

INSTRUCTOR

Wes Havard, *Operational Excellence & Human Performance Improvement, Luminant*



EUCI is authorized
by IACET to offer
1.1 CEUs for the
course

To Register Click Here, or

Mail Directly To:

PMA Conference Management
405 Highview Rd
Englewood NJ 07631
201 871 0474
Fax 253 663 7224
register@pmaconference.com

ONLINE DELIVERY & PARTICIPATION DETAILS

EUCI will use Microsoft Teams to facilitate participation in the upcoming event. Attendees do not need to have an existing Teams account to participate in the broadcast. The course will play in attendee's browser. When attendees sign on, their microphones are typically muted. Attendees should keep their mic muted until such time as it's needed to ask a question. During the event, participants will have the option of using a microphone to speak with the room and ask questions, or type in any questions via the chat window and our online administrator will relay your question to the instructor.

- Each attendee will receive an event invitation by e-mail, which will include one link to sign on for each half-day of the event (i.e., three links for a 1 ½ day event). The appropriate link must be used to join each half-day event segment at the appropriate time.
- The remote meeting connection will open approximately 30 minutes before the start of the course. We encourage attendees to connect as early as possible in case of unforeseen problems.

PLEASE SELECT

HUMAN PERFORMANCE IMPROVEMENT 3.0 FOR ELECTRIC UTILITIES ONLINE COURSE
NOVEMBER 12-13, 2020: US \$1,295 (Single Connection)

PACK OF 5 CONNECTIONS: US \$ 5,180 (20% Discount)

PACK OF 10 CONNECTIONS: US \$9,065 (30% Discount)

PACK OF 20 CONNECTIONS: US \$15,540 (40% Discount)

Recording: Each event is recorded, and will be available for three business days. For registrants only.

How did you hear about this event? (direct e-mail, colleague, speaker(s), etc.)

Print Name

Job Title

Company

Address

City

State/Province

Zip/Postal Code

Country

Phone

Email

CREDIT CARD INFORMATION

Name on Card

Billing Address

Account Number

Billing City

Billing State

Exp. Date

Security Code (last 3 digits on the back of Visa and MC or 4 digits on front of AmEx)

Billing Zip Code/Postal Code

OR Enclosed is a check for \$ _____ to cover _____ registrations.

Substitutions & Cancellations

Your registration may be transferred to a member of your organization up to 24 hours in advance of the event. Cancellations must be received on or before October 9, 2020 in order to be refunded and will be subject to a US \$195.00 processing fee per registrant. No refunds will be made after this date. Cancellations received after this date will create a credit of the tuition (less processing fee) good toward any other EUCI event. This credit will be good for six months from the cancellation date. In the event of non-attendance, all registration fees will be forfeited. In case of course cancellation, EUCI's liability is limited to refund of the event registration fee only. For more information regarding administrative policies, such as complaints and refunds, please contact our offices .

EUCI reserves the right to alter this program without prior notice.

