

HUMAN PERFORMANCE IMPROVEMENT FOR ELECTRIC UTILITIES

September 17-18, 2018
EUCI Conference Center
Denver, CO



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EUCI is authorized by IACET to offer 1.3 CEUs for this course

At the date of this posting, IACET is approved by the Society for Human Resources Management (SHRM) for continuing education.

OVERVIEW

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 much higher. After deploying a robust Human Performance Improvement effort, companies typically see more than a 40% decrease in human errors and the costs associated with them. This course will give you the information you need to start down that path.

“To err is human...,” but does human fallibility doom us to failing over and over again? “Human error” is often attributed as the cause to most of our events, whether we are talking about injuries, equipment damage, unit trips, power distribution disruptions, environmental releases, etc. This leaves everyone wondering, “How can we reduce events caused by human fallibility?” For too long, there hasn’t been a good answer to that question.

Human Performance Improvement (HPI) is the application of principles and techniques specifically designed to reduce organizational events. HPI is the intersection of decades of research in Industrial and Organizational Psychology, Ergonomics, Social Psychology, and Cognitive Psychology. 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 Including:
 - o Pre-job brief
 - o 3-way communication
 - o Phonetical alphabet
 - o Self-check/TV-STAR
 - o Post-job review
 - o Stop when unsure and questioning attitude
 - o 2-minute rule
 - o Procedure use & adherence with place-keeping
 - o Peer check
- 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:
 - o Learning teams
 - o Latent cause analysis
 - o Creating real accountability
 - o Changing hearts and minds to improve future results
- 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

WHO SHOULD ATTEND

From Power Generation, Transmission & Distribution plants and Substations
Directors, Managers, Supervisors,
Technicians and Coordinators of:

- Outage
- Front-Line
- Safety
- Operational Experience
- Human Resources
- Human Performance
- Maintenance
- Operations Support
- Combustion Turbine
- Electrical Engineer
- Hydro Operations
- Operations
- GM Power Supply Engineering Services
- Plant
- Substation Technical Services Manager
- Thermal Assets
- Wind and Solar Assets
- Planner/Scheduler
- Engineering

AGENDA

MONDAY, SEPTEMBER 17, 2018

- 8:00 – 8:30 am** **Registration and Continental Breakfast**
- 8:30 – 10:00 am** **Overview of HPI**
- Review of HPI History, Including Application in Electric Utilities
 - Principles of HPI and Exploration of Human Fallibility
- 10:00 – 10:15 am** **Morning Break**
- 10:15 am – 12:30 pm** **How Our Response to Failure Leads to More Failure**
- Blame Cycles
 - Biases that Hinder Learning: Hindsight Bias, Better-than-Average Bias, Severity Bias, Confirmation Bias, Pattern-Matching Bias, and Fundamental Attribution Error
 - The Shortcoming of Newtonian Cause-and-Effect Analyses in Organizational Errors
 - Revising our Response to Failure to Negate the Blame Cycles and Biases
 - Creating Personal Accountability
- 12:30 – 1:30 pm** **Group Luncheon**
- 1:30 – 2:30 pm** **Human Error Traps, their Triggers, and the Tools for Reducing Error**
- 2:30 – 3:00 pm** **Networking Break**
- 3:00 – 5:30 pm** **Dynamic Learning Activity: Buzzard Repellant Dispersal Device Repair – Teaching and Reinforcing:**
- Phonetic Alphabet
 - Pre-Job Brief
 - Place-Keeping
 - Peer Check
 - Post-Job Review
 - 3-Way Communication
 - Procedure Use & Adherence
 - Self-Check/TV-STAR
 - Stop (and Get Help) When Unsure
- 5:30 pm** **End of Day 1**



“This training is key and will have great impact on many areas”

Operations Support
Manager, Oglethorpe
Power Corporation



“Great course! It’s eye opening to see how we tend to fall into our issues”

Operations Manager, Coyote Springs, Portland
General Electric

AGENDA

TUESDAY, SEPTEMBER 18, 2018

8:00 - 8:30 am	Continental Breakfast
8:00 - 9:00 am	How to Conduct a Learning Team <ul style="list-style-type: none">• Overview of LCA and How to Conduct a Stakeholder Meeting• Beyond Action Items: How to Change Hearts and Minds to Improve Future Performance• Applying Discipline Well: The Performance Management Map
9:00 - 10:30 am	Case Studies with Application of Learning Team and Performance Management Map <ul style="list-style-type: none">• Coal Silo Fuel Dump• Gas Power Plant Puff• T&D Substation Event
10:30 - 11:00 am	Networking Break
11:00 am - 12:30 pm	Case Studies with Application of Learning Team and Performance Management Map (Cont.)
12:30 - 1:30 pm	Group Luncheon
1:30 - 2:30 pm	HPI Implementation Guide <ul style="list-style-type: none">• Implementation Pitfalls to Avoid• Resources for Further Development
2:30 - 3:00 pm	Networking Break
3:00 - 3:30 pm	Q&A Learning Outcome Review
3:30 pm	Training Concludes

COURSE INSTRUCTOR



Wes Havard

Operational Excellence & Human Performance Improvement, Luminant

Wes Havard is a leader of the Operational Excellence and Human Performance Improvement activities at the largest generator of electricity in Texas. His experience includes Continuous Improvement, Operations Management, OE, and HPI. He has a B.S. in Business Management and is completing his Ph.D. in Industrial and Organizational Psychology.

REQUIREMENTS FOR SUCCESSFUL COMPLETION

Participants must sign in/out each day and be in attendance for the entirety of the course to be eligible for continuing education credit.

INSTRUCTIONAL METHODS

The course will use a combination of case studies, classroom exercises and PowerPoint presentations

EVENT LOCATION

EUCI Office Building Conference Center

4601 DTC Blvd, B-100

Denver, CO 80237

NEARBY HOTELS

Preferred Hotel:

Hyatt Place Denver Tech Center

8300 E. Crescent Parkway, Greenwood Village, CO 80111 (0.9 miles away)

Call Central Reservations at **888-492-8847** and ask for the corporate rate of \$159 under the **Group Code: EUCI**.

or visit https://denverttechcenter.place.hyatt.com/en/hotel/home.html?corp_id=102338 for the corporate/group rate using the **Group Code: EUCI**

Hyatt Regency Denver Tech Center

7800 E. Tufts Ave

Denver, CO 80237

Phone: 303-779-1234

0.3 miles away

Hilton Garden Inn Denver Tech Center

7675 E. Union Ave

Denver, CO 80237

Phone: 303-770-4200

0.6 miles away

Denver Marriott Tech Center

4900 S. Syracuse St

Denver, CO 80237

Phone: 303-779-1100

0.7 miles away

IACET CREDITS



EUCI has been accredited as an Authorized Provider by the International Association for Continuing Education and Training (IACET). In obtaining this accreditation, EUCI has demonstrated that it complies with the ANSI/IACET Standard which is recognized internationally as a standard of good practice. As a result of their Authorized Provider status, EUCI is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET Standard.

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REGISTER 3, SEND THE 4TH FREE

Any organization wishing to send multiple attendees to this event may send 1 FREE for every 3 delegates registered. Please note that all registrations must be made at the same time to qualify.

Please make checks payable to: "PMA"

REGISTRATION
to register [CLICK HERE](#) or

Call: 201 871 0474
fax: 253 663 7224
email: register@pmaconference.com
web: <http://pmaconference.com/>
Mail: POB 2303 Falls Church Va 22042

EVENT LOCATION

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4601 DTC Blvd, B-100
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See nearby hotels on page 5

PLEASE REGISTER

HUMAN PERFORMANCE IMPROVEMENT FOR ELECTRIC UTILITIES COURSE
 SEPTEMBER 17-18, 2018: US \$1495,
 Early bird on or before August 31, 2018: US \$1295

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

Print Name | Job Title

Company

What name do you prefer on your name badge?

Address

City | State/Province | Zip/Postal Code | Country

Phone | Email

List any dietary or accessibility needs here

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 August 17, 2018 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 at (201) 871-0474.