



Human Performance Workshop August 14-15, 2019

ReliabilityFirst is hosting a one-day human performance workshop beginning on **August 14 (noon to 5:00) through August 15 (8:00 a.m. to noon) at our office in Cleveland, OH**. The topic for this year's workshop is **“Creating (and Maintaining) a Culture that Promotes Human Performance”**.

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

This is a highly interactive workshop with the attendees providing ideas, suggestions, and stories for the benefit of everyone. There is no fee to attend this workshop and it is open to anyone interested. Should you have any questions, please contact Jeff Mitchell (jeff.mitchell@rfirst.org) or Kellie Anton (kellie.anton@rfirst.org) of our staff.

HPI

Intended Audience

Those with a focus on front-line activities in reliability related work 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., leaders)**

Participation will be limited to the first 85 people to register through the [Eventbrite link](#). There will be a waiting list available if the maximum number is reached prior to the workshop. Unfortunately, RF cannot grant CEU/PDHs for this workshop.

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

Travel Information

A ReliabilityFirst rate is available at the Embassy Suites by Hilton – Cleveland Rockside and the Crowne Plaza Cleveland South – Independence. The Crowne Plaza is located across the parking lot from our office and there are numerous other hotel brands in the area. You can book your hotel room using the links provided on our website [here](#).

Cleveland-Hopkins airport is about a 15-minute drive away from our office and most hotels in the area have a complimentary shuttle service. The Akron-Canton airport is about a 45-minute drive south on I-77, although hotel shuttle service is not provided.

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Proposed AGENDA (subject to change)

DAY 1 – August 14

1. **Registration** and lunch provided *[11:30 a.m. - 1:00 p.m.]*
2. Welcome, introductions, and why we are here – Jeff Mitchell, RF *[1:00 p.m.]*
3. **Human Performance Starts at the Top! - A Success Story** – Monika Bay *[1:20 p.m.]*
4. **Owning Human Performance** – Consumers Energy, Bob Johnson and Ron Summers *[2:30 p.m.]*
5. **Group Discussion of HP Lessons Learned, Successes, Near-Miss Stories** *[3:30 p.m.]*
 - Group break-out discussions (each group will be led by a utility HP professional)
 - Each group will discuss their own experiences for:
 - What techniques have been successful at your entity?
 - What lessons learned (failures/near-misses) has your entity experienced?
6. **Group Discussion, Verbal Reports** – by the groups' HP professional *[4:30 p.m.]*
Each group will have 5 minutes to talk about one success story and/or lesson learned.
7. Networking reception with refreshments and appetizers *[5:00 – 6:30 p.m.]*

DAY 2 – August 15

8. Full breakfast provided *[7:30 – 8:00 a.m.]*
9. **How to Leverage HP Techniques and Apply Them** – Panel discussion with ITC staff and Consumers Energy, Bob Johnson and Ron Summers *[8:00 a.m.]*
10. **Leveraging Human Performance Techniques to Improve Switching and Operations** – DTE Energy, John Kauffman and System Operation staff *[9:15 a.m.]*
11. Break *[15 minutes]*
12. **How Operations Training “Bakes In” Human Performance Techniques** – FirstEnergy staff from operations, field, and training areas *[10:15 a.m.]*
13. **Why You Can’t “Proceduralize” Everything** – Dr. Jake Mazulewicz *[11:00 a.m.]*
14. **RF Human Performance Community of Practice Kick-off** – Jeff Mitchell *[11:50 a.m.]*
15. Debrief *[11:55 a.m.]*
16. Lunch provided *[noon-1:00 p.m.]*