

WECC

WECC Human Performance Work Group

Deveny Bywaters, WECC

“Two things are infinite:
the universe and human error.”

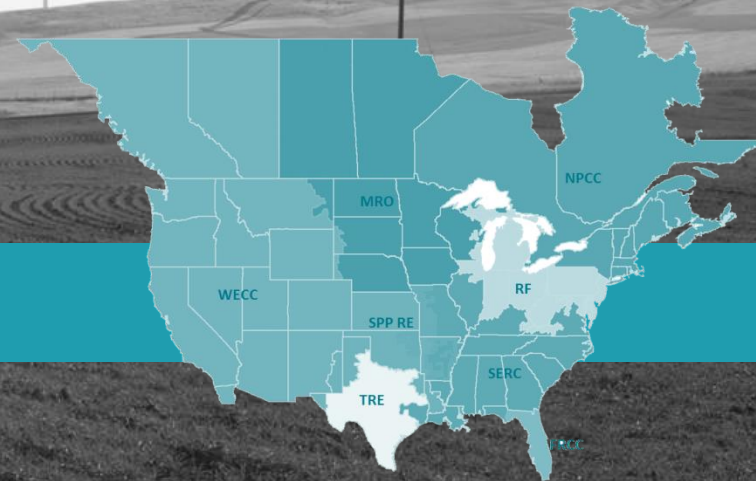
Lloyd's List, Maritime Intelligence, Informa UK Limited 3/21/16



“Two things are infinite: the universe and human error.”

- Non-profit corporation that exists to assure a reliable Bulk Electric System in the Western Interconnection
- Approved by FERC as the Regional Entity for the Western Interconnection
- NERC delegated some of its authority to create, monitor, and enforce reliability standards to WECC through a Delegation Agreement
- Largest of eight Regional Entities

Who We Are



Human Performance Work Group (HPWG)

Purpose

Provide common vocabularies, tools, techniques, and training materials to assist Bulk Power System (BPS) operations and field personnel in the promotion and sustainability of Human Performance practices.

HPWG

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2015 HPWG Projects: Pre-Job Brief Toolbox

Why Make a Toolbox?

- Job Briefings are critical in conducting work in a safe and compliant manner.
- Job briefings are critical in protecting us from on-the-job hazards. The briefings also enable the organization to better communicate, understand and remove latent organizational hazards.
- This goes “beyond compliance.”



Pre-Job Brief Toolbox



www.wecc.biz

<https://www.knowledgekeeper.com/pjbtoolbox>

- Overview
- The Backstory
- ☐ If you Were Going to Update or Write a New PJB...
- Prerequisite: Job Hazard Analysis (JHA)
- Prerequisite: Understanding Pre-Task versus Pre-Job Briefs (briefings)
- Usage
- How to Use the Tools
- Use Case Scenarios
- ☐ The Tools

Pre-Job Brief Toolbox

PJB	Class	# Samples Analyzed
Hazards	OSHA	23
Personal Protective Equipment	OSHA	24
Work Procedures and Methods	OSHA	24
Control Energized Source	OSHA	26
Emergency Preparedness	Good Practices	25
Critical Steps	Human Performance	27
Human Performance Tools for Individuals	Human Performance	26
After Action Review	Human Performance	27

Pre-Job Brief Toolbox

Personal Protective Equipment

Class: OSHA

Pre-Job Briefs Analyzed to Compile this Tool: 24

Name	Usage	%	Type	Description				
Hearing Protection	12	50%	Group	Personal protective equipment for the ears.				
				Name	Usage	%	Type	Description
				Hearing protection	9	38%	Checkbox	
				Do you need double hearing protection?	1	4%	Checkbox	
				Ear protection	2	8%	Fill in the Blank	
Head Protection	11	46%	Group	Personal protective equipment for the head.				
				Name	Usage	%	Type	Description
				Head protection	1	4%	Checkbox	
				Hard Hat	10	42%	Checkbox	

This tool is for you... Courtesy of the WECC Human Performance Work Group

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This tool is for you... Courtesy of the WECC Human Performance Work Group

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W E S T E R N E L E C T R I C I T Y C O O R D I N A T I N G C O U N C I L

2016 HPWG Projects

Focus #1

- Event analysis
- HP in the control room
- Sharing ideas



Focus #2

- Conference planning

2016 Projects

Event analysis

Initial report → to NERC in 10 days → WECC continues analysis

HP in the control room

How to integrate HP in control room

Sharing ideas

1. Meetings
2. WECC Website (www.WECC.biz)

www.WECC.biz

Program Areas → Training and Education → Human Performance

The screenshot shows the WECC (Western Electricity Coordinating Council) website. The navigation menu includes 'Program Areas', 'Committees', 'Toolbox', and 'Library'. The 'Program Areas' menu is expanded, showing 'Training and Education' as a sub-category. Under 'Training and Education', 'Human Performance' is highlighted. The main content area displays the 'Human Performance' section, which includes a definition of Human Performance Improvement (HPI), a quote from the Association for Talent Development (ATD), and a list of resources. The resources list includes conferences from 2013 to 2015, benchmarking, dynamic learning, event analysis, presentations, newsletter samples, references, and videos.

WECC WESTERN ELECTRICITY COORDINATING COUNCIL

Program Areas Committees Toolbox Library **WECC 101**

Training and Education

- Compliance
 - Compliance 101
- Operations
 - Human Performance**
 - Systematic Approach to Training
 - Train-the-Trainer Workshops
- Transmission Planning
- WREGIS

Human Performance

"Human Performance Improvement (HPI) is the systematic process of identifying and analyzing the root causes of performance issues and implementing big picture solutions across an organization."
Association for Talent Development (ATD)

Resources

In the accordians below, you will find examples, ideas, tips and resources on Human Performance topics.

Conferences

One of the Human Performance Work Group projects each year is to hold a conference for the purpose of establishing a Human Performance Community of Practice in the WECC region. This conference is a must attend event! Below is information for past conferences as well as the upcoming conference.

For questions or more information, contact [Deveny Bywaters](#), (801) 819-7638. For more information about the Human Performance Work Group (HPWG) and upcoming events, go to the [HPWG](#) page.

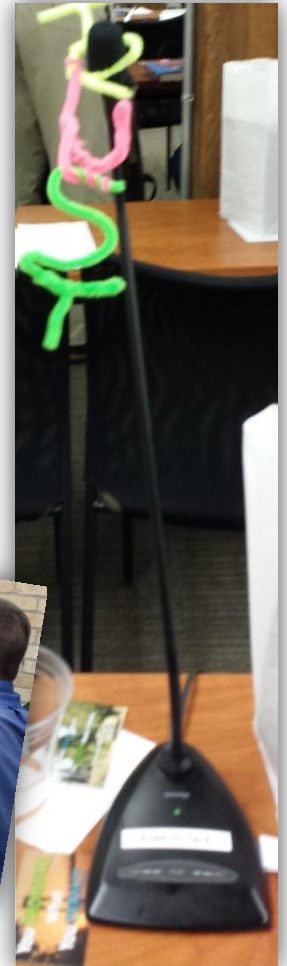
- 2015 HPWG CONFERENCE
- 2014 HPWG CONFERENCE
- 2013 HPWG CONFERENCE
- BENCHMARKING
- DYNAMIC LEARNING
- EVENT ANALYSIS
- PRESENTATIONS
- NEWSLETTER SAMPLES
- REFERENCES
- VIDEOS

2016 WECC HP Conference

“Are You on the Right Path?”

November 8-10, 2016

Salt Lake City



WECC Upcoming Events

Western Reliability Summit

May 17-18

- *Characteristics of High Reliability Organizations*
- *Knowledge Transfer and Human Performance*
- *Plus more...*



WECC Human Performance Conference

November 8-10

"Are You on the Right Path?"

WECC Human Performance Event Awareness

Fall 2016

Human Performance Awareness Program pilot

Think About It...

“The problem with people is that they're only human.”

Hobbes (the tiger in *Calvin and Hobbes*)

