

Communication

ACTIVITY TITLE: Communications

TARGET AUDIENCE:

<input checked="" type="checkbox"/> Transmission Operator	<input checked="" type="checkbox"/> Market Operator
<input checked="" type="checkbox"/> Reliability Operator	<input checked="" type="checkbox"/> Operations and Planning Eng
<input checked="" type="checkbox"/> Balancing & Interchange	<input checked="" type="checkbox"/> Supervisor/Manager/Support
<input checked="" type="checkbox"/> Generator Operator	<input type="checkbox"/> Other _____

NERC CEHs:

Operating Topics CE Hours: 5.0

NERC Standards CE Hours: 0.0

Simulation CE Hours: 0.0

Professional Related CE Hours: 5.0

NERC EMERGENCY TRAINING HOURS: 5.0 hours

ACTIVITY SUBJECT MATTER:

<input checked="" type="checkbox"/> Basic Concepts	<input type="checkbox"/> Power System Restoration
<input type="checkbox"/> Power Transfer	<input type="checkbox"/> Market Operations
<input type="checkbox"/> System Protection	<input type="checkbox"/> Tools
<input type="checkbox"/> Interconnected Operation	<input checked="" type="checkbox"/> Operator Awareness
<input checked="" type="checkbox"/> Emergency Operations	<input type="checkbox"/> Policies and Procedures

DELIVERY SCHEDULE: Activity is expected to be delivered over a 5.25 hour period with 5.0 hours intended for material deliveries and activity exercises and .25 hours for activity assessment.

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A. ACTIVITY OVERVIEW

This course is intended for real-time system operators and support personnel operating on the Bulk Electric System who wish to expand their knowledge and to enhance their skills related to communications in both the verbal and written area. It is intended to provide attendees with the necessary training to understand the concepts and utilize the skills in performing their day-to-day tasks. The activity addresses the fundamentals of communications, key elements that assist in good communications, obstacles that lead to poor communications, elements of good logging practices, tools for communications in System Operations, and components of data exchange used in operating the electric system.

B. METHOD OF INSTRUCTION

The activity is expected to be delivered in an Instructor Led environment. The activity is expected to be delivered utilizing a PowerPoint presentation in conjunction with the various exercises that are integrated into the material.

C. ACTIVITY OBJECTIVES

Upon completion of this training activity, the trainee shall be able to:

1. Identify the key elements that assist in good communications
2. Explain the obstacles that lead to poor communications
3. Identify the elements of good logging practices
4. Identify the tools for communications in System Operations
5. Describe the components of data exchange used in operating the electric system

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D. ACTIVITY CONTENT

1. Define Communications
2. Importance of Good Communications & Implications of Poor Communications
3. Types of communications
4. Roles in Communication
5. Barriers to Communication
6. Tools for Communicating
7. Log Purposes
8. Starting Point for Logging
9. Suggested Log Entries
10. Storage
11. Data Communications

E. ASSESSMENT VEHICLE

The activity assessment is accomplished through a multiple choice quiz that addresses the activity objectives and content.

F. MISCELLANEOUS ELEMENTS

None identified for this activity.

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