

## **Decision Making Skills for System Operators**

### **Background**

The class is delivered over a 16-hour period. The class is intended to provide participants with necessary decision-making skills that can be utilized in fulfilling their everyday role in real-time operations. Participants are expected to already possess the basic principles of operating in an interconnected system. The participants will be required to utilize their knowledge of system operations and apply this knowledge while integrating the concepts identified for making decisions. The class has been designed to allow for a portion of lecture followed by a series of exercises. Additional lecture follows the exercises and is culminated by additional exercises. Some exercises may require the utilization of the Finist Simulator system. The situations presented in the exercises will deal with various system events.

### **Target Audience**

The class is intended for System Operators who possess the basic knowledge of electric system operation and are familiar with elements of interconnected operations. This includes those individuals who would like to improve their decision-making skills which includes error reduction and increased situational awareness while addressing simulated real-time conditions.

### **NERC Continuing Education Hours**

16.0 CEHs – Total

16.0 CEHs – Operating Topics

0.0 CEHs – Standards

8.0 CEHs – Simulation

### **NERC Emergency Training Requirement**

16.0 hours of Emergency Operations

## **Decision Making Skills for System Operators**

### **Class Content**

#### ***Lectures***

The lecture segment is divided into two sections separated by exercises. The lecture is intended to provide a solid foundation for participants in their decision-making skills. The lecture content includes developing intuitive skills, a review of the decision-making model, explanation of the situational awareness bubble, advanced team decision making concepts, and team decision making skills. The lecture will provide participants with key concepts that should be used during all exercises. The instruction utilizes numerous real life events to demonstrate how critical concepts were utilized and also identifies situations where concepts were not utilized and undesirable results occurred.

#### ***Exercises***

Individuals are presented with system information under various system conditions. Exercises require the individual to utilize the information provided and determine and implement the actions required to mitigate the operating conditions. Individuals are expected to utilize the decision-making concepts that are identified during the lecture.

### **Attendee Requirements**

Attendees must sign-in for the training activity in accordance with the attendance verification process stated:

- Attendees are required to sign-in using their designated sign-in and password
- Attendees must complete all course activities
- Attendees must successfully complete the activity assessment
- Attendees must submit a course evaluation form