



# **Preventing Errors in Emergency Conditions**

## **Background**

The class will be delivered over a 2-day period. The class is intended to expand beyond initial training in working through emergency situations. In addition, participants will be provided with extensive details of human error and how to reduce/prevent it. The participants will be required to utilize their knowledge of system operations and apply this knowledge in simulated scenarios. The class will be a combination of lecture and group activities. The major portion of the class will be comprised of small group exercises where group members must work their way through operational situations. After completion of the small group exercises, there will be extensive debriefing to analyze and evaluate how each group approached and mitigated the situation. The scenarios presented will deal with various system events.

## **Course Level**

Tier III: This course is intended for all Operators operating on the electric system, in addition to those that support the System Operator function. It is suggested but not required to have attended either the Emergency Identification & Mitigation or the Emergency Operations: Thinking Our Way Through! class.

### **Associated Tier I course:**

Emergency Identification & Mitigation

### **Associated Tier II course:**

Emergency Operations: Thinking Our Way Through!

## **Target Audience**

The class is intended for System Operators who possess the basic knowledge of electric system operation and are familiar with elements of identification and mitigation of system emergencies. This group would include those who have completed either the OES-NA Emergency Identification and Mitigation or the Emergency Operations: Thinking Our Way Through! class.

## **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

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## **Class Content**

***Featured Guest Presenter: Doug Harrington***

### ***Lecture***

The lecture segment includes extensive review and investigation into how human errors occur, in addition to human performance considerations. There is then an identification of the decision making process and the major contributors to decision errors. The lecture then proceeds to demonstrate ways to avoid common errors. The program then explores the integration of these concepts in a team environment. The second half of the lecture portion steps through the utilization of the identified concepts in operational situations. Participants will go through an extensive debriefing of the actions taken along with the process of how the group responded to the scenario.

### ***Group Exercise***

The class will break into small groups and will be presented with operational situations that places or could place the system in a state of emergency. Groups members are expected to utilize the concepts identified previously as they approach each operational situation that they are presented with. A complete class debrief of the situation and how the situation was handled by each individual group will follow each scenario that is presented.

## **Classroom Schedule**

Day 1 - 8:00 AM to 5:00 PM

Day 2 - 8:00 AM to 5:00 PM

## **Attendee Requirements**

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

- Attendees are required to sign-in on the course sign-in sheet
- Attendees are required to provide their NERC SO Certification # on the sign-in sheet, if applicable
- Attendees are required to provide a photo ID as proof of identity
- Attendees must participate in all course activities
- Attendees must successfully complete the activity assessment and obtain a passing grade on the assessment.
- Attendees must submit a course evaluation form

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