

Introduction to Human Performance Improvement for Utilities (HPI)

Course Description & Agenda

April 1 – 2, 2019

Day One

I. Overview of HPI

- Review of HPI History, including Application in Electric Utilities.
- Principles of HPI and Exploration of Human Fallibility
- Networking and Refreshment Break

II. How our Response to Failure Leads to More Failure

- Blame Cycles
- Biases that Hinder Learning: Hindsight Bias, Better-than-Average Bias, Severity Bias, Confirmation Bias, Pattern-Matching Bias, and Fundamental Attribution Error
- The Shortcoming of Newtonian Cause-and-Effect Analyses in Organizational Errors
- Revising our Response to Failure to Negate the Blame Cycles and Biases
- Creating Personal Accountability

III. Human Error Traps, their Triggers, and the Tools for Reducing Error

IV. Dynamic Learning Activity: Buzzard Repellant Dispersal Device Repair – Teaching and Reinforcing:

- Phonetic Alphabet 3-Way Communication
- Pre-Job Brief Procedure Use & Adherence
- Place-Keeping Self-Check/TV-STAR
- Peer Check Stop (and Get Help) When Unsure
- Post-Job Review

Day Two

I. How to Conduct a Learning Team

- Overview of LCA and How to Conduct a Stakeholder Meeting
- Beyond Action Items: How to Change Hearts and Minds to Improve Future Performance
- Applying Discipline Well: The Performance Management Map

II. Case Studies with Application of Learning Team and Performance Management Map

- Coal Silo Fuel Dump
- Gas Power Plant Puff
- T&D Substation Event

III. HPI Implementation Guide

- Implementation Pitfalls to Avoid
- Resources for Further Development

IV. Q&A

V. Learning Outcome Review