HUMAN PERFORMANCE IMPROVEMENT FOR POWER PLANTS

October 23 - 24, 2017
EUCI Office Building
Conference Center
Denver, CO
OVERVIEW

“To err is human...,” but does human fallibility doom us to failing over and over again? “Human error” is often attributed as the cause to most of our power plant events, whether we are talking about injuries, equipment damage, unit trips, environmental releases, etc. This leaves everyone wondering, “How can we reduce events caused by human fallibility?” For too long, there hasn’t been a good answer to that question.

The average American company wastes $637 per year per employee on human errors. For power plants, that number is much higher. After deploying a robust Human Performance Improvement effort, companies typically see more than a 40% decrease in human errors and the costs associated with them. This course will give you the information you need to start down that path.

Human Performance Improvement (HPI) is the application of principles and techniques specifically designed to reduce organizational events. HPI is the intersection of decades of research in Industrial and Organizational Psychology, Ergonomics, Social Psychology, and Cognitive Psychology. This course will not turn you into a psychologist, but it will equip you with the knowledge and tools you need to reduce events caused by human error in your organization, and it will enable you to be a better leader.

LEARNING OUTCOMES

• Develop a broad and deep understanding of why and how people deviate from expectations
• Discuss and apply a set of human error reduction tools in a power plant context including:
  o Pre-job brief
  o 3-way communication
  o Phonetical alphabet
  o Self-check/TV-STAR
  o Post-job review
  o Stop when unsure and questioning attitude
  o 2-minute rule
  o Procedure use & adherence with place-keeping
  o Peer check
• Explore the most common responses to failure and how those responses usually guarantee recurrence
• Explore and apply a flexible and robust approach to event response that increases learning and engagement while decreasing the threat of recurrence:
  o Learning teams
  o Latent cause analysis
  o Creating real accountability
  o Changing hearts and minds to improve future results
• Apply all of the above through a series of dynamic learning activities and power plant case studies

WHO SHOULD ATTEND

• Operations and Maintenance Managers: those who manage operations and maintenance personnel
• Outage Managers
• Front-Line Supervisors
• Safety Personnel
• Operational Experience/Excellence Personnel
• Human Resource Managers
AGENDA

MONDAY, OCTOBER 23, 2017

8:00 – 8:30 am  
Registration and Continental Breakfast

8:30 – 10:00 am  
Overview of HPI
    • Review of HPI Application in Power Generation
    • Principles of HPI and Exploration of Human Fallibility

10:00 – 10:30 am  
Networking Break

10:30 am – 12:45 pm  
Human Error Traps, their Triggers, and the Tools for Reducing Error
    • Dynamic Learning Activity: Buzzard Repellant Dispersal Device Repair – Teaching and Reinforcing:
        o Phonetic Alphabet - 3-Way Communication
        o Pre-Job Brief - Procedure Use & Adherence
        o Place-Keeping - Self-Check/TV-STAR
        o Peer Check - Stop (and Get Help) When Unsure
        o Post-Job Review

12:45 – 1:45 pm  
Group Luncheon

1:45 – 3:00 pm  
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

3:30 – 5:00 pm  
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

5:00 pm  
End of Day 1
AGENDA

TUESDAY, OCTOBER 24, 2017

8:00 – 8:30 am  Continental Breakfast

8:30 – 10:00 am  Case Studies
• Unit Trip # 1
• Unit Trip # 2
• Serious Injury and Significant Equipment Damage

10:00 – 10:15 am  Morning Break

10:15 – 11:45 am  HPI Implementation Guide
• Implementation Pitfalls to Avoid
• Resources for Further Development

11:45 am – 12:30 pm  Q&A
• Learning Outcome Review

12:30 pm  Course Concludes

INSTRUCTOR

Wes Havard
Operational Excellence & Human Performance Improvement, Luminant

Wes Havard is a leader of the Operational Excellence and Human Performance Improvement activities at the largest generator of electricity in Texas. His experience includes Continuous Improvement, Operations Management, OE, and HPI. He has a B.S. in Business Management and is completing his Ph.D. in Industrial and Organizational Psychology.
REQUIREMENTS FOR SUCCESSFUL COMPLETION

Participants must sign in/out each day and be in attendance for the entirety of the course to be eligible for continuing education credit.

INSTRUCTIONAL METHODS

Case studies, PowerPoint presentations and classroom exercises will be used during this course.

PROCEEDINGS

The proceedings of the course will be published, and one copy will be distributed to each registrant at the course.

EVENT LOCATION

**EUCI Office Building Conference Center**

4601 DTC Blvd, B-100

Denver, CO 80237

NEARBY HOTELS

- **Hyatt Regency Denver Tech Center**
  7800 E. Tufts Ave
  Denver, CO 80237
  Phone: 303-779-1234
  0.3 miles away

- **Hilton Garden Inn Denver Tech Center**
  7675 E. Union Ave
  Denver, CO 80237
  Phone: 303-770-4200
  0.6 miles away

- **Denver Marriott Tech Center**
  4900 S. Syracuse St
  Denver, CO 80237
  Phone: 303-779-1100
  0.7 miles away

- **Hyatt Place Denver Tech Center**
  8300 E. Crescent Parkway
  Greenwood Village, CO 80111
  Phone: 303-804-0700
  0.9 miles away

IACET CREDITS

EUCI has been accredited as an Authorized Provider by the International Association for Continuing Education and Training (IACET). In obtaining this accreditation, EUCI has demonstrated that it complies with the ANSI/IACET Standard which is recognized internationally as a standard of good practice. As a result of their Authorized Provider status, EUCI is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET Standard.

EUCI is authorized by IACET to offer 1.0 CEUs for this course. At the date of this posting, IACET is approved by the Society for Human Resources Management (SHRM) for continuing education.

REGISTER 3, SEND THE 4TH FREE

Any organization wishing to send multiple attendees to this event may send 1 FREE for every 3 delegates registered. Please note that all registrations must be made at the same time to qualify.
**PLEASE REGISTER**

**HUMAN PERFORMANCE IMPROVEMENT FOR POWER PLANTS COURSE**

**OCTOBER 23 - 24, 2017: US $1395, Early bird on or before October 6, 2017: US $1195**

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**REGISTRATION INFORMATION**

**Mail Directly To:**
EUCI  
4601 DTC Blvd., Ste. 800  
Denver, CO 80237  
OR, scan and email to: conferences@euci.com

**WWW.EUCI.COM**  
p: 303-770-8800  
f: 303-741-0849

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**EUCI Office Building Conference Center**  
4601 DTC Blvd, B-100  
Denver, CO 80237

*See nearby hotels on page 5*

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**ENERGIZE WEEKLY**

EUCI’s Energize Weekly e-mail newsletter compiles and reports on the latest news and trends in the energy industry. Newsletter recipients also receive a different, complimentary course presentation every week on a relevant industry topic. The presentations are selected from a massive library of more than 1,000 current presentations that EUCI has gathered during its 30 years organizing courses.

Sign me up for Energize Weekly

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**How did you hear about this event? (direct e-mail, colleague, speaker(s), etc.)**

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**What name do you prefer on your name badge?**

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**List any dietary or accessibility needs here**

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**CREDIT CARD INFORMATION**

**Name on Card**  
**Billing Address**

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*Security Code (last 3 digits on the back of Visa and MC or 4 digits on front of AmEx)*  
**Billing Zip Code/Postal Code**

OR Enclosed is a check for $ ___________________________ to cover ___________________________ registrations.

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**Substitutions & Cancellations**

Your registration may be transferred to a member of your organization up to 24 hours in advance of the event. Cancellations must be received on or before September 22, 2017 in order to be refunded and will be subject to a US $195.00 processing fee per registrant. No refunds will be made after this date. Cancellations received after this date will create a credit of the tuition (less processing fee) good toward any other EUCI event. This credit will be good for six months from the cancellation date. In the event of non-attendance, all registration fees will be forfeited. In case of course cancellation, EUCI’s liability is limited to refund of the event registration fee only. For more information regarding administrative policies, such as complaints and refunds, please contact our offices at 303-770-8800.

EUCI reserves the right to alter this program without prior notice.