

# Communication, Critical Thinking, and Restoration

### **Background**

The class will be delivered over a 3-day period. The class is comprised of three training modules covering the areas of: Communications, Critical Thinking, and Restoration. The course consists of lecture, group and individual exercises, and use of a power system simulator. The workshop is culminated with a group exercise utilizing the Finist OTS to restore the identified systems.

#### Target Audience

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 enhance their related skills. 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.

### **NERC Continuing Education Hours**

22.0 CEHs – Total 0.0 CEHs – Standards 22.0 CEHs – Ops Topics 6.0 CEHs – Sim

### **NERC Emergency Training Requirement**

22.0 hours of Emergency Operations

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### **Class Content**

The course modules' content includes:

#### **Communications**

The Communications module 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.

#### **Critical Thinking**

The Critical Thinking module addresses critical thinking and its application to system operations, components of effective reasoning, guidelines for critical thinking, keys for prioritizing, and the principles of time management.

#### Restoration

The Restoration module addresses history of blackouts and their effect on society, types and characteristics of blackouts, causes of blackouts, assessing system status, key elements for restoration of load and transmission, frequency control, and interconnection of islands. This module also addresses consideration for developing a System Restoration Plan and includes exercises utilizing a system simulator.

#### **Classroom Schedule**

Day 1: 8:00 AM to 5:00 PM (Lunch provided) Day 2: 8:00 AM to 5:00 PM (Lunch provided) Day 3: 8:00 AM to 5:00 PM (Lunch provided)

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### **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 at least a minimum passing grade of 70% on the assessment. If the attendee is unsuccessful in the initial assessment, a second opportunity to successfully complete the assessment following remedial instruction will be given.
- Attendees must submit a course evaluation form

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