



Critical Thinking



Background

This online course is delivered through [Spark! By OES-NA](#). The course is intended to provide system personnel and support personnel with an understanding of the criticality of critical thinking, prioritizing, and time management in operating the Bulk Electric System. The course defines critical thinking and its application to system operations, identifies the components of effective reasoning, describes the guidelines and process for critical thinking, explores the keys for prioritizing, and explains the principles of time management. It is intended to provide operating personnel with the knowledge and skills in addressing operational issues that arise in a real-time operational environment. Each lesson is culminated with a review and quiz. Upon completion of the lessons, there is a final assessment that consists of 10 multiple choice questions. Individuals must attain a passing grade of 70% on the final assessment in order to be awarded the NERC CEHs.

Course Level

Not Applicable

Target Audience

The course is intended for System Operators and any other operating personnel who are required to address issues and make decisions as part of their job responsibilities related to operating the Bulk Electric System and other operational areas.

NERC Continuing Education Hours

TOTAL: 1.0 CEHs
Standards: 0.0 CEHs
Ops Topics: 1.0 CEHs
Sim: 0.0 CEHs

NERC Emergency Training Requirement

1.0 hours of Emergency Training

Educating System Operators in the New Millennium!

Course Content

The course steps through lessons related to the Critical Thinking, Prioritizing, and Time Management related to System Operations and the decision-making process. Each lesson identifies and explains the various aspects related the following content:

- Defining critical thinking and its application to system operations
- Identifying the components of effective reasoning
- Describing the guidelines for critical thinking
- Identifying the keys for prioritizing
- Explaining the principles of time management

Delivery Schedule

Since the course is delivered on an individual basis via the Internet, individuals have the ability to set their own pace and schedule for completion of the course. Registered students are provided with 6 months from the time of registration to complete the course.

Student Requirements

- Students must sign-in using their individual log-in and password to access the course.
- Students are required to provide their NERC SO Certification # and other applicable contact information during the course registration process.
- Students must complete all course material prior to attempting the final assessment.
- Students must successfully earn a 70% grade on the final activity assessment.
- Students must submit a course evaluation form. (Level of completion is not measured, but full completion is desired)

Educating System Operators in the New Millennium!