



## **Decision Making Skills for System Operators**

### **Background**

This class is delivered over a 2-day period. The class is intended to provide participants with necessary decision making skills that can be utilized in fulfilling their everyday role in real-time operations. Participants are expected to already possess the basic principles of operating in an interconnected system. The participants will be required to utilize their knowledge of system operations and apply this knowledge while integrating the concepts identified for making decisions. The class has been designed to allow for all lectures to occur in the morning followed by small group decision making exercises throughout the afternoon on both days. Some small group exercises may require the utilization of the Power Simulator system. The situations presented in the exercises will deal with various system events.

### **Course Level**

Tier II: Operators with 5 years experience operating on the electric system in system operations or those who possess the basic knowledge of operating in an interconnected system.

### **Target Audience**

The class is intended for System Operators who possess the basic knowledge of electric system operation and are familiar with elements of interconnected operations. This group would include those who have completed various OES-NA classes, those operators who have more than 5 years experience operating on the electric system in system operations, and those who possess the basic knowledge of operating in an interconnected system.

### **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***

#### ***AM Lectures***

The lecture segment is divided between the two days and is delivered each morning. The lecture is intended to provide a solid foundation for participants in their decision making skills. The lecture content includes: developing intuitive skills, a review of the decision making model, explanation of the situational awareness bubble, advanced team decision making concepts, and team decision making skills. The lecture will provide participants with key concepts that should be used during all group exercises. The instructor uses numerous real life events to demonstrate how critical concepts were utilized and also identifies situations where concepts were not utilized and undesirable results occurred.

#### ***PM Group Exercises***

Each afternoon the class will break into small groups and be presented with system information under various system conditions. Each group is responsible to work together as a team, utilize the information provided, and determine and implement the actions required to mitigate the operating conditions. Groups are expected to utilize the decision making concepts that are identified during the lecture. The entire class will reconvene following each system scenario and debrief the actions that were or were not implemented and how the team developed the decisions that were made.

### **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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