

Tri-State System Operations Training

Course: Making Decisions in a Time-Critical Environment

Total Cost: \$209.00

Course Description:

Coordinated efforts handling time-critical events are crucial to the successful operation of a control center, O&M, and emergency restoration teams. In order to help you understand and develop key communication techniques and situation adaptability, this class will discuss the following topics:

- Three levels of human performance and the potential for error at each level.
- Recognition Primed Decision-Making model: How people REALLY make decisions.
- Managing the situational awareness bubble and the factors that tend to reduce awareness.
- The importance of communicating “INTENT”.
- Defining roles to avoid confusion and mistakes.
- Voicing and resolving conflicts to catch errors before they become consequential.
- Monitoring the team to avoid the dangers of stress.

After completing the class, you'll have the skills and techniques to adapt to ever-changing situations, multiple plausible hypotheses, high information ambiguity, and be able to coordinate the actions and communications necessary to make decisions collectively, resulting in favorable outcomes.

NERC Continuing Education Hours:

7 Total