

# WECC

## Human Performance Work Group Resource List



“To provide common vocabularies, tools, techniques, and training materials to assist Bulk Power System (BPS) operations and field personnel in the promotion and sustainability of Human Performance practices.”

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## Tools

### Pre-Job Brief Toolbox

#### Description:

During a WECC Human Performance meeting, several attendees (utilities, a contractor, and a vendor) were comparing the pre-job briefs used by their organizations. As they were comparing the 5-7 briefs, they realized that there was no single “complete” pre-job brief. That team, and a few advisors, collected several pre-job briefs from across the electric utilities industry and created a "toolbox link" for anyone who is updating or writing a new pre-job brief.

<https://www.knowledgekeeper.com/pjbtoolbox>

<https://www.knowledgekeeper.com/pjbs>

# Books and Publications

## Barriers and Accident Prevention

*by Eric Hollnagel*

### Type:

Book  
HP Intermediate

### Description:

[Barriers and Accident Prevention](#)

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## Books and Publications

### Behind Human Error

#### 2<sup>nd</sup> Edition

*by David D. Woods et.al*

#### Type:

Book

HP Intermediate

#### Description:

[Behind Human Error](#)

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## Books and Publications

### Controlling the Controllable

*by Jop Groeneweg*

**Type:**

Book

HP Advanced

**Description:**

[Controlling the Controllable](#)

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## Books and Publications

### DOE Human Performance Improvement Handbook

#### Description:

*DOE Human Performance Improvement Handbook, Volume 1*

This handbook is a reference for anyone working in the Department of Energy (DOE) community who wants to learn more about human performance and how it can be improved. It discusses the roles of individuals, leaders, and the organization in improving performance. The handbook consists of five chapters:

1. An Introduction to Human Performance
2. Reducing Error
3. Managing Controls
4. Culture and Leadership
5. Organizations at Work

*DOE Human Performance Improvement Handbook, Volume 2*

A companion document to this handbook, the second volume describes methods and techniques for catching and reducing errors and eliminating organizational weaknesses

[Volume 1](#)

[Volume 2](#)

## Books and Publications

### Drift into Failure

*by Sidney Dekker*

#### Type:

Book

HP Advanced

#### Description:

[Drift into Failure](#)

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## Books and Publications

### Field Guide to Understanding Human Error

*by Sidney Dekker*

#### Type:

Book  
HP Beginner

#### Description:

[Field Guide to Understanding Human Error](#)

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## Books and Publications

### **Good to Great: Why Some Companies Make the Leap and Others Don't**

*by Jim Collins*

#### **Type:**

Book  
HP Advanced for Business Leaders

#### **Description:**

[Good to Great: Why Some Companies Make the Leap and Others Don't](#)

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## Books and Publications

### Just Culture

*by Sidney Dekker*

#### Type:

Book  
HP Advanced

#### Description:

Just Culture

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## Books and Publications

### Managing the Risks of Organizational Accidents

*by James Reason*

**Type:**

Book  
HP Beginner

**Description:**

[Managing the Risks of Organizational Accidents](#)

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## Books and Publications

### **Managing the Unexpected: Resilient Performance in an Age of Uncertainty**

*by Karl E. Weick*

#### **Type:**

Book  
HP Intermediate for Business Leaders

#### **Description:**

[Managing the Unexpected: Resilient  
Performance in an Age of Uncertainty](#)

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## Books and Publications

### **Normal Accidents: Living with High-Risk Technologies, 2<sup>nd</sup> Edition**

*by Charles Perrow*

#### **Type:**

Book  
HP Advanced

#### **Description:**

[Normal Accidents: Living with High-Risk Technologies](#)

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## Books and Publications

### **Pre-Accident Investigations: An Introduction to Organizational Safety**

*by Todd Conklin*

#### **Type:**

Book  
HP Beginner

#### **Description:**

[Pre-Accident Investigations](#)

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## Books and Publications

### **Pre-Accident Investigations: Better Questions**

*by Todd Conklin*

#### **Type:**

Book  
HP Beginner

#### **Description:**

[Pre-Accident Investigations: Better Questions](#)

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## Books and Publications

### Root Cause Analysis

**Type:**

Publication

**Description:**

NERC Documents:

Cause Analysis Training Reference Materials  
(barrier analysis form, change analysis form, etc.)

[Root Cause Analysis](#)

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## Books and Publications

### The Checklist Manifesto: How to Get Things Right

*by Atul Gawande*

#### Type:

Book  
HP Intermediate

#### Description:

[The Checklist Manifesto](#)

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## Books and Publications

### **The ETTO Principle: Efficiency-Thoroughness Trade-Off: Why Things that Go Right Sometimes Go Wrong**

*by Erik Hollnagel*

#### **Type:**

Book  
HP Intermediate

#### **Description:**

[The ETTO Principle](#)

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## Books and Publications

### The Human Contribution

*by James Reason*

**Type:**

Book  
HP Intermediate

**Description:**

[The Human Contribution](#)

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## Books and Publications

### The Invisible Gorilla

*by C. Chabris and Dan Simon*

**Type:**

Book  
HP Intermediate

**Description:**

[The Invisible Gorilla](#)

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# Books and Publications

## The Luck Factor

*by Richard Wiseman*

### Type:

Book  
HP Intermediate

### Description:

[The Luck Factor](#)

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## Books and Publications

### Whack-a-Mole: The Price We Pay for Expecting Perfection

*by David Marx*

#### Type:

Book  
HP Intermediate

#### Description:

[Whack-a-Mole](#)

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## Conferences

### WECC Human Performance Conference

8 a.m. on Tuesday, October 16 to noon on Friday, October 19, 2018

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#### Disclaimer

This list is a product of the industry members that form part of the Human Performance Knowledge Transfer Task Force (HPKTTF), and not from WECC as a Regional Entity. Each resource was interviewed and vetted by a task force member who uses the services. If you would like to be included on the Human Performance Resource List, please submit a request to [Deveny Bywaters](#), Human Performance Work Group staff liaison, and your request will be reviewed by the WECC Human Performance Work Group (HPWG). The names and information contained in the list are merely provided as a service, and neither WECC the Regional Entity nor any of the task force or work group members make any claims regarding the information, apart from verifying the members are part of the task force.