“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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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
Barriers and Accident Prevention
by Eric Hollnagel

Type:
Book
HP Intermediate

Description:
Books and Publications

Behind Human Error
2nd Edition
by David D. Woods et.al

Type:
Book
HP Intermediate

Description:
Controlling the Controllable

by Jop Groeneweg

Type:
Book
HP Advanced

Description:
**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.
Drift into Failure

by Sidney Dekker

**Type:**
- Book
- HP Advanced

**Description:**
Field Guide to Understanding Human Error
by Sidney Dekker

Type:
Book
HP Beginner

Description:
Good to Great: Why Some Companies Make the Leap and Others Don’t

by Jim Collins

Type:
Book
HP Advanced for Business Leaders

Description:


**Just Culture**

*by Sidney Dekker*

**Type:**
- Book
- HP Advanced

**Description:**
Managing the Risks of Organizational Accidents

by James Reason

Type:
Book
HP Beginner

Description:
Managing the Unexpected: Resilient Performance in an Age of Uncertainty

by Karl E. Weick

Type:
Book
HP Intermediate for Business Leaders

Description:
Normal Accidents: Living with High-Risk Technologies, 2nd Edition
by Charles Perrow

Type:
Book
HP Advanced

Description:

Normal Accidents: Living with High-Risk Technologies
Pre-Accident Investigations: An Introduction to Organizational Safety
*by Todd Conklin*

**Type:**
- Book
- HP Beginner

**Description:**

Books and Publications

Pre-Accident Investigations
Pre-Accident Investigations: Better Questions

by Todd Conklin

Type:
Book
HP Beginner

Description:
Root Cause Analysis

Type:
Publication

Description:
NERC Documents:
Cause Analysis Training Reference Materials
(barrier analysis form, change analysis form, etc.)
The Checklist Manifesto: How to Get Things Right
by Atul Gawande

Type:
Book
HP Intermediate

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

by Erik Hollnagel

Type:
Book
HP Intermediate

Description:
The Human Contribution
by James Reason

Type:
Book
HP Intermediate

Description:
The Invisible Gorilla
by C. Chabris and Dan Simon

Type:
Book
HP Intermediate

Description:
The Luck Factor
by Richard Wiseman

Type:
Book
HP Intermediate

Description:
Whack-a-Mole: The Price We Pay for Expecting Perfection
by David Marx

Type:
Book
HP Intermediate

Description:
WECC Human Performance Conference

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

Contacts:
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meetings@wecc.bix
or call 801-819-7685

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.