

Effective Communication for System Operators

Instructor-Led Training

Effective Communication for System Operators will assist any power professional in understanding the connection between communication and the electric utility industry. By improving communication skills, power professionals can improve company efficiency, increase personal potential, and help prevent errors within their company.

This one-day, eight-hour course with simulation is designed to improve all forms of personal communication, with emphasis on three-part communication.

Topics covered include:

- The importance of communication
- Three-part communication
- The six-step communication process
- NERC expectations in regard to communications
- The 5 W's technique
 - Who, What, When, Where, Why
- Barriers to effective communication
- Preparation for an emergency situation

As part of this course, students will reinforce their communication skills through the use of the PowerSimulator.

At the end of the course, students will be able to:

- Define the process of effective communication and state the importance of effective communication for system operators
- Execute the steps in three-part communication
- List NERC's expectations related to communication
- Outline the procedures for written communication
- Identify and correct barriers to effective communication
- Demonstrate their ability to perform during a problematic or emergency situation



CREDIT HOURS:

8:CEH 3:STD 1:SIM 8:EO*

* For PER compliance, EO training must be applicable to each individual organization. SOS hours are recommendations only. Please check with your compliance group for eligibility.



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SOS Intl. and NERC ID SOS_INTL_001 is recognized by the North American Electric Reliability Corporation as a continuing education provider who adheres to NERC Continuing Education Program Criteria.