

**23<sup>rd</sup> ANNUAL HUMAN PERFORMANCE ROOT CAUSE TRENDING CONFERENCE**  
**Marriott Toronto Eaton Centre in Toronto ON, Canada**  
**June 12th-15th**

<b>Time</b>		<b>MONDAY: JUNE 12 General Session</b>					<b>Time</b>		<b>TUESDAY: JUNE 13 General Session</b>					<b>Time</b>		<b>WEDNESDAY: JUNE 14 General Session</b>					<b>Time</b>		<b>THURSDAY: JUNE 15 Workshops</b>				
7:00 - 8:00		Continental Breakfast					7:00 - 8:00		Continental Breakfast					7:00 - 8:00		Continental Breakfast					7:00 - 8:00		Continental Breakfast				
8:00 - 8:10		Welcome & Logistics- Charles Major, President HPRCT					8:00 - 8:10		Welcome Back/Daily Logistics- Charles Major, President HPRCT					8:00 - 8:10		Welcome Back/Daily Logistics- Charles Major, President HPRCT					8:00 - 12:00		1/2 Day Session	Full Day Session	1/2 Day Session	1/2 Day Session	Full Day Session
8:10 - 9:10		"Integrating human performance into the business so it is not seen as a 'bolt on' to deliver sustainable business results" Aileen Sullivan, Director of Fleet Performance Improvement, Ontario Power Generation					8:10 - 9:00		Safety Differently, Part I: From counting negatives to enhancing positives Sidney Dekker, PhD, Griffith University					8:10 - 9:00		Delivering the Nuclear Promise: Advancing Safety, Reliability And Economic Performance Sean Granville, Deputy Chief Nuclear Officer, OPG					8:00 - 12:00		Advanced Error Reduction in Organizations	Clean Interviewing: Keeping Your Stuff Out and Gathering Their Stuff In	Human Performance Training for "Knowledge Workers" (Engineers/Office Workers)	HPI 101- Human Performance Fundamentals	Root Cause Analysis – When Your Prevention Efforts Didn't Work
9:10-9:20		Break					9:00-9:10		Break					9:00-9:10		Break											
9:20- 10:00		"RCA and Big Data—The Potential Future State of Problem Solving?" Chris Eckert, President, Sologic					9:10- 10:00		Safety Differently, Part II: Turning safety management into safety leadership Sidney Dekker, PhD, Griffith University					9:10- 10:00		"What Happened To Me When I Confronted the Subject of Risk Head-On" Bob Nelms, President FailSafe Network											
10:00-10:10		Break					10:00-10:10		Break					10:00-10:10		Break											
10:10-11:00		"Using the Essential Leadership Cycle to drive HP" Rob Fisher, President and Director of Operations Fisher IT, Inc.					10:10-11:00		"What Can Be Learned From a Study of Significant Injuries and Fatalities" Todd Conklin, Ph.D					10:10-11:00		What Lies Beneath: An Aspect of Human Performance That's Driving Institutional Change Wendy L. Harris, Director of Performance Excellence Baker Hughes					Rob Fisher Fisher IT, Inc.	Sharon Small Clean Interviewing	Douglas Eicher Chris Steiger DTE Energy	Jake Mazulewicz, Ph.D JMA Human Error Solutions	Richard Swanson Performance Management Initiatives		
11:00-11:10		Break					11:00-11:10		Break					11:00-11:10		Break											
11:10-11:55		"Benefits of Human Performance Principles in Oil and Gas Operations An Executive Perspective" Helene Harding, VP Gulf Coast Business Unit Conoco Phillips					11:10-12:00		How executives can better understand and implement Just Culture Sidney Dekker/Todd Conklin					11:10-12:00		Cultural Transformation: The Real Definition and Practice of Engaging Hearts and Minds Joe Estey, Principle Performance Improvement Specialist Lucas Engineering and Management Solutions											
11:55 - 12:55		LUNCH					12:00 - 1:00		LUNCH					12:00 - 1:00		LUNCH					12:00 - 1:00		LUNCH				
12:55 - 2:00		"What is Wrong with Root Cause Analysis?" Bob Latino, CEO Reliability Center, Inc					1:00 - 1:50		"The Invisible Organization or Why Change Fails to Take Root" John Carroll, Professor of Management MIT Sloan School of Management					1:00 - 1:50		"Integrating Human Performance and Critical Controls – Plan for Failure" Laurie Shelby, Vice President Environmental, Health, Safety Alcoa					1/2 Day Session	Full Day Session	1/2 Day Session	1/2 Day Session	Full Day Session		
2:00 - 2:10		Break					1:50 - 2:05		Break					1:50 - 2:05		Break					1:00 - 3:00		IntroSpect, a Profoundly Effective Causal Learning Process that is Complementary to Just Culture and Human Performance Initiatives	Clean Interviewing: Keeping Your Stuff Out and Gathering Their Stuff In	Coaching in the Moment 2hr Sheri White Bruce Power	Advanced Human & Organizational Performance for Well Versed, Gifted & Talented Practitioners and/or Genii	Root Cause Analysis – When Your Prevention Efforts Didn't Work
ROOM		General Session					ROOM		General Session					ROOM		General Session											
2:10 - 2:55		"A Glowing Resemblance – A Compare and Contrast of Medical and Nuclear Performance Improvement Initiatives" Dr. Thomas Diller, MD, Executive Director of University of North Texas Health Sciences Center Institute for Patient Safety Rey Gonzalez, President, HOPE Consulting					2:05 - 2:55		"Fix the Worker vs. Fix the System" Jeff White, HP Coordinator Southern Company					2:05 - 2:55		"How to Boost Engagment and Understanding with Interactive Teaching Cases " Jake Mazulewicz, Ph.D., Director JMA Human Error Solutions											
2:55 - 3:10		Break					2:55 - 3:10		Break					2:55 - 3:10		Break					3:00 - 5:00		Bob Nelms Fail-Safe Network	Sharon Small Clean Interviewing	Matt Minty Bruce Power	Wes Havard Charles Major Luminant	Richard Swanson Performance Management Initiatives
ROOM		Salon 1					Salon 2					Salon 3					Salon 4										
3:10 - 4:00		"Implementing an approachable user program for causal analysis." Chelsea Hedges-Chou Ontario Power Generation	"Cynical Optimism: A Pathway to Resilience- Integrating Human and Organizational Performance into an R&D Environment " Jim Marinus Howard NekimkenLos Alamos National Laboratory	"50 Foot Fall Accident – A Consequence of Culture" Clark Gunion U.S. Department of Energy	"Mythical Metrics: Why Zero Gets You Zero" Joe Estey Lucas Engineering and Management Solutions	"The Real Causes of Future Events" Micky Colomb HAVEN Safety Training and Consulting	Executive Panel Discussion Open forum in the ballroom Questions from the audience					3:10 - 4:00	"Employee Concerns Investigation Basics for Root Cause Analysts: What's Similar; What's Different; and How to Avoid Getting Splattered" Dick Swanson	"Facilitating a focus on people in an organization's quest for quality management" Yuji Yamagami	"Collaboratively Developed Vendor Trades Supervisor Training to Improve Human Performance" Sean Methot Kathy Brining	Ensuring a Clear View - A case study for introducing human factors concepts Jordan Buss	"Avoiding the Hammer Syndrome: Nailing the Action Most Likely to Prevent Recurrence" Joe Estey	Core 4 HU Tools and Dynamic Learning Activities 2hr									
4:00 - 4:10		Break					4:00 - 4:10		Break					4:00 - 4:10		Break					3:00 - 5:00		Bob Nelms Fail-Safe Network	Sharon Small Clean Interviewing	Matt Minty Bruce Power	Wes Havard Charles Major Luminant	Richard Swanson Performance Management Initiatives
ROOM		Salon 1	Salon 2	Salon 3	Salon 4	Salon 5	Salon 1	Salon 2	Salon 3	Salon 4	Salon 5	Salon 1	Salon 2	Salon 3	Salon 4	Salon 5											
4:10 - 5:00		"The Sologic Method and Keys for Successful Facilitators" Chris Eckert Sologic	"Risk Management and Leading Indicators" Ron Farris Jodi Hammond Ed Gatto Hope Consulting, LLC	"Listen Well: Ask Don't Tell" Sharon Small Clean Language	"Success and Failure Aren't That Different" Bob Edwards The H.O.P. Coach	"We Don't Need A Better Hard Hat" Duff Boyd NB Power	"Audience Participation: Let's Critique an Acutal Root Cause Analysis Together" Bob Nelms Fail-Safe Network	"Applying Resilience Engineering: practices from power generation, air traffic control, and healthcare" Beth Lay Applied Resilience	"Brain Centric Strategies for Nurturing an Intrinsic Safety Culture." Lamberto Nonno Baker Hughes	"4 Pillars: A Hydro Electric Public Utility's 12 month journey to Organizational Excellence and HPI" Jeremy Jordan Brian Odell Greg Smith Public Utility District of Chelan County	"Coaching in the Moment" Sheri White Bruce Power	Human Performance in the Biotech Industry: Biogen's Story Amy Wilson Biogen	"Observations of Implementing the "Nuclear Promise" for CAP" Jack Martin Backpacker Jack	"Bridging the Gap Between Task Performance and Job Performance" Jeffrey Sill Pamela Ey AEP	"Applying Human Performance Principles in Oil and Gas Operations" Shannon Caldwell Conoco Phillips	"Developing new Human Performance Metrics along with Potential Application of a Predictive Human Performance Model for an Ontario Nuclear Power Plant" John Jamieson Bruce Power											
5:00 - 6:00		Member Meeting					5:00 - 6:00		Board Meeting					5:00 - 6:00		Board Meeting					Workshops are sold separately, please add selected workshop(s) to your cart during registration. A full day session, single 1/2 day session or (2) 1/2 day sessions can be selected - just assure they are not at the same time.						
6:00 - 7:00		Board Meeting					6:00 - 8:00		HPRCT Evening Reception																		