

# SAT Fundamentals

CLASSROOM

System Operations Success Intl Preparing Energy Professionals for Tomorrow

**Overview:** The purpose of this 3-day program is to provide participants with an overview of the **Systematic Approach to Training** as it applies to the Electric Utility Industry. Course participants receive comprehensive instruction in all aspects of the **ADDIE** method of professional training development. In addition, the course is designed for participants to have the opportunity to demonstrate the skills they learn during class. At the end of the course, they receive certification from **SOS Intl** in the **SAT/ADDIE** process.

**Material covered includes:**

- The **Systematic Approach to Training (SAT)**
- The **ADDIE** process
- Training Needs Analysis
- Performance Gap Analysis
- Job Task Analysis
- Learning Objectives
- Training plans
- Methods of effective training delivery
- Training course evaluation
- Current NERC PER Standards and Proposed Standards
- NERC ILA Form
- NERC Job Task List
- Connections between **ADDIE** Process and NERC Requirements

Each session will include combinations of presentations, working sessions, breakout groups, and other activities, to create a fast-moving and interesting course as well as illustrate choices of presentation activities and styles. Participants will be encouraged to bring training material so they can work with their own training needs during the breakout sessions.

**Approach:** One of the founding principles of **SOS Intl** is that the training provided to system operators and others be delivered by instructors who not only understand the content, but have been trained to prepare and deliver programs in the most effective manner. This **Train-the-Trainer** concept has been a central foundation of our training programs since the first classes were delivered in 2003.

**DAY 1** The first day will cover an Introduction to the **Systematic Approach to Training (SAT)** and the Basics of Analysis. Interactive activities will accompany each unit, familiarizing participants with introduced tools such as the Job Task Analysis, ILA form, Job Description and Performance Review.

**Covered topics will include:**

- **SAT** application to the electric utility industry
- JTA as a starting point for training
- ILA for NERC continuing education
- Elements of a Training Needs Analysis
- Gap Analysis

**DAY 2** The second day will cover the topics of Design and Development, two distinct phases of the **SAT**, which have a particular amount of flow and overlap. Activities have been designed to effectively use this flow to create sample training plans.

**Covered Topics will include:**

- Creation of Learning Objectives and Training Plans
- Training Modalities
- Tools for Development: Job Aids, Simulations, Exercises, and more
- Data Gathering and Chunking

**DAY 3** The final day will cover Implementation and Evaluation, and will provide a final wrap-up, which assists in the completion of the **ADDIE** process and an activity, which reviews the NERC PER Standards.

**Covered Topics will include:**

- Principles of Effective Training Delivery
- Implementation of On-the-Job, Online and other forms of Training
- Evaluating Course Effectiveness
- Transfer of Training

**SAT Certification:** **SOS Intl** has developed and refined the **Train-the-Trainer** program to produce **SAT** certified trainers for the electric utility industry. In the development of this program **SOS Intl** has consulted and incorporated material and best practices from the **Train-the-Trainer** courses of some of the most respected training organizations in the world. These include:

- International Nuclear Power Organization
- Society for Human Resource Management
- American Society for Training and Development
- US Air Force
- Langevin Learning Services
- Center for Applied Cognitive Studies (CentACS)
- Center for Creative Leadership

Since its founding in 2002, **SOS Intl** has trained thousands of individual system operators representing close to 800 organizations. **SOS Intl** has established itself as a pioneer in the training of system operators and a leading provider of quality end user and **Train-the-Trainer** programs.

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RELIABILITY CORPORATION  
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  
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