



Accountability for Our Behaviors

Human Error

Inadvertent action: slip, lapse, mistake

Manage through changes in:

- Processes
- Procedures
- Training
- Design

Console

At-Risk Behavior

A choice: risk not recognized or believed justified

Manage through:

- removing incentives for At-Risk Behaviors
- creating incentives for healthy behaviors
- increasing situational awareness

Coach

Reckless Behavior

Conscious disregard of unreasonable risk

Manage through:

- Remedial action
- Punitive action

Punish