

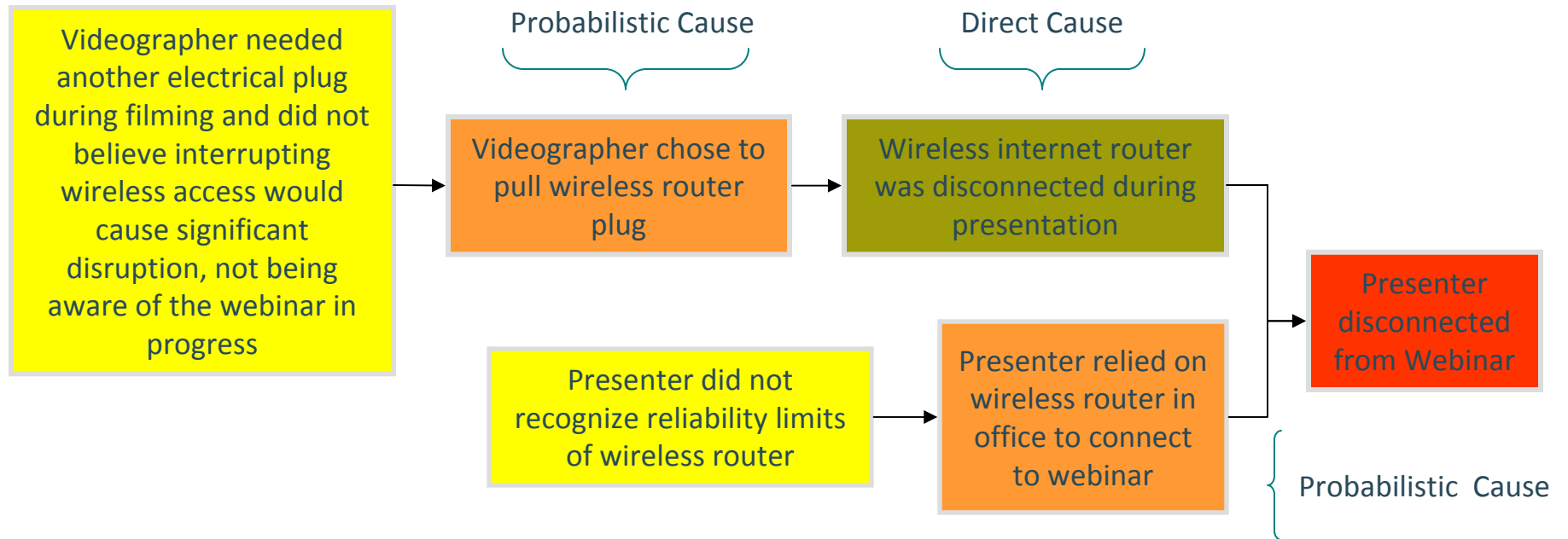


## Webinar Disconnect Event

The Chief Operating Officer of Outcome Engineering (O<sup>e</sup>) was presenting a webinar entitled *Just Culture and Event Investigations* to over 300 CAPSAC members. During the presentation, the presenter became disconnected from the webinar, causing the CAPSAC leaders and the remaining participants to wonder what happened.



# Cause and Effect Diagram (Webinar Presenter Disconnect)



■ The Undesired Outcome

■ Human Error

■ Behavioral Choice

■ A Cause of the Human Error

■ A Cause of the Behavioral Choice



# Just Culture Algorithm™ Response and Risk Reduction Strategies

- At-risk behaviors coached
- Human errors consoled
- System Design (O<sup>e</sup> policy) improvements:
  - Established requirement to use internet cable for access during webinars instead of wireless router
  - Established requirement to use wireless router and one additional external WIFI access as redundant back-ups



The Just Culture  
Community

# With Sincere Apologies!

Please visit us at:

*Outcome Engineering, LLC*  
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[www.justculture.org](http://www.justculture.org)