

The Rashomon Effect

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Rashomon

Released 1950

Directed by Akira Kurosawa



Rashomon



Rashomon



Columbus and the Native Americans



Columbus and the Native Americans



Columbus and the Native Americans



NYC Shooting

May, 2015



NYC Shooting

May, 2015



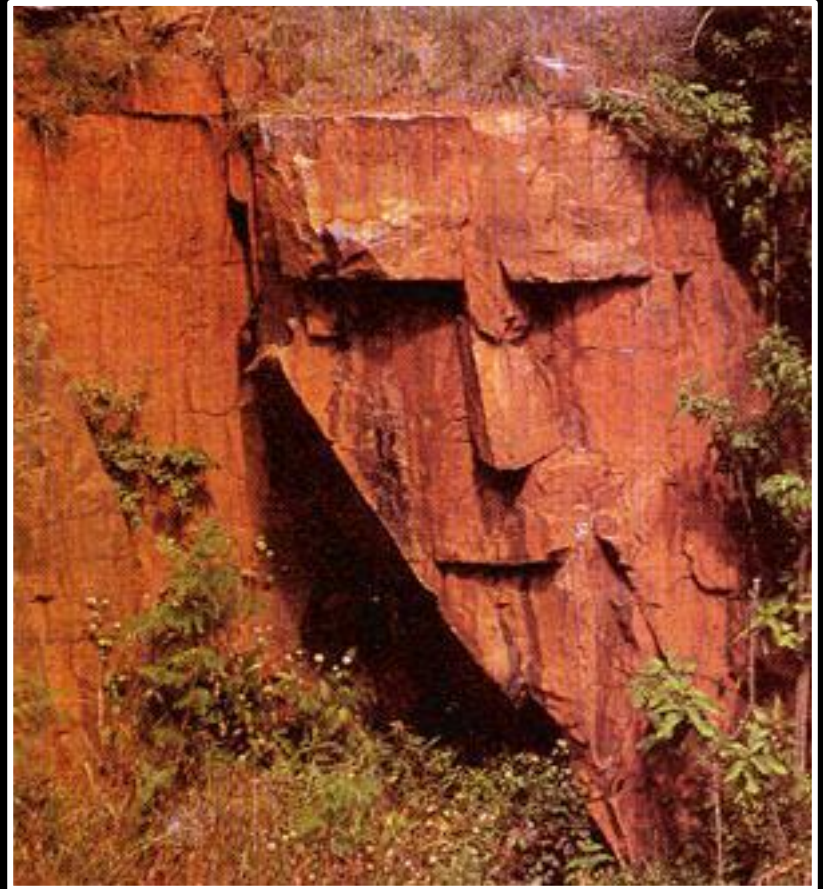
Perception is reality

but it is rarely real.

Pareidolia



Pareidolia



Inattentional Blindness



The Power of Perception

Reality is in the eye of the beholder.

With limited or conflicting information, our minds fill in the blanks according to experience, expectations and sensory input.

What's going on here?

Memory and observational errors can occur by any or all of the following:

- Bias based on beliefs, expectations and experience
- The desire to organize the disorganized
- Inattention, lack of mindfulness/attention
- Inexperience or unfamiliarity with the new
- Changed expectations or directives
- Competing inputs
- Lowered importance or lack of caring

Why is this important?

How does it apply to me and my work?

- Accident Investigations
- Accident Prevention
- WORKPLACE EXAMINATIONS

How do we improve results?

Change our message

- “Hazards” is often a meaningless word
- Replace “Hazards” with
 - Harm
 - Hurt
 - Injure
 - Kill
 - Amputate

How do we improve results?

Change our training

- Provide examples of the norm or expected
- Provide examples of change
- Provide methods to improve memory and observational skills

Memory Exercises



Memory Exercises



Memory Exercises



Memory Exercises



How do we improve results?

Change our approach to do the job

- Change the direction of the examination: top-down to bottom-up
- Provide meaningful guidance and checklists
- Reward/recognize excellence

How do we improve results?

Guidance and Checklists

- Are there conditions that can hurt, maim, injure or kill you?
- What things have been done to prevent that from happening?
- List the areas to examine, the hazards or “things that can hurt you”, equipment, etc. needed to be examined

How do we improve results?

Guidance and Checklists

- Maintenance, work orders remain the same
- Compliance records remain the same

How do we improve results?



Motivate, recognize and reward excellence

How do we improve results?

Accident Reconstruction – Witness Statements

- Get to witnesses ASAP
- Ask if they've spoken with anyone about the event
- Have them write it down
- Ask:
 - What were you doing at the time and just before the event?
 - Did you turn away?
 - What did you hear?
- Recall events in reverse

To err is human...

We will forget to look, forget to see, forget to act

Reduce errors by creating a culture of fact finding and delta opportunities

Stress mindfulness and attentiveness

Remind workers of its importance to saving lives and reducing human pain

The red tie...



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