

Baseball Bat Struck Runner

"Situational Awareness" is NOT an Effective Solution to a Problem

This past weekend I was attending my 6-year-old son's baseball game. A teammate had just scored a run and was running back to the dugout when another teammate taking a practice swing hit the baserunner directly above his eye. A huge knot began to grow and he was immediately rushed to the hospital where thankfully, tests indicated he would be OK. The Cause Map diagram below highlights why you can't stop short at generic explanations such as situational awareness. This leads to ineffective solutions such as: "Be more careful" or "Pay more attention." Instead, we must identify the human factors so that we can identify solutions that manage by process.

