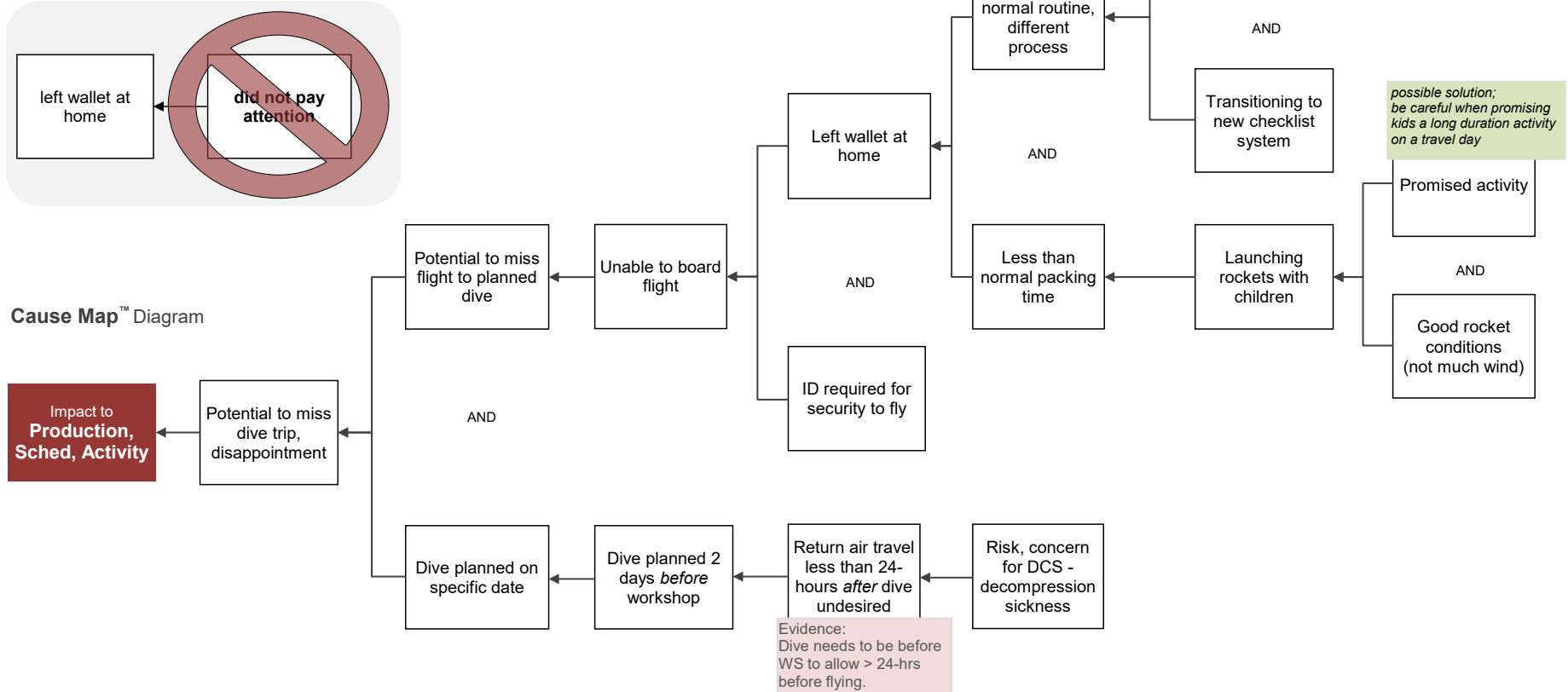


# Left Wallet at Home - Checklist

I am a firm believer in checklists. In fact, checklists are one of the four key communication tools I discuss in *Cause Mapping* workshops. Others include training programs, procedures, and work processes. Despite using checklists, I once had a "user error" when I was traveling. The stakes with my example weren't anywhere near as high as with flying a plane, but let's dissect the incident.



Cause Map™ Diagram