

# Memory Supports in the Workplace

External memory systems can reduce errors and free up attention for the actual work.

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## CAPTURE

Write actions down at the point they are agreed rather than relying on later recall.

2

## CUE

Use reminders, calendars, visual prompts or location-based cues.

3

## SEQUENCE

Checklists make multi-step processes easier to follow consistently.

4

## STANDARDISE

Templates reduce the amount that must be remembered from scratch.

5

## REVIEW

Short check-ins can catch missing actions before they become larger problems.

6

## DESIGN FOR REALITY

Choose systems the person will actually see and use during the working day.

## TAKEAWAY

Memory support is not 'cheating'. External systems are legitimate tools for making work more reliable.